

HealthWise

A wellness publication from NYC Health + Hospitals/Elmhurst

Elmhurst
HOSPITAL CENTER

Radiology
Main Hospital
Annex G & O
Community
Medical Center

HEALTH+ HOSPITALS **Elmhurst**

HIGH PERFORMING HOSPITALS
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2020
ORTHOPEDICS

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U.S. News
2019-20
HEART FAILURE

HIGH PERFORMING HOSPITALS
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DEAR FRIENDS AND NEIGHBORS,

I hope this letter finds you and your family safe and well.

As we pass the six-month mark of the COVID-19 crisis here at Elmhurst, and as the hospital adjusts to a “new normal,” I want to thank you for the incredible outpouring of support you have given our facility during this period. Your donations of food, supplies, and moral and financial support during this extremely challenging time has meant a great deal to us. The thousands of doctors, nurses and other healthcare providers who are serving on the frontlines of the pandemic here at Elmhurst have been both touched and humbled by all the love we have received from our community.

Now that this unprecedented health emergency has begun to subside, we are planning the re-opening of our hospital doors to surgeries that should no longer wait, inpatient admissions, and outpatient clinic visits. Presently, we are re-engineering our entire way of providing care to ensure patient safety in our “new normal” operations. Additional patient safety measures include:

- **Patient screening upon arrival**
- **Social distance seating**
- **New regulations on the use of personal protective equipment and masks**
- **Enhanced disinfection and infection control processes for all spaces**

In the coming weeks, we will keep you abreast of our plans and send you information you can share with your family and neighbors about Elmhurst’s resumption of services. In the meantime, please know we remain enormously grateful for your continuing support and dedication to ensuring equal access to high quality healthcare in the community. Please continue to be safe and well.

Best regards,

Israel Rocha, CEO

For information on how to support NYC Health + Hospitals/Elmhurst, please visit:

www.supportelmhurst.org

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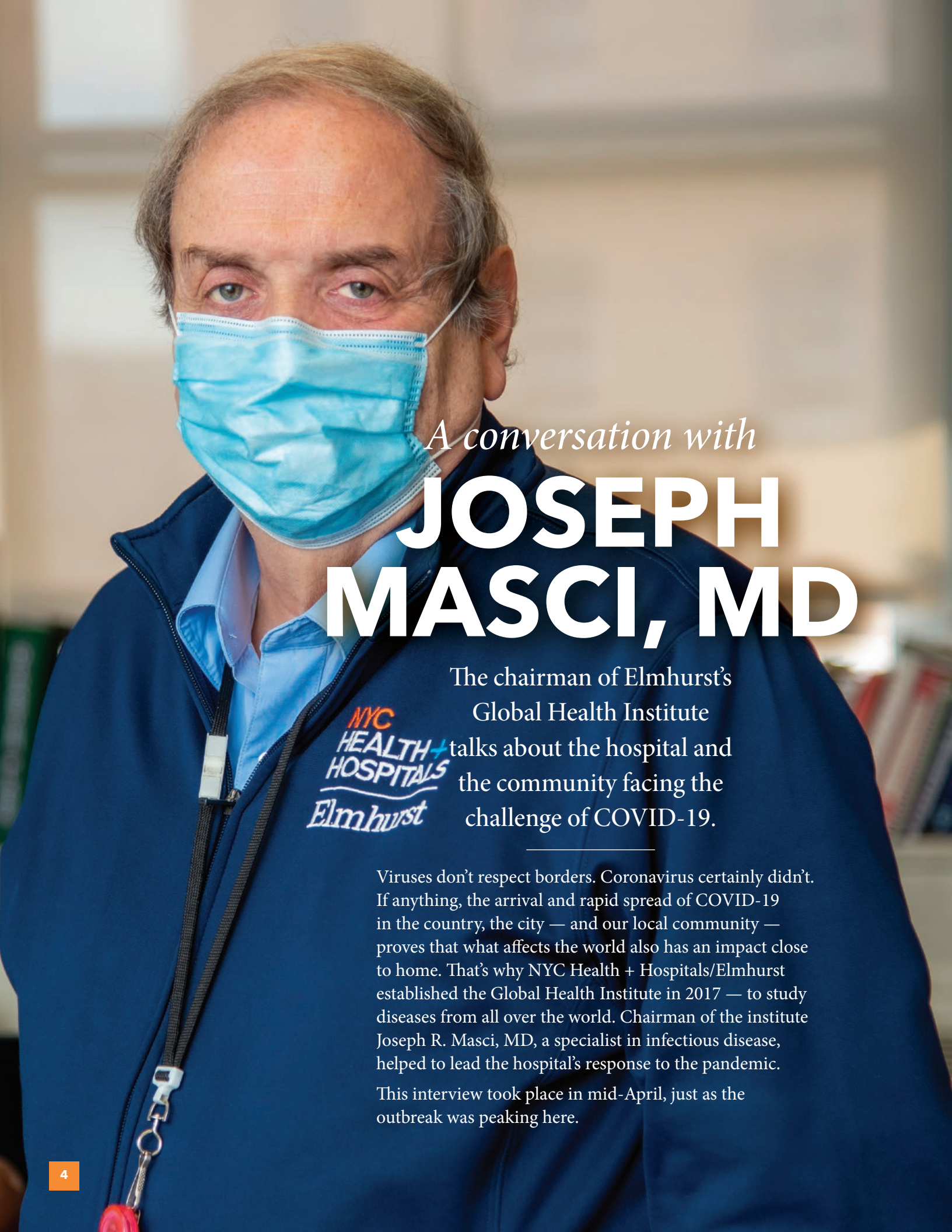
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A conversation with

JOSEPH MASCI, MD

The chairman of Elmhurst's
Global Health Institute
talks about the hospital and
the community facing the
challenge of COVID-19.

Viruses don't respect borders. Coronavirus certainly didn't. If anything, the arrival and rapid spread of COVID-19 in the country, the city — and our local community — proves that what affects the world also has an impact close to home. That's why NYC Health + Hospitals/Elmhurst established the Global Health Institute in 2017 — to study diseases from all over the world. Chairman of the institute Joseph R. Masci, MD, a specialist in infectious disease, helped to lead the hospital's response to the pandemic.

This interview took place in mid-April, just as the outbreak was peaking here.

