COVID-19

LincolnHealth

Frequently Asked Questions Regarding COVID-19 (coronavirus) March 26, 2020

What are the symptoms of COVID-19?

People who become symptomatic may experience fever, cough and shortness of breath. Some people who have tested positive had no symptoms.

What should I do if I have symptoms?

Please stay at home and call your doctor's office. A provider will ask some questions and determine whether you need to be tested. You must have a doctor's order to be tested. LincolnHealth has doctors available to speak with you around the clock.

How do I protect myself and my family against COVID-19?

- Stay at home
- Avoid people who are sick
- Only leave home for medicine, groceries and essential supplies
- If you do go out, stay at least six feet away from other people
- Wash your hands frequently with warm, soapy water for at least 20 seconds. Use hand sanitizer if soap and water are not available
- Avoid touching your face
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe

What has LincolnHealth been doing to prepare for a surge of patients?

The Hospital Incident Command System has been in place at LincolnHealth and across the MaineHealth system. We are discussing surge preparation multiple times a day. We have identified various areas that are currently being unused in the hospital where additional beds can be placed.

We have also created a centralized labor pool to assist in staffing critical roles. Many of our employees have been furloughed. They are being paid but expected to report when asked to assume a role for which they are qualified.

We have also moved staff from the St. Andrews Urgent Care Center to the Miles campus to support our Emergency Team and the COVID-19 clinic site we have established.

How are you managing your supplies?

There are at least three daily check-ins regarding the availability of supplies. We are monitoring our supply of Personal Protective Equipment (PPE) closely. Being part of the MaineHealth system provides us with additional support.

Do you have enough supplies?

At this time, we do. We are doing all we can to stay ahead of demand.

Do you have enough tests?

We are monitoring our testing supplies closely and working with our suppliers to replace the tests we use. This approach has been effective thus far.

How are you determining who gets tested?

People with severe symptoms who are hospitalized are a priority, along with health care workers with symptoms who are essential to return to work, including first responders. Those in nursing homes with symptoms are also a high priority.

I would like to donate my services or supplies to help. How do I do that?

It has been heartening and rewarding to hear from our neighbors who are looking to donate supplies and goods to help our hospital. MaineHealth has established a web page where people can fill out a form to describe what they wish to donate. You can visit www.MaineHealth.org/donate. All larger donations or questions about what is currently being accepted should be handled through this website.

Those who have smaller donations for LincolnHealth, Pen Bay Medical Center or Waldo County General Hospital should call 301-3950 to discuss what they wish to donate *before* arranging to drop off your donation.

Where can I get more local information?

More local information can be found on the LincolnHealth Facebook page. If you have access to local public television, we've been providing updates three times per week. If you do not have access, visit https://www.facebook.com/LincolnCountyTelevison/ to view the video.

We are also providing updates to our weekly newspapers regularly.