

# You're Coming to the Hospital... Now What?

With the COVID-19 pandemic stabilizing, we're excited to be welcoming more patients and visitors back to the hospital. We also know that you have questions and concerns about your safety when you enter our facility. This guide will explain some procedures and precautions that we're taking to ensure all who enter our facility are safe from infectious diseases, including COVID-19.

## Mask protocol

As of April 4, 2020, visitors AND staff will be required to wear masks at all Covenant Health facilities and medical practices, including Fort Sanders Regional Medical Center. To help conserve our supply of masks, we encourage you to bring a mask from home to wear. If you do not have a mask, we will provide one and require that you wear it while you are in the facility. Thank you for your cooperation in protecting the health and safety of our patients and employees.

## Visitation Restrictions

All visitors are screened for COVID-19 symptoms and required to wear masks. Visitors are asked to remain in the room with the patient and limit travel inside the hospital to the cafeteria and vending machine areas. Please note: Minors currently are not permitted to visit in our hospitals.

Specifics for each patient area include:

- **Inpatients:** Patients may have two visitors during their stay; one visitor at a time.
- **Isolation patients, including suspected or confirmed COVID-19 patients:** Visitation is limited to visitors who are essential to the patient's care. If visitation is allowed, the visitor should remain in the room and wear appropriate PPE.
- **Labor and delivery patients:** Mothers may have two visitors during their stay who may visit in the room at the same time.
- **Emergency department patients:** One visitor per patient.
- **Ambulatory and outpatients:** Visitation is limited to one visitor who is determined to be essential to the patient's care.
- **Patients with disabilities:** Provisions will be made to ensure support persons are authorized to stay and/or visit patients with disabilities.

## Once You Get Here

When you get to the hospital, we ask that you come in one of the following specified entrances to be screened for COVID-19 symptoms. All visitors are screened for COVID-19 symptoms and required to wear a face mask while inside the hospital.

★ **Between 10 a.m. and 5 p.m.,** public access is restricted to the main lobby entrance off of Clinch Avenue, the Trustees Tower garage entrance and the emergency entrance off of Laurel Avenue.

★ **Between 5 p.m. and 10 a.m.,** all persons must enter through the emergency entrance off of Laurel Avenue.

**Patients with scheduled procedures before 10 a.m. can continue to enter through the main entrance in the lobby, as instructed.**



## We will take your temperature and ask you a series of questions

to assess if you are experiencing symptoms of COVID-19 or if you've been around anyone with symptoms of COVID-19.

Once cleared to enter the facility, we ask visitors to remain in the room with the patient and limit travel inside the hospital to the cafeteria and vending machine areas.

## Enhanced Safety Measures

The following are enhanced safety measures we have implemented to ensure you are protected in our facility:

- All suspected COVID-19 patients are isolated from non-COVID-19 patients
- We have increased cleaning practices in all areas of the hospital
- All employees are asked to take their temperature each night before coming into work
- Social distancing measures are in place—restricted seating in waiting areas, etc.
- Hand sanitizing stations are provided throughout the facility

**For more information on Covenant Health's and Fort Sanders Regional's COVID-19 response and policies, please visit [CovenantHealth.com/coronavirus](https://www.covenanthealth.com/coronavirus).**