Q: WHAT WAS THE GOAL OF THE GLOBAL HEALTH INSTITUTE WHEN IT OPENED?

A: At the beginning, and up until COVID-19, we were working to educate the community and directing research projects aimed at local health issues. We wanted the institute to reflect the people we serve, who are very ethnically diverse. The institute supports important research into conditions that affect people across the globe and here at home. We also host educational events for the community.

Q: HOW HAS YOUR WORK CHANGED SINCE THE OUTBREAK STARTED?

A: Elmhurst had the biggest surge of patients with COVID-19 in the city. That has now settled down, but at a peak we had about 400 people with COVID-19 in the hospital. We did not have enough beds for all those patients. Many new units had to be opened. It took a lot of intense work to set up places where patients could be treated safely. Remember, this was all happening in a city hospital that was busy in the first place.

Q: OUR AREA HAS BEEN HIT SO BADLY. WHY DO YOU THINK THAT IS?

A: We're not going to know the full answer for a while yet. But one thing we do know is that many of the people who use this hospital live in crowded homes. I believe that much density has a lot to do with why we've seen such spread here. Exactly how it all got started we may never fully understand. But I think it would always have been expected for Elmhurst and Corona to see a large number of people with the virus.

Q: STAYING HOME IS HARD FOR MANY PEOPLE IN THE AREA. THEIR JOBS KEEP THE CITY RUNNING. HOW CAN THEY PROTECT THEMSELVES AND THEIR FAMILIES?

A: The basic advice works: Try to keep distance between yourself and others and wear a mask when you are out and about. But those strategies don't help when we look at the crowded conditions that people live in. When we can't isolate people who have symptoms, it's a struggle.

For people who live in crowded homes, the best way to prevent spreading this is simple hand washing with soap and hot water. Use an alcohol-based hand gel if you don't have soap and water. Wash your hands more times a day than you think you need to.

Q: AS TIME GOES ON AND STAY-AT-HOME ORDERS EASE, HOW DO YOU THINK OUR DAILY LIVES WILL CHANGE?

A: In the city hospital system, we've already begun to see a drop off of patients coming in with it. I think, though, we're unlikely to see a drastic decline to no cases at all. We're more likely to see a bumpy drop, where the numbers go up a little, then down some more. Within the next couple of months, it will be clearer how long we'll need to keep up the restrictions that have been put into place. There's a danger in lifting them too soon. That would be inviting more cases.

Q: WHAT CAN THE COMMUNITY LEARN FROM THIS OUTBREAK? ARE THERE THINGS WE SHOULD BE CHANGING FOREVER?

A: After outbreaks we tend to quickly forget the lessons we learned. One thing that we must remember, though, is that until 2003 there were no large worldwide outbreaks of coronaviruses. It was just a common cold virus. Since then we've seen SARS, we've seen MERS, and now we have COVID-19. So, we should assume that there will be more outbreaks like this and remain prepared. We have to learn the lessons from this and start looking at how people live. It's spreading from person to person when they're close together. As a doctor, I don't know exactly what I would do to solve the housing crunch in New York City, but this outbreak makes it clear we should do something.

"We have to learn the lessons from this and start looking at how people live."

COVID-19 AND YOU: WHAT TO DO IF YOU HAVE SYMPTOMS

- 1 Stay home unless you are severely ill. Call your health care provider instead of going to the office or emergency room, where you could spread the disease.
- 2 If you have symptoms for more than 3 or 4 days, call 311. If needed, they'll connect you to a clinician who can give you advice.
- 3 If you've been in contact with a person who is sick, you should try to isolate yourself. Most cases of the virus involve mild to moderate symptoms of fever and cough. You should be able to manage safely at home.
- 4 Call 911 if you are having trouble breathing or have any other symptom that requires immediate medical attention.

জোসেফ মাস্চি, এমডি (JOSEPH MASCI, MD)

এর সাথে কথোপকথন

এলমহাস্টের গ্লোবাল হেলথ
ইনস্টিটিউটের (Global Health
Institute) চেয়ারম্যান হসপিটাল
এবং সমাজের COVID-19 এর
চ্যালেঞ্জের মুখোমুখি হওয়ার
বিষয়ে কথা বলেছেন।

ভাইরাসরা সীমানার তোয়াক্কা করে না। করোনাভাইরাস তো অবশ্যই তা করেনি। যা ঘটেছে তা হচ্ছে দেশে, শহরে — এবং আমাদের স্থানীয় এলাকায় COVID-19 এর আগমন এবং দ্রুত ছড়িয়ে পড়া — যা প্রমাণ করে যে যা বিশ্বকে প্রভাবিত করে তা ঘরের কাছাকাছিও প্রভাব ফেলে। COVID-19 এর আগমন এবং তা দ্রুত আমাদের দেশে, শহরে — এবং আমাদের স্থানীয় সমাজে — তার ছড়িয়ে পরা, আর কিছু না হোক, এটা প্রমাণ করে যে যা বিশ্বকে প্রভাবিত করে তা ঘরের কাছাকাছিও প্রভাব ফেলে। এ কারণেই NYC হেলথ + হসপিটাল/এলমহাস্ট 2017 সালে গ্লোবাল হেলথ ইনস্টিটিউট (Global Health Institute) প্রতিষ্ঠা করে — সারা বিশ্বের বিভিন্ন রোগের বিষয়ে অধ্যয়ন করার জন্য। ইনস্টিটিউটের চেয়ারম্যান জোসেফ আর মাস্চি, এমডি (Joseph R. Masci, MD), সংক্রামক রোগ বিশেষজ্ঞ, এই বিশ্বব্যাপী মহামারীর বিষয়ে হসপিটালের প্রতিক্রিয়ার নেতৃত্ব দিতে সাহায্য করেছিলেন।

এই সাক্ষাৎকারটি এপ্রিলের মাঝামাঝি নেওয়া হয়েছিল, ঠিক যে সময় এখানে প্রাদুর্ভাবটি তার শিখরে পৌঁছচ্ছিল।

প্রশ্ন: গ্লোবাল হেলথ ইনস্টিটিউট (GLOBAL HEALTH INSTITUTE) যখন চালু হয় তখন সেটির লক্ষ্য কী ছিল?

