



PUBLIC SERVICE ANNOUNCEMENT

For Immediate Release
Tuesday, 30th June, 2020

UPDATED PHA Phased Service Reactivation & Visitation Schedule

The following measures remain in effect to minimize person-to-person contact and increase the safety of patients, staff, and the public.

Access to the Princess Margaret Hospital (PMH)

- Patients and visitors must enter the Princess Margaret Hospital (PMH) through the new Critical Care Block Entrance.
- All Maternity-Day cases must enter via the Emergency or Maternity Entrance.
- Only Dialysis patients will be permitted to use the Medical Block Entrance for access to the Dialysis Unit.
- PMH employees and credentialed providers are required to access the hospital via the Legacy Entrance at Burnside Lane or the Critical Care Block Entrance **ONLY**.
- **Employees are required to wear their mask and ID badge at all times, or they will be denied access at the Legacy Entrance.**

PMH Emergency Department & Ambulance Services

The public is advised that **ONLY** Emergency Cases will be managed during this period. Additionally, the public is asked to only use Ambulance Services for emergencies. **The public should contact their personal physicians for non-emergencies during the day and Accident & Emergency after hours.**

New Appointment Scheduling System

Effective immediately, all outpatient clinics will operate under an appointment system to ensure adherence to social distancing requirements and maintaining appropriate infection prevention practices. The public is asked to support these initiatives, specifically via the provision of updated contact information to ensure that appointments are made and follow up conducted in a timely manner.

Outpatient Clinic Services

Outpatient and Specialty Clinics at the Princess Margaret Hospital and at the Eye Care Center, Oncology and Agape Clinics, and Outpatient Rehabilitation Services are operational. Patients must present no earlier than thirty (30) minutes prior to their appointment to complete their registration.

Patients with referrals or without appointments are required to contact the following numbers to obtain an appointment:

Princess Margaret Hospital Specialty Clinics & Outpatient Services:- (242) 808-9972
or email – appointments@pmh.phabahamas.org

Eye Care Center:- (242) 393-1445 to 7; (242) 393-1458
After hours/Weekend Emergencies: (242) 825-3679

Rehabilitation Services:- (242) 356-4447; 326-8740; 376-2820

Agape Family Medicine Clinic:- (242) 322-2125

As of Monday, June 22nd specialty clinics at Grand Bahama Health Services resumed at the Freeport Community Clinic and Pearce Plaza locations. Patients requiring an appointment are asked to call the Freeport Community Clinic at 350-6760, Ext. 2032 or Pearce Plaza at 829-9737. Dental Clinic will continue at Hawksbill Community Clinic for emergencies only until further notice

As of Monday, June 22nd the following outpatient services at the Sandilands Rehabilitation Center location reopened:

- Dental Clinic
- Physiotherapy

The Community Counseling and Assessment Centre (CCAC) located on Collins Avenue remains operational. The Female Adult Psychiatric and the Adolescent Clinics previously located in the Princess Margaret Hospital's Paediatric Corridor will continue to be accommodated at Elizabeth Estates and / or CCAC until further notice. Patients shall be contacted to schedule appointments shortly.

Visitation

Recognizing that asymptomatic individuals often appear healthy, hospital visitation is strongly discouraged for the health and safety of all. In this regard, Hospital Visitation remains suspended due to the ongoing COVID-19 pandemic.

Persons presenting at the hospital are required to wear face masks, utilize hand hygiene stations, and complete a brief Q&A/declaration interview. Persons presenting with fever or exhibiting flu-like symptoms will be denied entry for visitation. It is anticipated that screening measures employed will cause some delay at the points of entry.

Grand Bahama Health Services

Persons requiring information regarding their relatives are asked to call the following numbers:

- For Obstetrics (Maternity) and Paediatrics Wards, call the Sunrise Medical Centre at 373-3333
- For Medical and Surgical Wards, call the Cancer Association at 352-2873
- For Diah (Psychiatric) Ward, call the Rand Memorial Hospital at 350-6700 Ext. 2101
- For Accident/Emergency & Urgent Care Centre and Intensive Care Unit, call the Rand Memorial Hospital at 350-6700 Ext. 2151.

General Policies

- Children are not permitted in the hospital unless they require medical care.
- Parents/guardian will be held accountable for damage by children to the hospital, furniture or equipment.
- **The delivery of food and drinks to the patients is prohibited.**
- **Valuables; televisions, fans or other electrical devices; medications and medical supplies; as well as household items such floor rugs are also prohibited.**

The public is encouraged to continue required hygiene practices, including handwashing for 20 seconds, use of hand sanitizer with an alcohol content of 60% or more after touching surfaces, door handles, and other objects. Disinfect your phones, counters, and bathrooms regularly. We also encourage you to practice social distancing, self-isolation if you experience flu-like symptoms and fever and avoiding gatherings.

The PHA thanks the public for their continued support during this time. Further announcements and updates on hospital services will be disseminated as it becomes necessary.

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