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HEALTH CARE HEROES

PROTECTING NEIGHBORS AND COMMUNITY

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My Role: As an emergency physician, I have the privilege of taking care of our community and have continued to do so during this pandemic. I work with an extraordinary team on the front lines, taking care of our patients; treating them with compassion and respect.

As disaster lead for the Emergency Department, we started preparing in January, way before we even had a case in New York City. So early on, we made changes in workflow, rearranging the department because we knew there would be a need to reduce community spread.

Impact of COVID-19: Like other hospitals we have seen an increase in patients, and we have had to adapt and come up with new ways to help them communicate with their families. Patients are lonely. So, we have used iPads and Facetime to help them keep in touch with their loved ones. That has really helped.

Why I'm on the frontlines: I have experience caring for patients with infectious disease in East Africa, so I think having that type



of experience has been helpful. Still, it has definitely been a difficult time. There is confusion and sadness. But we are helping the Harlem community and that's what keeps me coming back every day.

More importantly I am a New Yorker. I will do whatever I can to protect my city and my neighbors.

Lessons Learned: Looking back at all we have done; we are more flexible than we realize. We are able to think on our feet better than I ever thought we could. As a hospital, we have come together in an incredible way,

especially the teamwork between the ED, Medicine and the ICU.

Concerns for the Future: I want patients to know that we appreciate everyone's efforts in social distancing and to keep it up. But, with this pandemic, I'm fearful that people are now scared of coming to the hospital. I want everyone to know they can come the Emergency Department if they are having a medical emergency. I hate to think that people are getting sick and staying at home. We want them to know: we are here and always ready to care for you.

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