

Receiving Safe Emergency Care at the Hospital

Thank you for your partnership as we navigate safe health care delivery and recover from coronavirus in our communities. Medical care for our communities is of the utmost importance to us. Providing safe, attentive care has *always* been our priority – and that has never been truer than now. Our goal is to ensure people in need of emergency care continue to receive the care they need, when they need it.

It's important not to delay getting care when it is needed, as this can result in greater medical risk.

Frequently Asked Questions

Patients are worried they'll be exposed to coronavirus. Is it safe to come to the ED for medical care?

Rest assured we have continued our stringent safety measures and have implemented many new measures. We have taken every precaution to lessen the spread of COVID-19 and ensure the care you receive is safe. These measures include:

- › **Triage:** Patients are screened outside of the ED and escorted directly to the appropriate treatment areas.
- › **Temperature checks:** All patients and team members are temperature checked and screened for COVID-19 symptoms prior to entering the hospital or office.
- › **No wait times and express check-in:** Patients are escorted right to the exam room/treatment area after triage.
- › **Express checkout:** Patients are discharged immediately, when possible.
 - Clean, protected environments
 - All exam rooms and equipment are extensively cleaned and disinfected between each patient.
 - COVID-19 patients are cared for in protected exam rooms and treatment areas, and treated by separate staff members.
 - Facemasks must be worn by all patients, care staff and visitors.
 - Hand sanitizer is readily available.
- › **Team members are protected:** Team members wear personal protective equipment (PPE) as appropriate.
- › **Social distancing** is observed throughout the hospital, except as needed in treatment areas for care delivery.

Are visitors allowed in the ED? Are there exceptions to this?

Currently there are no visitors allowed in the ED or the hospital. There are some limited exceptions:

- › One visitor/support person for patients in hospice or end-of-life care, the NICU, in-patient pediatrics, pediatric ED, maternity centers, or for a patient with cognitive impairment.
- › iPADS are available so team members can communicate with families and loved ones.

For the most up-to-date visitor guidelines, visit our website at atlanticealth.org/visitor.

