



April 13, 2020

Dear Community Members,

Thank you for your support and understanding during the national COVID-19 public health emergency. On behalf of everyone at Littleton Regional Healthcare (LRH), we hope you are staying well. We are here to serve you and meet your healthcare needs as we always have since 1907.

- Emergency Department remains open to treat your emergency needs.
- Physician Practices are open for you to visit with your provider for routine and acute care issues at our Littleton facility as well as in Franconia, Plymouth, and North Conway.
- LRH has expanded tele-medicine capabilities for virtual visits with any one of our providers. Call your provider's office to schedule an appointment.
- Littleton Doorway continues its usual schedule for treatment of substance use disorder. They are open Mon– Fri, 8am- 5pm. To schedule an appointment, call 603.259.1659. Walk-ins are welcome. For emergency service during off hours, please call 211, which is available 24/7.
- Our Urgent Care services remain open, 9am-8pm seven days per week. Patients seeking medical care (except COVID-19 symptoms) can continue to utilize our urgent care services.
- North Country Pharmacy remains open and we now offer curbside service for your convenience. Please call 603.444.9024 for details.

We have made some changes at LRH to minimize the risk of the spread of COVID-19, should you visit our facility.

- Everyone, including employees, is pre-screened prior to entering our facility and must wear a mask.
- Our main entrance to the Emergency Department has been reconfigured to provide a separate entrance and treatment area for anyone who presents with COVID-19 symptoms.
- Outpatient Laboratory Services is now located in our Medical Office Building, Suite 21. Hours: Mon-Fri, 7am– 3:30pm.
- COVID-19 Emergency Department Patient Virtual Visit Line is in place. This is a low cost, consulting line answered by LRH Medical Staff to address medical concerns regarding COVID-19. Community members can call the 24/7 line at 603-575-6000 to initiate a visit and speak to one of our providers.
- We also have a 24/7 COVID-19 Hotline to answer any other LRH specific questions. Please call 603-575-6400 for assistance.

We recognize that some of these changes may be an inconvenience for you. Our decisions are not made lightly. They are made to protect our patients, our workforce, and our community at large. We are grateful for your understanding and remain committed to meet the needs of all our patients during these extraordinary times.

Sincerely,

Robert F. Nutter
President & CEO