উত্তর: শুরুতে, এবং COVID-19 অবধি, আমরা সমাজকে শিক্ষিত করার লক্ষ্যে কাজ করছিলাম এবং স্থানীয় স্বাস্থ্য সমস্যাগুলি নিয়ে গবেষণা প্রকল্প পরিচালনা করছিলাম। আমরা চেয়েছিলাম যে ইনস্টিটিউটটি তাদের প্রতিফলন করে যাদের আমরা সেবা প্রদান করি, যারা জাতিগতভাবে অত্যন্ত ভিন্ন। ইনস্টিটিউটটি এমন অবস্থাগুলির বিষয়ে গুরুত্বপূর্ণ গবেষণাতে সাহায্য করে যেগুলি সারা বিশ্ব জুড়ে এবং এখানে ঘরেও প্রভাব ফেলে। আমরা সমাজের জন্য শিক্ষামূলক ইভেন্টেরও আয়োজন করি।

প্রশ্ন: প্রাদুর্ভাব শুরু হওয়ার পর থেকে আপনাদের কাজ কীভাবে বদলেছে?

উত্তর: শহরে সবচেয়ে বেশি COVID-19 এ আক্রান্ত রোগীদের ভিড় এলমহাস্টে হয়েছে। এখন সেটি স্থিতিশীল হতে শুরু হয়েছে, তবে চূড়ান্ত অবস্থার সময় হসপিটালে আমাদের এখানে প্রায় 400 জন COVID-19 এ আক্রান্ত রোগী ছিলেন। সেই সমস্ত রোগীদের জন্য আমাদের কাছে পর্যাপ্ত বিছানা ছিল না। অনেক নতুন ইউনিট খুলতে হয়েছিল। রোগীদের যাতে নিরাপদে চিকিৎসা করা যায় এমন জায়গাগুলি প্রস্তুত করতে প্রচুর পরিশ্রম হয়েছিল। মনে রাখবেন, এই সব এমন একটি শহরের হাসপাতালে ঘটছিল যেটি আগে থেকেই ব্যস্ত ছিল।

প্রশ্ন: আমাদের অঞ্চলটি খুব বেশি ক্ষতিগ্রস্ত হয়েছে। কেন সেটি হয়েছে বলে আপনার মনে হয়?

উত্তর: কিছু সময় পর্যন্ত আমরা পুরো উত্তরটি জানতে পারব না এখনও। তবে আমরা এটি জানি যে, এই হাসপাতালটি যারা ব্যবহার করেন তাদের মধ্যে বেশিরভাগ লোকই জনাকীর্ণ গৃহে বাস করেন। আমি মনে করি যে এখানে কেন আমরা এরকম সংক্রমণ দেখতে পেয়েছি তার সাথে বেশি ঘনত্বের গভীর সম্পর্ক রয়েছে। ঠিক কীভাবে এটি শুরু হয়েছিল তা হয়ত আমরা কখনই পুরোপুরি বুঝতে পারব না। তবে আমি মনে করি যে এলমহাস্ট এবং করোনার এই ভাইরাস সংক্রামিত বহু সংখ্যক মানুষকে দেখার প্রত্যাশা সর্বদা ছিল।

প্রশ্ন: এলাকার অনেক মানুষের পক্ষে বাড়িতে থাকা কঠিন। তাদের কাজকর্মগুলি শহরটি চালিয়ে রাখা কীভাবে তারা নিজেকে এবং নিজের পরিবারকে রক্ষা করতে পারেন?

উত্তর: প্রাথমিক পরামর্শটি কাজ করে: নিজের এবং অন্যদের মধ্যে দূরত্ব বজায় রাখার চেষ্টা করুন এবং বাইরে থাকাকালীন নিজের মাস্কটি পরে থাকুন। কিন্তু লোকেরা যে ভিড়ের পরিস্থিতিতে বাস করে সেটি চিন্তাভাবনা করলে আর সেই কৌশলগুলি সাহায্য করে না। যখন আমরা উপসর্গ সহ ব্যক্তিদের বিচ্ছিন্ন করতে পারি না তখন সেটি কঠিন হয়ে পড়ে।

জনাকীর্ণ গৃহে বাস করা লোকদের জন্য, এটি ছড়িয়ে পড়া প্রতিরোধ করার সর্বোত্তম উপায় হচ্ছে সাবান এবং গরম পানি দিয়ে হাত ধোয়া। আপনার যদি সাবান এবং জল না থাকে তাহলে অ্যালকোহলযুক্ত হ্যান্ড জেল ব্যবহার করুন। আপনি যতবার হাত ধোয়ার প্রয়োজন মনে করেন তার চেয়ে বেশি বার নিজের হাত ধুন।

প্রশ্ন: সময়ের সাথে সাথে এবং ঘরের ভেতরে থাকার আদেশগুলি শিথিল হওয়ার সাথে সাথে, কীভাবে আমাদের দৈনন্দিন জীবন বদলে যাবে বলে আপনার মনে হয়?

উত্তর: শহরের হাসপাতাল ব্যবস্থায় আমরা ইতিমধ্যে দেখতে পেয়েছি যে আগত রোগীদের সংখ্যা কমতে শুরু করেছে। আমি মনে করি, যদিও, প্রবলভাবে ত্রাস পাওয়ার থেকে একেবারেই কোন ঘটনা নেই, এমন অবস্থা দেখতে পাওয়ার সম্ভাবনা খুবই কম। আমাদের একটি উঁচু-নীচু অবস্থা দেখার সম্ভাবনা বেশি, যেখানে সংখ্যাগুলি কিছুটা উপরে যাবে, তারপরে আরও কিছুটা নীচে আসবে। পরবর্তী কয়েক মাসের মধ্যে, এটি আরও পরিষ্কার হয়ে যাবে যে কার্যকর করা বিধিনিষেধগুলি আমাদের কতদিন পর্যন্ত রাখতে হবে। সেগুলি খুব শীঘ্র তুলে নিলে বিপদ রয়েছে। এতে আরও মামলা বাড়তে পারে।

প্রশ্ন: এই প্রাদুর্ভাব থেকে সমাজ কী শিখতে পারে? এমন কি কিছু রয়েছে যা আমাদের চিরতরে পরিবর্তন করে ফেলতে হবে?

