

# ERs ARE OPEN.



**DON'T LET COVID-19 FEAR GET IN THE WAY OF CARE.**  
EMERGENCY DEPARTMENTS REMAIN SAFE AND READY TO  
TREAT ANYONE, FOR ANYTHING, AT ANYTIME.

## **QUICK TALKING POINTS**

- Hospitals and ERs remain a safe place to go for care
- If you have a medical emergency, call 911 and do not be afraid to go to the ER.
- Delaying treatment is dangerous, especially if you have signs of heart attack or stroke.
- ERs are taking advanced precautions to keep patients, families, staff safe - plus separate areas for COVID-19 testing and symptomatic patients

## **ERs Remain Open and Safe**

Emergency physicians working on the frontline of this crisis continue to encourage everyone to practice social distancing and stay at home when possible. But, the doctors say, that you should not delay necessary medical care, especially if you think you are having an emergency.

In the last month, some emergency departments in Puerto Rico and across the country have seen a reduction in patient volume of more than 30 percent (as an example, motor vehicle accidents - which account for a lot of ER visits - don't happen as often when there are no cars on the road).

In some rural or underserved communities, physicians are seeing fewer patients but report that those who do come in are more seriously ill or injured - which may mean they are putting off necessary treatment.

Puerto Rico EDs are taking precautions to keep both staff and patients safe during the COVID-19 pandemic, and most - it not all - have some sort of separate screening process for patients who are displaying the coronavirus symptoms. While visitation policies and other restrictions are in place, this is done to keep you - and our fellow healthcare workers - safe.

**Some of the warning signs and symptoms of a medical emergency include:**

- Bleeding that will not stop
- Breathing problems (difficulty breathing, shortness of breath)
- Change in mental status (such as unusual behavior, confusion, difficulty arousing)
- Chest Pain
- Choking
- Coughing up blood or vomiting blood
- Fainting or loss of consciousness
- Feeling suicidal or feeling homicidal
- Head or spine injury
- Severe or persistent vomiting
- Injury due to a serious motor vehicle accident, burns or smoke inhalation, near drowning, deep or large wound or other serious injuries
- Sudden, severe pain anywhere in the body
- Sudden dizziness, sudden muscle or general weakness, sudden change in vision
- Ingestion of a poisonous substance
- Severe abdominal pain or pressure

If you need an ER, they stand ready to provide safe care: to Anyone, for Anything, at Any Time.