



FINAL

Media Release

Date: March 17, 2020

### COVID-19 – TDMH and AHI Taking Further Action

**Ingersoll/Tillsonburg** – In an effort to keep our patients, staff, physicians and communities safe, AHI and TDMH are taking further measures in response to the COVID-19 pandemic, announcing today the suspension of all elective and non-essential services at both hospitals including surgeries, out-patient and ambulatory clinics.

Effective Tuesday, March 17, and until further notice, AHI and TDMH will be suspending all non-essential hospital based services and programs. The hospitals have started taking steps to communicate these changes to patients. “Patients affected by this change are being contacted. We appreciate everyone’s understanding and appreciate the impact this is having. If patients are uncertain if their appointment is canceled we ask that you contact the hospital,” said Cheryl Pfaff, Chief Nursing Executive.

The hospitals are responding to the rapidly evolving COVID-19 situation. “The measures we are announcing today were recommended by the Minister of Health and Ontario’s Chief Medical Officer of Health and are intended to protect healthcare providers, patients and the public, and most importantly, to manage what we expect may be tremendous demand on the system from spread of the virus,” said Pfaff.

“COVID-19 is unlike anything we have seen before in healthcare. We recognize the impact this decision may have on our patients and community. We thank everyone for their understanding and patience as we work through this rapidly changing situation. Our number one priority is the safety of our patients, staff and physicians as well as the health of our communities. We appreciate everyone working together as we strive to flatten the curve,” said Sandy Jansen, President and CEO of AHI and TDMH.

Cheryl Pfaff, Chief Nursing Executive said, “We are suspending the outlined services out of an abundance of caution, and we all look forward to getting back to normal as the pandemic subsides.”

If a community member suspects they may have been exposed to COVID-19, they are asked to phone Public Health: 1-866-522-9200 or Telehealth: 1-866-797-0000 for further instruction.

You should only go to the hospital if your symptoms are severe or a health professional has advised you to do so.



# Alexandra Hospital Ingersoll Tillsonburg District Memorial Hospital

*Partnering to keep healthcare close to home.*

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AHI and TDMH will continue to monitor the spread of COVID-19 and adapt as necessary to provide a safe environment for our patients, staff, physicians and community.

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