উত্তর: আমরা যে শিক্ষাগুলি পাই তা প্রাদুর্ভাবের পরে তাড়াতাড়ি ভুলে যাবার প্রবণতা থাকে। একটি বিষয় যা আমাদের মনে রাখতে হবে, তা হচ্ছে 2003 সাল অবধি সারা বিশ্ব জুড়ে করোনাভাইরাসগুলির কোনও বৃহৎ প্রাদুর্ভাব ছিল না। এটি শুধু একটি সাধারণ সর্দি-জ্বরের ভাইরাস ছিল। তার পর থেকে আমরা SARS দেখেছি, আমরা MERS দেখেছি, এবং এখন COVID-19 রয়েছে। সুতরাং, আমাদের ধরে নেওয়া উচিত যে এর মত আরও প্রাদুর্ভাব হবে এবং তার জন্য প্রস্তুত থাকা উচিত। এই জিনিস থেকে আমাদের শিক্ষা নিতে হবে এবং লোকেরা কীভাবে বাঁচবে সে বিষয়ে চিন্তাভাবনা করতে হবে। দুজন ব্যক্তি কাছাকাছি থাকলে এটি এক ব্যক্তি থেকে আরেক ব্যক্তিতে ছড়িয়ে পড়ে। একজন চিকিৎসক হিসাবে, আমি নিউ ইয়র্ক সিটিতে আবাসনের অভাব সমাধানের জন্য ঠিক কী করব তা আমি জানি না, তবে এই প্রাদুর্ভাবটি স্পষ্ট করে দিচ্ছে যে আমাদের কিছু একটা করতে হবে।

COVID-19 এবং আপনি: উপসর্গগুলি থাকলে আপনাকে যা করতে হবে

1 আপনি গুরুতর অসুস্থ না হলে বাড়িতে থাকুন। অফিস বা আপেক্ষিকালীন অবস্থার কক্ষে যাওয়ার পরিবর্তে, যেখানে গেলে আপনি রোগটি ছড়াতে পারেন, আপনার স্বাস্থ্যসেবা সরবরাহকারীকে কল করুন।

2 যদি আপনার 3 বা 4 দিনের বেশি উপসর্গ থাকে তবে 311 এ কল করুন। যদি প্রয়োজন হয় তাহলে তারা আপনাকে একজন ক্লিনিসিয়ানের সাথে যোগাযোগ করিয়ে দেবেন যিনি আপনাকে পরামর্শ দিতে পারবেন।

3 যদি আপনি কোনও অসুস্থ ব্যক্তির সংস্পর্শে এসে থাকেন তাহলে আপনার নিজেকে বিচ্ছিন্ন রাখার চেষ্টা করা উচিত। ভাইরাসের বেশিরভাগ কেসে জ্বর এবং কাশির হালকা থেকে মাঝারি উপসর্গ থাকে। আপনি গৃহে নিরাপদে থাকতে পারবেন।

4 যদি আপনার শ্বাস নিতে অসুবিধা হয় বা অন্য কোনও ধরণের উপসর্গ থাকে যার জন্য তাৎক্ষণিক চিকিৎসার প্রয়োজন তাহলে 911 এ কল করুন।



对话医学博士

JOSEPH MASCI

艾姆赫斯特医院全球健康
研究所所长专访，解读医
院和社区如何应对新冠肺
炎疫情带来的挑战。

病毒传播不分国界。冠状病毒当然也不例外。如果能说明什么的话，那就是新型冠状病毒肺炎在我们国家、城市和本地社区的出现和迅速传播，证明影响世界的因素也会波及到我们的家门口。这就是为什么纽约市健康与医院管理局 (NYC Health + Hospitals)/艾姆赫斯特医院 (Elmhurst) 在 2017 年建立了全球健康研究所 (Global Health Institute)，专门研究世界各地的疾病。研究所所长 Joseph R. Masci 医学博士是传染病领域的专家，协助领导了该院应对此次疫病大流行的行动。

此次采访发生于 4 月中旬，正是新冠肺炎疫情达到顶峰的时候。

问：全球健康研究所成立时的目标是什么？

答：从成立之初到新冠肺炎疫情爆发，我们一直致力于向社区传播卫生知识，并为针对本地卫生问题的研究项目提供指导。我们希望研究所能够反映我们所服务的人群，实际上覆盖了众多不同的种族。研究所为影响全球和国内民众的各种疾病的重要研究提供支持。我们还会为社区举办教育性质的活动。

问：自疫情爆发以来，您的工作发生了什么变化？

答：艾姆赫斯特医院是本市新冠肺炎病例增长最快和最多的医院。现在情况开始逐步稳定下来，但在高峰时期，我院收治了大约 400 名新冠肺炎患者。我们无法为这些患者提供足够的床位，不得不新开临时设施。为了搭建能够安全救治患者的设施，我们紧张有序地开展了大量工作。您要知道，这一切都发生在原本就非常忙碌的城市医院中。

问：我们所在地区的疫情非常严重。您认为是什么原因引起的？

答：我们暂时还未查清楚所有原因。但可以确定的一定是，来我院就诊的很多患者都居住在拥挤的家庭环境中。我认为人群密集与本地疫情蔓延情况有很大的关系。但疫情究竟是如何开始的，我们可能永远都无从知晓。但是我认为，出现大量病毒感染者，对于艾姆赫斯特医院和冠状病毒而言一直都是意料之中的事。

问：对本地区的许多人来说，待在家里很困难。他们的工作维持着城市的运转。他们该如何保护自己和家人呢？

答：基本建议非常有用：外出时，尽量与他人保持距离并佩戴口罩。但如果生活在非常拥挤的地方，这个办法就不起作用了。如果无法隔离有症状的人员，情况就会变得很棘手。

对于生活在拥挤家庭的人来说，防止传染的最好方法是用肥皂和热水洗手。如果没有肥皂和水，可以使用含酒精的洗手液。每天洗手的次数要远远超过您认为必要的次数。

问：随着时间的推移和居家令的放松，您认为我们的日常生活将发生哪些变化？

答：在城市医院系统中，我们看到感染人数已经开始下降。不过，我认为病例急剧下降直至清零的可能性非常小。更有可能看到的是波动下降趋势，数字上升一点，接着继续下降更多。我们还需要在家里隔离多久，这个问题将在未来的几个月中变得更加明朗。过早取消限制存在一定的风险。那将会导致出现更多的病例。

