



Cor. Albert & Abercromby Streets, St. Joseph, Trinidad & Tobago W.I Tel : (868) 662-2766, 3256, 3259 Fax: (868) 663-9064
Website: www.medicalassociatestt.info

COVID-19 PUBLIC STATEMENT

Here at Medical Associates, our priority is to our patients, their relatives and our staff members. As you may have gathered, there are ongoing developments with COVID-19 in Trinidad and Tobago and the team at Medical Associates are constantly monitoring the recommendations placed by the World Health Organisation (WHO), Ministry of Health (MOH) Trinidad and Tobago and medical professionals. Therefore, we plan to respond appropriately to the advice and guidelines given by the above authorities.

Our staff work very hard at providing a safe and sterile environments for our patients and this has been the case prior to the outbreak of COVID-19. We remain committed to upholding these high standards, but rest assured we have taken up advice on the correct disinfectants and cleaning agents that provide cover against COVID-19, as well as other microbes.

Temporary Policy Changes and Recommendations:

Based on the guidance from the WHO and the local MOH, we have made some changes to the current hospital's policies and provided some guidance on how we plan to move forward at this time. This is to help protect yourselves as well as your loved ones at this time. Therefore, we kindly ask that you take note of the following:

- When you arrive, please use the hand sanitiser which has been placed at every entrance of the hospital
 - There are additional hand sanitisers in the outpatient clinics, on our wards and in the emergency department that you are welcome to use
- Please wash your hands with soap for a minimum of 20 seconds
- Maintain social distancing of a minimum of 3 feet between yourself and any person that is sneezing or coughing
- Practice good respiratory hygiene by covering your mouth and nose with your bent elbow or tissue when you sneeze or cough
- If you have a fever, cough or difficulty breathing, please self-isolate and contact your local health centre for further advice
- Unfortunately, we are not accepting anyone with a flu-like illness to Accident and Emergency, Outpatients Departments, or on the wards, as per the advice from the Ministry of Health. Again, we advise you to contact your local health centre or one of the public hospitals for medical attention
- We would advise that you avoid handshaking on introduction
- Avoid touching your face, particularly the eyes, nose and mouth
- If any of the following applies to you, please contact us as soon as possible via phone to discuss the possibility of rescheduling an upcoming appointment that you may have:



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- If you are experiencing flu like symptoms or have had flu like symptoms within the last 14days
- If you have a fever
- If you have a cough
- If you have travelled outside of the country or have come in close contact with someone that has travelled outside of the country in the past 14days
- If you have been told that you have Corona Virus, Influenza or any other similar communicable illness
- At this time, we request that you bring only 1 relative with you when attending clinic appointments.
- Additionally, we are restricting visitors to 2-3 people for our patients and wherever possible, please keep this to immediate family.

We hope you can understand why we have taken the above measures. The safety and well-being of our patients and staff members are of utmost importance to us. We implore you to consider the concerns of your loved ones and help us provide the best level of medical care that we can by taking heed of the measures we are putting in place for them.

If you have any question or queries, we would be happy to address them, please feel free to contact us via our switchboard on + 1 868 662 2766/3256/3259 or email us on customerservice@medicalassociatestt.info for assistance at Medical Associates, St Joseph. Alternatively, please contact +1 868 223 5402/6898 or email at customerservicemach@gmail.com for assistance at Medical Associates, Chaguanas.

Thank you for your ongoing support.

Medical Associates Hospitals

 **MEDICAL ASSOCIATES
HOSPITAL LIMITED**
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