



Oneida Health
exceptional care... always

April 6, 2020

Dear Fellow Employee,

We have been working over the last several weeks to ensure we are in a good place in regards to our care of both COVID and the many non-COVID patients/residents in our network. Although these updates mostly cover COVID-19 care readiness, please know we are doing much more than that.

Our Extended Care Facility has 138 residents being cared for today, 10 of which are on our chronic care ventilator unit. Our primary and specialty care practices continue to evaluate and treat hundreds of patients per day, thanks in part to the use of technology such as telehealth. Our Quick Care and Emergency Department are seeing people who are struggling with their health on an urgent/emergent basis. Our providers and staff are at the ready to provide that care. Our hospital continues to deliver babies, perform urgent surgeries and endoscopies and answer the call when needed. Our ICU and Medical/Surgical units have never stopped providing acute care to both COVID and non-COVID patients. Our services such as Imaging, Wound Care, and Laboratory are continuing to function. All the while, our support staff including Maintenance, Housekeeping, Food Service, Registration, etc. are helping us through this all. And last but not least, our Oncology program is busy providing infusion therapy, radiation therapy as well as outpatient visit for those individuals fighting cancer.

I say this because all of us who are Oneida Health should take great pride in knowing that through a pandemic, we are here for our community members and each other. We are a 365/24/7 operation. We do not honor snow days. Although we close certain services for specific holidays, our staff are always here and ready for what comes their way.

I personally am so proud to be a member of this organization. As I have said in previous correspondence, we may not make the nightly news, or even the Dispatch...Please know that your work is not only necessary, it is heroic. I respect you for all you have done to date and look forward to winning this war with COVID-19.

With Sincerest Gratitude,

Gene F. Morreale
President and CEO

P.S. A short update will be provided later today. Waiting on some information that I would like to share...