



UNIVERSITY HOSPITAL
Newark, New Jersey

*****PRESS RELEASE*****

FOR IMMEDIATE RELEASE

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**UNIVERSITY HOSPITAL OFFERS *CARE AROUND THE CLOCK*;
ENCOURAGES COMMUNITY TO SEEK EMERGENCY CARE AND MEDICAL VISITS
AS COVID-19 PANDEMIC PLATEAUS**

NEWARK, NJ — University Hospital today announced its new initiative – *Care Around the Clock*. This program embodies the hospital’s continued commitment to support its patients and the Greater Newark community during COVID-19 and beyond. *Care Around the Clock* is designed to remind individuals and families that University Hospital is open 24/7, providing quality care and services, and to stress the importance of continued access to healthcare for non-COVID-19 concerns.

University Hospital’s emergency room has seen a concerning reduction in the number of visits for chest pain, stroke symptoms, and severe abdominal pain. These symptoms could indicate significant problems that need urgent medical attention.

The health and well-being of the Greater Newark community relies on people getting help when they need it most. University Hospital is that steadfast resource during a very scary time. For those suffering from medical emergencies like potential heart attacks, strokes, and asthma attacks, always call 9-1-1 and seek care immediately.

Symptoms of a **heart attack** or **stroke** include:

- Chest pain;
- Difficulty breathing;
- Loss of balance;
- Trouble lifting your arms; or

- Feeling weak.

Symptoms of an **asthma attack** include:

- Coughing that won't stop;
- Wheezing;
- Breathing quickly; and
- Difficulty talking.

University Hospital's Emergency Department is **open and safe**. In order to limit patient and staff exposure to COVID-19, University Hospital is implementing important precautions:

- *Screening*: Every person entering the hospital and surrounding buildings are screened for COVID-19 symptoms, such as fever and cough.
- *Masks*: Everyone, including healthcare personnel, must wear a face mask at all times while in the hospital or related buildings.
- *Personal Protective Equipment (PPE)*: Hospital staff are fully equipped with face masks, gowns, and gloves to protect patients and themselves. The hospital has plenty of PPE for staff members.
- *Hand Hygiene*: Hand washing with soap and water is essential, and hand sanitizer stations are available throughout our buildings.
- *Visitors*: To protect both patients and staff from asymptomatic carriers of COVID-19, the hospital is not allowing visitors at this time, except in very limited circumstances. Please see www.uhnj.org for the current visitor policy.
- *Public Spaces*: All areas, including waiting rooms and elevators, are cleaned regularly throughout the day.
- *Physical Distancing*: The hospital requires everyone, whenever possible, to maintain a minimum of six (6) feet from one another while in the hospital and surrounding buildings.

Another important part of *Care Around the Clock* is University Hospital's focus on expanding the use of Telehealth services. Telehealth allows patients to speak with their doctor from home, through phone or video. Patients with chronic conditions such as diabetes, asthma, or heart disease, can get excellent care from anywhere. **Telehealth appointments can be scheduled by patients through their MyChart account, by calling their doctor's office directly, or through the University Hospital Call Center at (973) 972-9000.**

“On behalf of our entire team, our doors are open and we are providing *Care Around the Clock*! While we are all experiencing some tough times, we are #NewarkStrong and remain committed to your health and well-being,” said **Shereef Elnahal, MD, MBA, President and CEO of University Hospital**. “We know that during these times, going to the doctor or the hospital might seem scary. If you need to see a doctor, please call the specific office [directly](#) or call (973) 972-9000 to schedule an appointment. The University Hospital Emergency Department remains available to our community 24 hours a day, seven days a week. While COVID-19 has brought us many challenges and changes, we will continue to face them hand-in-hand with our community – together.”

Dr. Elnahal will be hosting a Community Town Hall event on Facebook Live to discuss *Care Around the Clock*, the hospital's response to COVID-19, and plans for moving forward, on Thursday at 6:30

p.m. Watch live at <https://www.facebook.com/UniversityHospitalNewark/>.

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About University Hospital

University Hospital is part of one of the nation's leading academic medical centers and is the Level 1 Trauma Center for Northern New Jersey. Located at University Heights in Newark, University Hospital is a principal teaching hospital of Rutgers Biomedical and Health Sciences and a regional resource for advanced services across many medical specialties. For more information about University Hospital, please visit www.uhnj.org.