问：社区可以从这次疫情中学到什么？有什么是我们以后需要做出改变的吗？

答：疫情过后，我们往往会很快忘记曾经的教训。然而，我们必须记住的一件事是，直到 2003 年，全世界都没有大范围的冠状病毒爆发。以前它只是一种普通的感冒病毒。从那以后，我们经历了非典 (SARS)、中东呼吸综合症 (MERS)，现在又遇到了新型冠状病毒肺炎 (COVID-19)。所以，我们应该假设会有更多这样的疫情爆发，并时刻做好准备。我们必须从中吸取教训，并开始关注人们的生活方式。该病毒在人与人之间近距离传播。作为一名医生，我不知道要如何做才能解决纽约市的住房危机，但这次疫情的爆发清楚地表明，我们应该采取一些行动。

在城市医院系统中，我们看到感染人数已经开始下降。

新冠肺炎与您：如果您出现新冠肺炎症状应该怎么办

1 除非病重，否则请待在家里。致电您的医疗服务人员，而不要去公司或急诊室，因为去这些场所容易导致进一步传播。

2 如果症状持续 3-4 天以上，请拨打 311。他们会根据需要帮您联系临床医生，医生会给出相关建议。

3 如果曾与某位确诊患者接触过，您应尝试自我隔离。大多数新冠肺炎病例伴有轻度至中度的发烧和咳嗽症状。您应该可以在家中安全地应对。

4 如果您呼吸困难，或有任何其他需要立即就医的症状，请拨打 911。



Una conversación con
**JOSEPH
MASCI, MD**

Presidente del Instituto de
Salud Global de Elmhurst
habla sobre el hospital y la
comunidad que enfrentan el
desafío de la COVID-19.

Los virus no respetan fronteras. El coronavirus definitivamente no lo hizo. Por el contrario, la llegada de la COVID-19 al país, la ciudad y nuestra comunidad local, y su rápida propagación, prueban que lo que afecta al mundo también tiene un impacto cerca de nuestros hogares. Es por eso que NYC Health + Hospitals/Elmhurst fundaron el Instituto de Salud Global (Global Health Institute) en 2017, para estudiar las enfermedades en todo el mundo. El presidente del instituto, Joseph R. Masci, MD, un especialista en enfermedades infecciosas, ayudó a liderar la respuesta del hospital a la pandemia.

Esta entrevista se realizó a mediados de abril, justo cuando el brote llegaba a su punto máximo.

P: ¿CUÁL ERA EL OBJETIVO DEL INSTITUTO DE SALUD GLOBAL CUANDO ABRIÓ?

R: Al principio y cuando nos vimos enfrentados a la COVID-19, trabajábamos para educar a la comunidad y dirigíamos proyectos de investigación que apuntaban a problemas locales de salud.

Queríamos que el instituto fuera un reflejo de la gente que atendía, que son de distintas etnias. El instituto respalda investigaciones importantes en relación con afecciones que afectan a las personas en todo el mundo y aquí en nuestros hogares. También ofrece actividades educativas para la comunidad.

P: ¿CÓMO HA CAMBIADO SU TRABAJO DESDE QUE COMENZÓ EL BROTE?

R: Elmhurst tuvo el mayor aumento de pacientes con COVID-19 en la ciudad. Eso ha comenzado a disminuir ahora, pero en el punto máximo atendíamos a aproximadamente 400 personas con COVID-19 en el hospital. No teníamos las camas suficientes para todos esos pacientes. Tuvieron que abrir muchas unidades nuevas. Preparar los espacios donde se pudiera tratar a los pacientes de forma segura fue un trabajo intenso. Tenga en cuenta que todo esto pasaba en un hospital de la ciudad que, para comenzar, estaba lleno.

P: AFECTÓ MUCHO NUESTRA ÁREA. ¿POR QUÉ CREE QUE PASÓ ESO?

R: Va a pasar un buen tiempo antes de poder saber la respuesta a eso. Pero lo que sí sabemos es que muchas de las personas que se atienden en este hospital viven en hogares con muchas personas. Creo que ese nivel de densidad tiene mucho que ver con dicha propagación aquí. Es posible que jamás lleguemos a entender cómo comenzó esta pandemia. Pero creo que siempre se ha esperado que Elmhurst y Corona reciban una gran cantidad de pacientes con el virus.

P: PARA MUCHAS PERSONAS EN EL ÁREA, ES DIFÍCIL QUEDARSE EN CASA. SUS TRABAJOS PERMITEN QUE LA CIUDAD FUNCIONE. ¿CÓMO PUEDEN PROTEGERSE A ELLOS MISMOS Y A SUS FAMILIAS?

R: El consejo básico funciona: Tratar de mantener distancia entre uno mismo y los demás, y usar mascarilla cuando sale de casa. Pero dichas estrategias son en vano cuando vemos las condiciones de hacinamiento en las que vive la gente. Es muy complicado cuando no podemos aislar a las personas que presentan síntomas.

Para las personas que viven en hogares con muchas personas, la mejor forma de prevenir el contagio es lavarse las manos con agua y jabón. O bien, usar un gel de manos con alcohol cuando no se cuenta con agua y jabón. Lavarse las manos más veces al día de lo que se estima necesario.

En el sistema hospitalario del hospital, ya hemos comenzado a ver una disminución de los pacientes que llegan con el virus.

P: A MEDIDA QUE EL TIEMPO PASE Y SE LEVANTE LA ORDEN DE QUEDARSE EN CASA, ¿CÓMO PIENSA QUE CAMBIARÁ NUESTRA VIDA DIARIA?

R: En el sistema hospitalario del hospital, ya hemos comenzado a ver una disminución de los pacientes que llegan con el virus. Pero creo que es poco probable ver una disminución notoria o no ver casos. Es más probable ver una disminución irregular, donde las cifras aumentarán un poco, luego disminuirán otro poco. Dentro de los próximos meses, quedará más claro cuánto tiempo más necesitaremos mantener las restricciones que se han implementado. Es peligroso levantarlas tan pronto. Eso sería una invitación a tener más casos.

