

COVID-19

Patient
Care Services

March 25, 2020

*In appreciation for your selfless work and dedication
during these extraordinary times*

Frequently asked questions

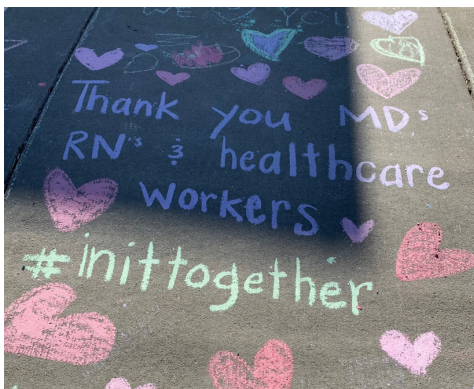
Q: Has the pick-up location for discharges changed? Where should families pick patients up now?

A: We encourage discharge pick-ups:

- Monday–Friday, 6:00am–5:30pm through the Wang Lobby
- Monday–Friday, after 5:30pm White Lobby (at the end of the ramp)
- Weekends White Lobby (at the end of the ramp)

Q: Some families want to deliver personal items to patients. Is that allowed?

A: Deliveries to patients are discouraged as it could potentially expose patients and staff to germs from outside the hospital. Only essential items such as ostomy supplies, glasses, etc. can be delivered to patients at this time.



Seen by nursing director, Patti Fitzgerald, RN (Bigelow 11 Medicine), while walking in Melrose.



Ann Prestipino, MPH
senior vice president, Strategy
and Clinical Operations

“As Incident Commander of HICS, I would say that all members of Patient Care Services have been invaluable in both planning for and caring for our pandemic patients. Your expertise, compassion, and creativity are extraordinary!”

—Ann Prestipino, MPH
senior vice president
Strategy and Clinical Operations

HICS is a standardized approach to managing complex incidents based on principles of the Incident Command System (ICS). It assists healthcare organizations in managing emergency planning, response, and recovery capabilities for planned and unplanned events.



Outpatient pediatric speech-language pathologists learn to conduct virtual visits with patients using video conferencing.

Please send any photos, comments, questions, or potential content for the COVID-19 newsletter to Susan Sabia at: ssabia@partners.org