



Press Release

Wednesday April 21st, 2021

(For Immediate Release)

Spike in COVID Cases at PMH results in adjustments to hospital operations

The Public Hospitals Authority (PHA) confirms that the Princess Margaret Hospital (PMH) is experiencing a spike in COVID-19 cases requiring admission. Measures have been implemented to manage the increase in cases which have required adjustments to hospital operations, including the discharge of patients who meet the criteria for discharge, and the temporary suspension of in-person clinics.

The hospital has now reverted to the telehealth/virtual platform for out-patient clinics. Patients needing to reschedule clinic appointments or patients with new referrals who require an appointment are asked to:

- (1) E-mail a copy of your referral to appointments@pmh.phabahamas.org;
- (2) Send a clear photo of your referral form to **808-9972** via WhatsApp or SMS;
or
- (3) Contact the PMH Appointment Scheduling Unit for more assistance at **808-9972**.

Out-patient Phlebotomy Services at PMH (commonly referred to as Lab Services or Door 10) is closed. Patients requiring lab work for out-patient appointments are asked to use Lab Services at the **PMH Agape Clinic (Family Medicine Clinic)** at 4th Terrace Centreville.

Outpatient clinic hours Monday to Friday operate as follows:

- i. **PMH Agape Clinic (Family Medicine Clinic)** - **8a.m.** to **8p.m.**
- ii. **The Eye Care Centre** on Soldier Road - **8a.m.** to **4p.m.**
- iii. **Oncology Clinic** - 8a.m. to 4p.m.

iv. **Dental Services** suspended.

v. **Dialysis Unit** services remain uninterrupted - by appointment only.

The public is reminded that all patients coming to Princess Margaret Hospital must enter and exit the hospital via the **Critical Care Block main entrance** only. The public is also reminded that patient visitation remains suspended. **Intensive Care (ICU)** and **Neonatal Intensive Care Units (NICU)** visitation will take place on a case-by-case basis as determined by clinicians.

Patients requiring prescription refills for chronic conditions from PMH pharmacy are encouraged to utilize the pharmacy's remote prescription refill program via WhatsApp. Patients should send a message with the **Rx number** and the **MRN** (which can be found on the medication label) to **424-3642**. Do not send a photo of the prescription label.

The hospital has implemented a Drop Off/Pick Up system for patient packages. This system requires persons leaving a bag/package for patients to check in with hospital security at the Critical Care Block Entrance.

ONLY emergency cases are encouraged to utilize the Emergency Department at the Princess Margaret Hospital. Non-emergency patients are asked to contact their primary care physician or utilize community clinics for care.

We remind the public that a medical emergency is an acute injury or illness that poses an immediate risk to a person's life or long-term health, sometimes referred to as a situation risking "life or limb". If you are unsure whether you require emergency medical assistance, please call **919** or the Emergency Department at Princess Margaret Hospital at **326-7014**.

The public is encouraged to follow all public announcements and advisories from the Ministry of Health and the Public Hospitals Authority for information regarding health and hospital services.

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