

A COMMUNITY BUILT ON CARE

Dear Desorae Giles-Smith, City Manager,

At this time when the news is being dominated by coronavirus (COVID-19), I wanted to personally reach out and let you know that we are vigilantly implementing enhanced protocols to ensure the safety of our visitors, patients and community.

We are closely monitoring the guidance of the World Health Organization and the Centers for Disease Control (CDC) regarding the spread of the virus. Our focus is to ensure that we meet the needs of our patients, community and our employees.

As with any communicable disease, our hospitals have taken the appropriate steps to respond accordingly. Our clinical teams are in constant review of infection prevention processes and update patient screenings as recommended by the CDC. We can safely and appropriately care for our patients with the necessary supplies and equipment.

Here are actions we have taken to protect our staff, our patients and our visitors:

- We have limited the entry points to the hospital exclusively to the ED and Main Entrance so we may screen all visitors, patients and staff accordingly for everyone's safety.
- We are asking friends and family to please visit between the hours of 8:00 A.M. – 8:00 P.M. Exceptions will be made on each individual basis, dependent on the circumstances.
- We are restricting visitors to two per patient.
- We have cancelled all events until further notice following the guidance from the CDC and state and local health officials.
- We are working closely with the Florida Department of Public Health in Broward County, the CDC and the Agency for Health Care Administration (AHCA), to respond to any potential coronavirus cases in our area. If an individual meets any of the criteria for a potential patient under investigation, we have a process in place to ensure we take appropriate action to get them the level of care they need and prevent any further spread of the virus.
- We have strong infection control policies, procedures, and systems in place to screen and treat patients. We are committed to keeping our patients, our staff, and our community safe.

Our concerns about the novel COVID-19 are valid, however, they are cause for us to be prepared not scared. I want to assure you that we have taken all the necessary measures at this time to continue to provide quality, compassionate care to the communities we serve. If you have any reservations, I look forward to hearing from you. The safety and health of our community is our highest priority and we truly appreciate the trust placed in our team of physicians, nurses and staff at Florida Medical Center.

Best Regards,



Jeffrey M. Welch
Chief Executive Officer
Florida Medical Center