P: ¿QUÉ PUEDE APRENDER LA COMUNIDAD DE ESTE BROTE? ¿HAY COSAS QUE DEBERÍAMOS CAMBIAR PARA SIEMPRE

R: Después de este tipo de brotes, tendemos a olvidar rápidamente las lecciones que hemos aprendido. Aunque, una cosa que debemos recordar es que hasta 2003 no había grandes brotes mundiales de los tipos de coronavirus. Eran solo resfríos virales comunes. Desde que nos enteramos del SARS, hemos sido testigos de la aparición de MERS y, ahora de la COVID-19. Por lo tanto, deberíamos asumir que habrá más brotes como este y deberíamos permanecer preparados. Debemos aprender las lecciones que nos deje esto y comenzar a fijarnos en cómo viven las personas. Se propaga de persona a persona cuando están muy cerca. Como médico, no sé exactamente qué haría para resolver la escasez de vivienda en la ciudad de Nueva York, pero este brote deja claro que deberíamos hacer algo.

COVID-19 Y USTED: LO QUE DEBE HACER SI PRESENTA SÍNTOMAS

1 Quedarse en casa a menos que esté gravemente enfermo. Llame a su proveedor de atención de salud en lugar de ir al consultorio o a una sala de urgencias, donde podría propagar la enfermedad.

2 Si tiene síntomas por más de 3 o 4 días, llame al 311. Si es necesario, lo comunicarán con un médico que puede aconsejarlo.

3 Si ha tenido contacto con una persona enferma, debería tratar de aislarse. En la mayoría de los casos, el virus se presenta con síntomas leves a moderados de fiebre y tos. Las personas deberían ser capaces de controlarlos en casa de forma segura.

4 Llamar al 911 si tiene dificultad para respirar u otro síntoma que exija atención médica inmediata.



Elmhurst Hospital GETS READY

Things are looking a little different
in the age of COVID-19.

For a few unprecedented, hectic weeks earlier this year, NYC Health + Hospitals/Elmhurst was known as New York City's COVID hospital. With the dedication of hundreds of people, both inside and outside the hospital, we've weathered that storm. Now, as the city gradually reopens, "We're doing everything we can to make sure you'll be safe here," said Wayne Zimmermann, the hospital's Chief Operating Officer. "We want to help you live your healthiest life."



HERE ARE SOME ADJUSTMENTS YOU'LL NOTICE WHEN YOU RETURN TO ELMHURST.

SOCIAL DISTANCING

We've put markers on the floors to make it easy for you to know where to stand. And we're handing out masks to everyone who enters the building. We ask that you arrive on time for any scheduled appointments. This helps us limit the number of people in the waiting room. If you arrive too early or too late for an appointment, you may be asked to reschedule.

TELEMEDICINE

You may not always need to be seen in person. We're working on a telemedicine system that will let you visit your healthcare provider from the safety of home.

NEW EQUIPMENT

Thermal imaging cameras in the hospital's entrances show us if someone is running a fever. And inside exam rooms, we've added filtration systems and ultraviolet lights to clean the air.

CLEANING AND DISINFECTING

Exam rooms are thoroughly cleaned with appropriate chemicals after every patient visit. We disinfect common areas regularly, too. And of course, any surface that's touched multiple times per day is sanitized after every use.

OUTPATIENT SURGERY

When you come in for pre-surgical screening, you'll be given a COVID-19 test as a precaution. And the day of your surgery or procedure, we'll do another test just to be sure.

INPATIENT CARE

Should you need to be admitted to the hospital, we have separate units and elevators for non-COVID-19 patients to avoid transmission risk. After patients are discharged, rooms are disinfected with ultraviolet lights and a chemical spray.

VISITORS

Our Caring Connections tele-visit program allowed families of COVID-19 patients to visit their loved ones without being exposed. We are offering the same system of tele-visits for all inpatients. When New York State allows in-person visits, we'll limit the number of visitors and the hours they can come. That way, we can maintain social distancing.

NYC
HEALTH+
HOSPITALS

EXPRESSCARE



Staying connected

Elmhurst's innovative Caring Connections program keeps COVID-19 patients in touch with their loved ones.

When Blas Moreno's father, Mauricio, 53, was admitted to NYC Health + Hospitals/Elmhurst with COVID-19, Blas worried he might never see his dad again. The stress of not being able to visit was hard to bear.

But the following week, the hospital reached out to tell Blas about the Caring Connections program at Elmhurst, through which he could see and speak to his dad daily, via an iPad and a volunteer.

"Connecting families quickly became a top priority for us, especially when we saw the toll that isolation was taking on everyone inside and outside the hospital," said Vladimir Gasca, MD, the hospital's Director of Behavioral Health Services. Volunteers, trained and provided with personal protective equipment (PPE) and donated iPads, are social workers, palliative care clinicians, ambulatory staff, even military personnel who stepped up to help. Connections can be complex, with multiple relatives wishing to be connected at the same time, sometimes internationally. At the program's busiest, volunteers placed 300 calls a day.

Caring Connections lets families see that their loved one's hand is being held even if they can't do it themselves, and they get real-time medical updates, said Jodi Lynn Romano, LCSW-R, Elmhurst's Director of Mental Health Services. "We

celebrate when someone gets extubated, we get to be there with the family, bearing witness. Families feel like we're taking care of them, and that's always the goal."

Blas Moreno is just grateful he can speak to his dad along with his stepmother and sister, all connecting from Woodside and Manhattan. "He's on a ventilator in a coma and that was shocking at first, but at least we got to see him and talk to him. Even if he doesn't reply, it helps a lot," Blas said. "We tell my father he's strong. We give him encouraging words every day. If anything bad were to happen, I can say, 'I spoke to him, I saw him.' Without these calls, it would be devastating."

"Families feel like we are taking care of them, and that's always the goal."

The impact of the program, said Dr. Gasca, "is more meaningful than any other mental health intervention we have ever experienced — for patients, families, and volunteers. It's a profoundly rewarding human experience. These memories will remain indelibly in our hearts."

A man in a blue tank top and grey pants is running on a grassy path in a park. In the background, there is a large, arched steel bridge with a red-painted structure, surrounded by green trees under a blue sky with white clouds. The text 'LOVE YOUR HEART' is overlaid in large white letters on a semi-transparent purple heart shape.

LOVE YOUR HEART

Try these five surprising, simple ways to improve your heart health now.

