

Answers to common questions:

Will St. Luke's still accept transfers for higher level of care while CSC is activated?

Yes, on a case-by-case basis through St. Luke's Transfer Center.

Is St. Luke's still treating Time Sensitive Emergencies that come to their emergency departments?

Yes. EMS teams will continue to transport such patients to St. Luke's, and we will continue to treat these patients rapidly, effectively and safely. We continue to advise that those having chest pain, symptoms of a stroke or a serious infection should call 911 and get to the emergency department immediately.

Why has St. Luke's requested activation of crisis standards of care?

We have requested activation of crisis standards of care to appropriately reflect the fact that we cannot currently provide the level of care and service that our community has come to expect. We have exhausted our contingency options, and although at the time of our request we were not rationing life-saving treatments, we are making daily decisions about how to best distribute our limited resources to patients in need.

Are you rationing care?

We are not currently (as of 9/17/2021) limiting access to immediately life-saving treatments. However, the care our patients receive during crisis standards will be different than what we can usually provide as we strive to continue to serve our mission to improve the health of our communities. Wait times in the emergency department may be longer for those who are not in immediate crisis, but all patients will still be seen as quickly as possible with priority given, as always, to those with more critical needs. If a patient is hospitalized, their care may be delivered in spaces and places that we don't usually use but have converted to safe patient care spaces. Patients might not see their nurse as frequently, but we will still provide safe, compassionate care. We will work to discharge patients as promptly as is safe, and there may not be as much choice in discharge decisions as there has been historically. Surgeries, even for conditions that may be relatively urgent, may be delayed.

Has St. Luke's implemented universal Do Not Resuscitate orders?

No. Decision making regarding resuscitation attempts has not changed. As always, a person's code status is based on an individual patient's personal goals and wishes, their clinical condition, documentation on POST forms and advanced directives, and discussion with their provider.

How can I help our hospitals get back to normal?

Stop the spread of COVID-19. Wear a mask. Avoid large gatherings. Get vaccinated against COVID-19 and influenza.

And support your neighbors who work in health care. All are tired, stressed, and heartbroken at not being able to provide routine levels of great care in the face of overwhelming need by the numbers of patients currently seeking us out.