St. Lawrence Health System Offers Essential Care

POTSDAM, NY - With thorough safety measures and processes in place, St. Lawrence Health System has reopened many of its practices, elective surgeries, and in-house services for in-person visits (including imaging services in Canton, Potsdam, Gouverneur, and Massena).

“While we have had to modify the way we’ve provided care and temporarily reduced some services over the past few months, we want to let the public know that we continue to provide both telemedicine and safe in-person care for those who benefit from it. Healthcare is essential care and it’s important that patients maintain connections with their providers to stabilize their conditions and avoid unnecessary hospitalizations. There is no need to manage your chronic diseases alone (pain, heart, diabetes, COPD),” Robert Rogers, II, MD, FACP, Chief Medical Officer for St. Lawrence Health System.

Understandably some patients remain apprehensive to return to a public environment, others are experiencing transportation challenges, or lack childcare services; members of the clinical team are reassuring patients of the safe environments and continue to offer telemedicine, where appropriate (including primary, substance use, and behavioral health services). In-person provider office visit safety measures include: mandatory use of face masks for patients and staff; patients remaining in their vehicles until they are called to meet a member of the clinical team at the front door; patients undergoing screening for COVID; and, if cleared, escorted directly to the exam room.

The System has created a brief video providing a first-hand look into what to expect when registering for an appointment, and coming in for an office visit at one of its locations. The video is available online at https://www.stlawrencehealthsystem.org/covid-19/were-prepared.

“Although prepared, we continue to monitor our processes moment by moment; patient and staff safety is our number one priority. Concurrent to reopening services, the health system’s operations must also remain hyper vigilant toward preventing a second wave of COVID-19. To this end, and under New York state requirements, our hospitals must not only have met strict criteria in order to begin bringing our services back online, but we must also maintain our operations within such criteria,” noted Infectious Disease Specialist Daniel Soule, DO.

At present time, the System has called back 164 employees. As off-site practices and in-house services continue to realize safe care and increased patient volumes, additional services will reopen and staffing needs will be reconsidered; with a heavy initial focus on clinical positions.

For a complete listing of services available through St. Lawrence Health System, visit www.stlawrencehealthsystem.org.