When it comes to protecting your heart, there's a lot you can control – eating healthfully, exercising, and quitting smoking are big steps that do a lot of good. But while you're working on the big changes, you can take smaller steps to lower your risk of heart disease. These five easy actions are proven boosts.

1

SKIP SWEET DRINKS

Sugar-sweetened beverages are the largest source of added sugar in the American diet. Researchers at the Harvard T.H. Chan School of Public Health found that the more sweet stuff you drink, the greater your risk of dying from cardiovascular disease. Instead of soda, grab a glass of water or seltzer.

2

BRUSH AFTER EVERY MEAL

Gum disease is linked with cardiovascular disease. Poor oral health raises your risk of a heart attack two to three times. In one recent, large study, people who brushed their teeth three or more times a day lowered their risk of two types of heart disease. So grab your toothbrush, and don't forget to floss!

3

TAKE BLOOD PRESSURE MEDICATION AT BEDTIME

If you take medication for your blood pressure (a risk factor for heart disease), the timing may make a difference. A study of more than 19,000 people with hypertension had one group take meds in the morning, the other at night. Those in the bedtime group lowered their risk of serious heart problems by nearly 50 percent. Speak to your doctor about making the switch.

4

GO FOR A WALK

Your own two feet can reduce your heart disease risk just by taking a stroll – it doesn't even matter how fast. In one study, for every extra 2,000 steps people took, their risk went down 10 percent.

5

SKIP THE BURGER

Eating a plant-based diet is great for your heart, but you don't have to be a vegetarian to see the benefit. A new study found that swapping beans or dairy for just one serving of red meat a day can reduce risk of heart disease by up to 47 percent. Enjoy a hamburger once in a while – but more of the time, go veggie instead.

A day of simple summer meals

Now's the perfect time to prepare something healthy and fresh to celebrate the season's bounty.

Warm meather marks a time for turning over a new leaf. Say goodbye to heavier winter meals in favor of fresher flavors. Bonus? They're better for your health, too! Stop by the Greenmarket outside the hospital, every Tuesday from 8:00AM to 4:00PM, and pick up whatever looks most delicious. To get you started, here's a breakfast, lunch, and dinner that feature fresh produce and will be on the table in 30 minutes or less.

Each recipe serves 4.

BREAKFAST

MAKE-AHEAD BERRY GRANOLA PARFAIT

Assemble these before you go to bed and breakfast will be waiting for you. In each of 4 tall glasses, put a few tablespoons of vanilla or coconut low-fat Greek yogurt. Add a sprinkle of granola (or any crunchy cereal you like). Top with your favorite berries. Repeat the layers, cover with plastic wrap, and refrigerate.

LUNCH**RAINBOW TUNA WRAPS**

With tons of crunchy vegetables, tuna, and whole wheat tortillas, you'll get a full meal in one neat package. In a bowl, stir together 2 cans of chunk light tuna in water, drained and flaked; 2 green onions, finely chopped; 1 medium carrot, shredded or chopped; 1 rib celery, finely chopped; 1/2 a yellow or red bell pepper, finely sliced; 2 tablespoons of reduced-fat mayonnaise; the juice from half a lemon; and salt & pepper. Lay out 4 whole wheat tortillas. Divide 1 cup shredded red cabbage among them. Spoon the tuna salad on top, fold in the sides of the tortilla, and wrap tightly.

DINNER**EASY GREEK PIZZA**

Prepared pizza dough makes this a snap. Preheat the oven to 450°F. Drizzle 1 tablespoon of olive oil in a rimmed baking sheet, then stretch 1 pound of prepared pizza dough to roughly fill the pan. Top the dough with 5 ounces baby spinach, chopped; 1 red onion, thinly sliced; 1 cup halved grape or cherry tomatoes; 1/3 cup halved, pitted kalamata olives; 6 ounces crumbled feta cheese; and 4 ounces shredded part-skim mozzarella. Drizzle with another 1 tablespoon of olive oil, and sprinkle with 1/2 teaspoon dried oregano. Bake for 12-15 minutes, until the crust is browned and the mozzarella is bubbly.



He beat cancer — twice

Vincent Ruggiero was told his cancer was too advanced and there was no hope. Doctors at Elmhurst Hospital had other plans.

If Vincent Ruggiero hadn't stopped by his doctor's office to pick up a prescription for his mom in the fall of 2014, he might not be here today. Then 53, Vincent had been losing weight rapidly, and having trouble going to the bathroom.

"I felt like something was blocking me," he said. "But Italian men, we're kind of stubborn. I didn't want to admit anything was wrong."

His doctor noticed the weight loss and asked questions. Next thing he knew, Vincent was seeing a gastroenterologist, who sent him for scans and a colonoscopy. Then came the bad news: Vincent had stage 4 colon cancer, and it had already spread to more than half of his liver. His condition, the doctor told him, was terminal.

A REASON TO HOPE

The gastroenterologist referred Vincent to oncologist Niriksha Chandrani, MD, at Elmhurst Hospital's state-of-the-art cancer care facility, The Hope Pavilion. To Vincent's relief, she didn't offer a gloom-and-doom scenario. Instead, she suggested a course of chemotherapy treatment that, while difficult, had a chance of reducing the size of the tumor in his liver. Vincent endured the treatment, which at one point landed him in the hospital — but it worked. The tumor shrank enough to make surgery possible.

In August 2015, Daniel Labow, MD, a surgeon at Elmhurst affiliate Mt. Sinai Hospital, performed surgery to remove Vincent's liver tumor. Three months later, Vincent went back to have the original tumor in his colon removed, too. He'd done it: he'd beaten cancer.



A SCARY SETBACK

Vincent enjoyed five years cancer-free, undergoing close monitoring and testing to be sure. But in September 2019, he began to have trouble speaking. He could understand what people were saying and wanted to respond, but he couldn't get the words out. For a chatty guy who had a career as a sportswriter, "That was the worst part of this whole cancer deal — worse than being told I was going to die," he said.

"It's no accident that it says 'hope' there at the Hope Pavilion."

Vincent went right back to Dr. Chandrani, who arranged for a brain MRI immediately. That scan showed a tumor in his brain the size of a quarter. Four days later neurosurgeon Salazar Jones, MD, removed it at Elmhurst Hospital, and Dr. Chandrani sent Vincent for radiation treatment just to make sure they'd caught everything. By November, Vincent was cancer-free again.

