



North Central Health Care

Person centered. Outcome focused.

March 20, 2020

North Central Health Care Coronavirus (COVID-19) Update

The safety of your loved ones is our number one priority during this pandemic. Since we last communicated with you we have implemented additional clinical practices to ensure your loved ones health. Every day we are assessing and screening all residents for any respiratory signs and symptoms of illness and we are also taking daily vitals and increasing this to three times a day if necessary if any development of mild symptoms occurs.

We continue with our current practice of suspending visitation to all our skilled nursing areas and screening of all our employees before their shift starts. Employees are required to have their temperatures taken and report any symptoms of illness immediately before showing up at the facility.

Our protocol for residents who meet the criteria of a respiratory infection include testing for Influenza and RSV. If your loved one would show symptoms, we would update you and their medical provider, who would direct us on how to proceed.

The President of the United States has approved for the use of telecommunications (phone calls, FaceTime, Skype, virtual meeting rooms and other technologies) to be eligible for reimbursement from federal health programs to encourage more healthcare providers to provide services remotely. The federal government has also added some flexibility with the HIPAA security in the use of these technologies.

We continue to monitor each of the resident's well-being due to our restrictions on group activities and communal dining. In place of activity groups our Life Enrichment team is working on providing individual activities and one-on-one visits. We are currently working on communicating with family and loved ones via Skype and/or FaceTime. If this is something you are interested in please reach out to Melissa Stockwell at Mount View Care Center at (715) 841-5104 or Doris Clausen at Pine Crest (715) 536-0355. You can also continue to call the unit or send mail and cards.

In regards to dining, we are trying to limit residents sitting with each other at tables. Therefore, some units have moved to in-room dining and other programs, due to the population, continue to have meals in the dining room, but have implemented other systems to provide social distancing. As always, we continue to monitor each resident's intake of meals to ensure proper nutrition.

At this time due to suspending visiting we also ask that you send any payments to the facility, attention "Cashier."

We have started an email sign-up that you and your families can sign up to receive email notifications like this directly to your inbox. Please visit www.norcen.org/Updates to sign up.

If you have any questions or concerns, please feel free to contact us. We are here for you and your family and are committed to providing the best care for all our residents and patients.

www.norcen.org

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