



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
NEW HAMPSHIRE HOSPITAL

Lori A. Shibinette
Commissioner

Heather M. Moquin
Chief Executive Officer

36 CLINTON STREET, CONCORD, NH 03301
603-271-5300 1-800-852-3345 Ext. 5300
Fax: 603-271-5395 TDD Access: 1-800-735-2964
www.dhhs.nh.gov

07/27/2021

Dear Family members and Guardians of NH Hospital patients,

Our senior management team have continued to manage the evolving situation with the pandemic of Coronavirus (COVID-19) in the United States and its impact on our operations here at NH Hospital. We are staying abreast of the updates on admission screening guidelines and infection control protocols. All actions are in collaboration with the New Hampshire Department of Public Health and the Centers for Disease Control (CDC) guidance. The hospital also has detailed protocols regarding quarantine and isolation for patients and staff that have either tested positive for the virus or had close contact with a COVID-19 positive person. This includes establishment of COVID response levels to help us mobilize quickly to the changing situation. NH Hospital administration will change our COVID response level as needed based on the conditions in the community or within our facility, to maintain the health and safety of our patients and staff.

We continue to adhere to our COVID protocols. The following information includes our current precautions:

- Our COVID Care Unit is no longer activated, however we have protocols in place to properly isolate and treat any COVID positive patients that we may have.
- We continue to monitor our facility for COVID through wastewater testing and by requiring all admitted patients to be tested for COVID.
- We continue to screen all personnel and visitors before entering the building. Masks are required in all patient care areas. Our lobby and cafeteria are not open to the general public.
- Our staff are considered Essential Personnel, meaning that we will be here to take care of your loved one.
- Our visitation protocol will vary depending on the current NHH COVID response level. **Please contact the hospital in advance of any visit to confirm we are allowing visits and what the requirements are.** Our *current* COVID level requires that each patient have only two approved visitors through the duration of their stay. Each visitor must be prescreened and approved by the Social Worker assigned to the patient and then approved visitors must contact the unit nurse's station to schedule visits in advance.
- Guardians and family supports, for whom we have authorization to share information, are informed of significant changes when a patient's care is impacted by COVID related precautions.
- Therapeutic programming has been modified to limit co-mingling of patients from different units.

- Multiple measures have been implemented to enable and support social distancing with staff and patients.
- We are answering general questions that are submitted through the DHHS/NH Hospital website via the “Contact NH Hospital” link: <https://www.dhhs.nh.gov/dcbcs/nhh/contact.htm>

If you have questions regarding a specific patient at NH Hospital, you may reach out to their assigned social worker and they would be happy to assist you. We are continuing to work on increasing our capacity to provide updates and information to families as this ever-changing situation evolves. We appreciate your understanding.

For further guidance please reference the CDC: <https://www.cdc.gov/coronavirus/2019-ncov/index.html> or NH DHHS COVID website: <https://www.nh.gov/covid19>

Sincerely,

Heather Moquin, RN, MBA, NHA

Chief Executive Officer
New Hampshire Hospital