Now, Vincent has all the energy he needs. He's spending time with his mom, going for long walks around his Maspeth neighborhood, and looking forward to when his beloved sports teams resume playing. He's happy to have been treated so well, so close to home. "I could tell from day one I was in wonderful hands with Dr. Chandrani," Vincent said. "It's no accident that it says 'hope' there at the Hope Pavilion."

Summer in the city

The hotter months always bring the risk for illness and injury. Here's how to enjoy your summer safely.

The sun is shining and we've all been cooped up for months. We're all eager to get outside and have some fun. But those good times might end with a visit to the emergency department (ED).

"We see lots of heat-related injuries, like dehydration and heatstroke, this time of year," said Laura Iavicoli, MD, Associate Director of the Department of Emergency Medicine at NYC Health + Hospitals/Elmhurst. Trauma also increases in the summer — so emergency departments plan for more trips and falls, car accidents, and bicycle accidents.

If you or a family member is ill or injured, we want you to know that our ED is open and ready for you. "With COVID-19, we've made the hospital as safe as possible," said Dr. Iavicoli.

This summer the ED also has a new telehealth system in place. You'll be able to get screened by video or phone first, and a doctor or nurse will evaluate you to see if you need to come in.

Even better, said Dr. Iavicoli, follow some common sense advice to avoid getting sick or injured in the first place:



BEAT THE HEAT

Anybody can get dehydration, heat exhaustion, or heatstroke, but people younger than 4 and older than 65 are most at risk. The best way to avoid a heat-related injury is pretty obvious: Stay cool. Spend time in places with air conditioning. Wear light, loose clothing. Drink plenty of water, especially before, during, and after outdoor activities.



SWIM SAFELY

In the U.S., about ten people die every day by drowning. Most at risk: children ages 1 to 4. Formal swimming lessons are the best way to reduce that risk, but in the meanwhile make sure there's always a responsible adult watching your kids near the water. They should always be close enough to touch preschool-aged children. Do not trust blow-up or foam toys and devices to protect your children from drowning.



GEAR UP

Before you hop on a bike, put on your helmet. Going roller skating? Don't forget wrist and knee guards. In other words, if protective gear is available for the activity you or your children are partaking in, use it properly.



PICNIC SMART

More people get food poisoning in the summer than in cooler months. That's because bacteria multiplies faster in warm weather. When cooking and eating outside: Wash your hands (pack wipes if you won't have access to water). Be careful when handling raw food, especially raw meat, poultry, and fish. Don't put cooked food on a plate that held raw food. Keep food in an ice-packed cooler when you're not eating.



DON'T GET BIT

Bites and stings send more than 1 million people a year to the ED. Most come from insects or spiders. To keep bugs away, use an EPA-registered insect repellent that contains active ingredients like DEET or picaridin. If you're going into an area that has ticks, wear long-sleeved shirts and long pants, or treat your clothing with permethrin. (But don't use permethrin on your skin!)



Health fact or fiction

Now more than ever, you need information you can trust. Here's how to decide whether online info is good to know — or better avoided.

Your friend shared a YouTube video that says vitamin C prevents COVID-19. A Facebook ad promises a cancer cure. Your mother paid a bundle for supplements to boost her memory. Is any of it true? When you're trying to evaluate health and wellness claims online, it's easy to be tricked by a slick presentation, but there are ways to figure out what to believe and what should be ignored. Here are six questions to ask yourself about online health claims:

1. WHAT'S THE WEB ADDRESS?

Government sites' URLs end in .gov and are the gold standard for health information. You can usually trust sites from universities, research institutions, and hospitals. Articles about health from major national news outlets are also typically reliable. Anything else may require a closer look, especially if they seem to have an agenda or are trying to sell you something (see #6).

2. WHO RUNS THE SITE?

Any website should have an "About" page, which tells you who's running the site and why. Ideally, you'll see medical experts or facilities mentioned by name, and you can decide if they are worthwhile or suspect.

3. WHO WROTE AND/OR REVIEWED WHAT YOU'RE READING?

If an article someone sent you has a byline, Google the author. Are they an expert in the field, or an established health journalist? If the writer isn't a medical professional, the site should show who reviewed the medical information in the article.

4. IS THERE DATA TO SUPPORT A HEALTH OR MEDICAL CLAIM?

A reliable source will include details about claims that allow you to track down the original study, like the name of the publication. (For example, an article might say that 75 percent of people in a medical trial got better with a certain treatment; that article should tell you who did the study and where it was published, so you can check it out). You may not want to read the study itself but it's a good sign when you can follow the trail.

5. HOW OLD IS THE INFORMATION?

Scientists and researchers make new discoveries every day. Look for a date on the article, either near the title or with the name of the professional who reviewed it. If it's more than two years old, move on.

6. WHAT DO THEY WANT FROM YOU?

A trustworthy site shouldn't ask you for personal information. If you see any sales pitches — a tab marked "shop," or links to buy the treatment mentioned — that's a big red flag. Try another site.



Elmhurst Hospital has been identified as a high-performing hospital for COPD and Heart Failure by *U.S. News and World Report* for 2020-2021.

YOUR SAFETY IS OUR PRIORITY

There is nothing more important to us than the health, safety, and wellness of our patients and staff. In response to COVID-19, we have established new procedures and precautions to keep you safe now that we are resuming normal hours for appointments.

OUR NEW COVID-19 PROCEDURES:

- All patients must wear face masks or a face covering at all times.
- We have separate treatment areas for COVID and non-COVID patients.
- You'll get a call to pre-register you before appointments.
- We have a limited visitation policy including one parent in all Pediatric Services and one companion for disabled patients.
- All patients and visitors at entrances to clinic areas get a temperature check.
- Clinic check-in windows have clear protective barriers.
- All staff wear appropriate PPE including masks, gloves, and goggles or face shields.
- Rooms are cleaned and sanitized frequently throughout the day and in between patients.
- Waiting rooms, seating areas, and check-in areas have marked spacing to comply with social distancing rules.
- Procedural areas have special venting.

For urgent or routine medical needs for Primary Care, please call 844-NYC-4NYC (692-4692). For urgent or routine Specialty Care needs, call (718) 334-3262.

