



From day one.

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Frequently Asked Questions for Patients

Is the hospital clean and safe?

Our hospital is clean and safe. One of the core elements of properly managing infectious diseases is the cleanliness of our physical facility.

Do you have the supplies and capacity to accommodate my procedure?

Our clinical teams will conduct daily “go/no-go” meetings in which they will review crucial supplies such as PPE, medications, blood, space and staffing to ensure that we have enough to comfortably care for those undergoing elective / non-urgent procedures AND accommodate our normal emergency care and potential COVID-19 patients.

We are not booking our schedules to full capacity. Out of an abundance of caution and with the conservation of supplies in mind, we are not starting with a full schedule right away. Should things continue to progress positively, we’ll increase our capacity on a week-by-week basis. This is for your safety and ours.

Do you have enough staff to resume elective / non-urgent procedures?

Our team regularly monitors staffing levels to ensure a safe environment for all patients, providers and employees. In addition, we screen all employees daily for COVID-19 symptoms. We are confident that we have the appropriate staff and providers to resume elective and non-urgent procedures while also accommodating our normal emergency care and potential COVID-19 patients.

Will my experience be the same as in the past?

Your experience in our facility may look a little different than in the past, but this is because we have new processes and procedures in place to further protect your health during the COVID-19 pandemic.

What should I expect during my procedure?

Upon arrival at the facility, you will be asked the same standard screening questions and provided with a mask.

We continue to operate under a zero-visitor protocol out of an abundance of caution, so your family member/spouse/friend/caregiver will not be permitted to enter the hospital. We will gather

their contact information so we can follow up with them to provide an update after your procedure and share instructions for pick up at the same location.

You may never see another patient while you are here, and that is intentional for now. We are currently trying to minimize overlap in an effort to promote social distancing, conserve resources, and protect the safety of all of our patients and employees.

You are going to be asked COVID-19 screening questions multiple times by multiple people, up until you are admitted for your procedure. You may get tired of these questions, but we assure you they are for your health and safety, and that of our staff.

You may never see the faces of your care team members under their protective equipment. We do regret this, as the personal connections we have with our patients and community are what keep us going. However, this is an important precaution we are taking to protect you and our clinical staff.

What questions will I be asked during the screening?

The questions are part of our standard COVID-19 screening process and include asking if you have

- Fever
- Cough
- Shortness of Breath
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

Whenever you are asked, please answer these screening questions honestly. If your procedure has to be postponed, it will be just that: postponed. It does NOT mean it will be canceled, and we will work with you to reschedule as soon as possible.

How will I prepare for my procedure?

If you are having a surgical procedure, you will be asked to practice quarantine behaviors for seven (7) days to minimize potential exposure prior to your procedure. This means going a step further from social distancing – trying only to leave your home for critical needs such as groceries or going to the pharmacy. If you need to leave for an essential purpose, you must wear a mask. You also will be asked to check your temperature twice a day during this seven-day period and report any result above 100°F to your provider. Finally, you will be tested for COVID-19 prior to your procedure as an additional precaution.

If you are having an imaging procedure, you will be screened and masked, but not tested for COVID-19.

Will I be tested for COVID-19?

If you are having a surgical procedure, you will be tested for COVID-19 prior to your procedure. Your provider will place the order for the test, and the hospital will reach out with instructions for scheduling. If your test happens to be positive, your procedure will be postponed, and you will be given instructions related to your care. If you are having an imaging procedure, you will be screened and masked, but not tested for COVID-19.

Can my family member/spouse/friend/caregiver come with me to the facility?

If you have a family member/spouse/friend/caregiver with you, he/she will not be permitted to enter the hospital. We are still operating under our zero-visitor protocol out of an abundance of caution. When you arrive, you will either park and enter through the main hospital entrance or be dropped off by your family member/spouse/friend/caregiver at the main entrance, where they will remain in the car. We will gather their contact information so we can follow up with them to provide an update after your procedure and share instructions for pick up at the same location.

What happens when I arrive for my procedure?

When you arrive at the facility, you will be asked the same standard screening questions and provided with a mask.

Will I be treated near COVID-19 patients?

We are not performing elective/non-urgent procedures on COVID-19 positive patients at this time. All patients who test positive for an infectious disease, including COVID-19, are isolated for treatment in accordance with state health department and CDC guidelines. Our hospital has a dedicated isolation unit for treatment of patients under investigation and patients who have tested positive for COVID-19.

If I have additional questions about my procedure, who should I contact?

If you have any questions, please call your medical provider's office or the pre-admission testing clinic at (406) 327-4035.