

April 27, 2020

*A message from Bob Van Meeteren, Reedsburg Area Medical Center President/CEO*



These past several weeks have seen an abundance of change. Perhaps we've felt unsettled, frustrated, confused, concerned and scared. The news is non-stop with varying messages and we know it because we watch and listen, too. We hope RAMC has helped sort through the clutter to provide you the most up to date information by the sources we have confidence in. We will continue to be your trusted source because we want to help alleviate any concerns.

The stories I have heard about people avoiding getting the medical care they need is heartbreaking but more importantly, most times preventable. Healthcare organizations are essential and have always been exempt from the Safer at Home order because providing healthcare is imperative. Reedsburg Area Medical Center's commitment to keeping our team members, patients, visitors and communities safe has never wavered and never will. Everyone's health, protection and safety are our number one priority. From our rigorous cleaning and infection control standards, hand hygiene, building and business enhancements and our continued screening program to our stringent use of personal protective gear for us and you, rest assured you are in safe, exceptional care. Remember, being Safer at Home does not mean it is safer to postpone the healthcare you need. We are safely providing primary and specialty care in homes via our telehealth program and we continue safely seeing select patient appointments in our facilities. We continue safely seeing patients in our Walk-In Care clinic and our emergency department. *I continue to stress safely because YOU ARE SAFE on our campus, in our buildings and with our team.*

Throughout this pandemic, we have experienced the generosity of businesses, industries and individuals who reached out, sharing their time, talents and resources to help us. Thank you, thank you, thank you. As president and CEO I have experienced what I always knew existed from Team RAMC – solidarity, resilience, drive and the commitment to be the very best to give you the very best. I could not be more proud of every single member of our team who pull together to give every ounce of themselves for our patients and visitors, our Senior Life Center residents and tenants, our communities – and each other. More than 10 years ago when my family relocated to Reedsburg, without a doubt, it was home. What a phenomenal place to call home.

We are nowhere near "back to normal." In fact, we are navigating a "new normal." But we are ready for it. We are seeing a flattening of the curve. In fact, thankfully, our area hasn't seen the surge that was feared. This isn't by accident. It is by the steadfast efforts of every single one of us. We know we need to continue this work and we will because together, we've got this. We've got this today, tomorrow and all the days to come.

Count on Reedsburg Area Medical Center to communicate with you every step of the way. We continue to be strong, resilient and prepared. And once again, we are safe. We are honored to be your partner.

