

FROM FINANCE TO THE COVID-19 FRONTLINES



ALFIA ANDREU

COORDINATING MANAGER/UNIT CLERK,
NYC HEALTH + HOSPITALS/HARLEM

My Role: I'm a Coordinating Manager in Finance, and I help patients discuss bills, their accounts and making payments. But when COVID-19 began, I quickly recognized and felt the need to do more. So, I geared up with PPE and began to serve meals to our patients. This led to talking with them and understanding their concerns, fears, and wants. Their most pressing concern was not being able to talk or see their loved ones or just a familiar face.

I decided that it would be my mission to connect with

our patients and to get them connected with loved ones using iPads, Skype and Facetime video calls. I make it a priority daily to go by their bedsides, greet them by name, ask if they need anything, assist with what I can and pray. Above all, I hold their hands and give reassurance of a better day.

Why I'm on the Frontlines: It is my duty to be here for others. I take this service seriously as an individual, and as a member of this community. I want every patient, visitor, and colleague who are part of the Harlem Hospital family to know that I care. I show I care with action, because behavior is a true

testament to my compassion, consideration and sincerity. In the words of Maya Angelou "I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

Due to these overwhelming and precarious times, as a leading institution of healthcare we have had to take extraordinary measures of precaution to limit unnecessary exposure. Because of this, family and friends are not allowed to visit many of our patients. As a result, they feel alone and abandoned. I want them to know, feel and remember that someone was there with them every day physically, emotionally, and spiritually.

I'm here on the frontlines to provide comfort and a helping hand to all those around me. I want everyone to know that we are no longer strangers or co-workers, but comrades who survived and thrived during an unfortunate event in human history.

Managing Stress: My most pleasing coping mechanism is talking with friends and family, who are super encouraging. My strength is renewed daily because, I know that through it all, I will never have to stand alone.