

Updated 3/17/20

The clinical care, health, and safety of our patients and the health and safety of our staff are our top priorities. While our clinical program is continuing without interruption, in consideration of the evolving COVID-19 situation and the need for mitigation of disease spread, the Austen Riggs Center is taking necessary preventive measures in accordance with guidelines and recommendations from local health departments, the [MA Department of Public Health](#), the [Centers for Disease Control \(CDC\)](#), and the [World Health Organization \(WHO\)](#). These measures include:

- Formation of a COVID-19 Committee to assess and respond to risk and develop procedures
- Enhanced screening process for admission that includes questions about recent illness and risk factors for exposure to COVID-19
- We have suspended admissions of new patients and tours of prospective patients until March 30.
- We have not suspended work with prospective patients to move them toward the waiting list; the admissions staff continues to conduct phone interviews, as usual.
- Postponement or cancellation of all non-clinical external Riggs events through the end of April 2020
- We are screening visitors to Riggs. For guests, relatives/friends, vendors, private outpatients, and others coming to campus, we ask that staff – and patients – inquire of them: [1] Are they experiencing any symptoms associated with COVID-19 (Cough, cold, fever)? [2] Have they been exposed to someone known to have COVID-19? If yes to either of these questions, please request they refrain from coming to campus until they are medically cleared or have undergone a 14-day quarantine period.
- Guidance to current patients and staff to avoid non-essential travel or travel to areas with known concentrations of COVID-19
- Updated protocols for any current patients presenting with fever, upper respiratory, or flu-like symptoms, including use of a quarantine or isolation protocol if indicated
- Staff and patient education about flu/COVID-19 prevention, including proper handwashing technique, social distancing, and guidance to staff to stay home if sick with a fever, upper respiratory, or flu-like symptoms

While we have no known cases of COVID-19 at Riggs, we are taking every precaution to reduce the potential risk of exposure among our patients and staff. We will continue to closely monitor the COVID-19 situation and will provide updates on this webpage as necessary.

If you have any questions, please contact us as outlined below:

- **General Questions:** Admissions – 1.800.517.4447
- **Media inquiries:** Communications Office – 413.931.5245

Thank you,

Eric M. Plakun

Medical Director/CEO