



# Visitor & Patient Updates

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As of 07/30/2020

## General Guidelines:

### BACKGROUND

On April 10, 2020, the Department of Health issued a Health Advisory: COVID-19 Updated Guidance for Hospital Operators Regarding Visitation, which suspended visitation within hospitals and described requirements for the allowance of patient support persons. On May 20th, the Department of Health made updates to that Advisory that further clarified guidance for authorized support persons (Hereinafter "Revised Visitation Guidance"). Accompanied by strong infection prevention and control requirements, these policies were put in place to safeguard and maintain the health and wellbeing of patients and staff, while containing and preventing the spread of COVID-19 during the initial phase of the pandemic. After the successful efforts of New Yorkers to flatten the curve and reduce virus transmission, the Department of Health recognizes the need for sustainable hospital visitation policies for the next phase of the pandemic. The most recent visitation guidelines are listed below effective Monday, June 22, 2020.

### LATEST VISITATION CHANGES

- Visitors are limited to **ONE** person at a time
- Visits are limited to no more than **FOUR** hours per day per patient, unless otherwise authorized by the hospital, depending on the patient's status and condition;
  - Total time for all visitors cannot exceed the four-hour maximum, unless otherwise authorized by the hospital. A clinician can make the decision to allow more visitors and time given the issues at hand. All visitors must be screened and adhere to all guidance.
- Patients undergoing same day procedures may be accompanied to the facility by a companion and that companion may remain with the patient through the initial intake process; and may rejoin the patient for the discharge process;
- Visitors may **NOT** be present during procedures and recovery room **EXCEPT** for pediatrics, childbirth, and patients with an intellectual, developmental, or other

cognitive disability as listed in the Department's May 20th Revised Visitation Guidance;

- Visitors will be provided with and must wear appropriate personal protective equipment as recommended by the Department and the Centers for Disease Control and Prevention;
- Visitors who fail to wear a face mask and other PPE will be asked to leave the facility;
- Visitors must undergo symptom and temperature checks upon entering the facility, and shall be denied entry if they report significant COVID-19 exposure or symptoms during the prior 14 days or have a temperature equal to or greater than 100.0 degrees Fahrenheit;
- Once in the facility, visitors must remain in the patient's room throughout the visit **EXCEPT** when directed by hospital staff to leave during aerosol-generating procedures or other procedures during which visitors are usually asked to leave
- All visitors are greater than 18 years of age except in rare exceptions as determined by the hospital;

*The Department of Health may adjust visitation policies based on the prevalence of COVID-19 in a region or county.*

If you are a patient seeking emergency medical care, please call 315-519-5478 prior to your arrival.

If you are a patient with an appointment at the hospital, please call 315-519-5564 or 315-519-5565 prior to entering the building

- Valet Parking is also currently suspended.
- The Hospital's gift shop is closed until further notice.

## **Hospital Classes**

The following classes are on-hold until further notice:

- **Tobacco Cessation Workshops** - for more information about our Smoking Cessation workshops, please contact Dr. Christopher Bradley at 315-519-5540.
- **Childbirth Education** – will resume in September 2020 – details pending
- **Diabetes Education** – for more information, please contact Carly Draper at 315-519-5468.

Breastfeeding Education and Child Passenger Fit Station Classes have resumed.

All attendees will need to be screened at the front entrance of the hospital. All those attending Breastfeeding Education will need to wear masks. Class size will be limited and social distancing will be enforced.

For more information, please visit [www.carthagehospital.com](http://www.carthagehospital.com) | Patients & Visitors | Classes

## **COVID Information**

For more information regarding the virus and the most up-to-date information, the Centers for Disease Control is frequently posting to their website:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>. The New York State Department of Health is operating a 24-hour hotline at [1-888-364-3065](tel:1-888-364-3065), where you can speak directly to healthcare professionals with your questions about COVID-19.

Thank you for your cooperation.

## **Outpatient Clinic/Facility Specific Guidelines:**

### **Important Notice**

If you visit one of our outpatient clinics, we ask that you please call their phone number or ring the doorbell prior to entering the building to let staff know that you have arrived.

## **Telemedicine Visits**

The following clinics are now set up to conduct telemedicine visits:

- **Walk-In Clinic**→*The Walk-In Clinic is encouraging patients to call prior to coming in and if the provider feels that their symptoms would be fit for a telemedicine visit, we can do that before they even leave their home.*
- **Carthage Family Health Center** (Primary Care & Pediatrics)

- **Behavioral Health**
- **Women's Way to Wellness**
- **School Based Health Centers** (Carthage Middle School, Carthage High School, LaFargeville Central School, and Beaver River Central School)
- **Philadelphia Medical Center**
- **Urology**
- **Orthopedics**
- **Podiatry**
- **Surgical**
- **Physical & Occupational Therapy**

All location information can be found at [www.carthagehospital.com](http://www.carthagehospital.com) under the "locations" tab.

## **Carthage Walk-In Clinic**

### Updated Hours of Operations:

Monday-Friday

9am-5pm

If someone wants to seek medical treatment at our Carthage Walk-In Clinic, please call prior to your arrival at 315-519-5830.

## **Professional Building (3 Bridge St. Carthage, NY)**

All staff and Carthage Area Hospital clinic patients at the Professional Building will have their temperature taken at the set of double doors to the right - Urology door entrance.

For all patients of Family Practice Associates, Elizabeth Wende Breast Care, and McCue Dental, you will need to enter through the set of double doors on the left hand side near the Carthage Hospital Foundation Office. You will have your temperature taken once you enter.

Any patient with a high temp/fever (100.4\* or higher) will be directed to return to their car and call the clinic they were headed to in order to get further guidance from their provider/reschedule their appt.

# **Meadowbrook Terrace Assisted Living Facility**

As of 7/30/20

**Limited visitation will be permitted under the following conditions:**

## **Visitation Hours**

- Visitation hours: Monday –Friday between 9am – 11am and 1pm – 3pm.
- Visitors are required to call ahead of time to schedule a visit.
- Visits will be 30 minutes long.
- 1 visit per resident per week to allow each resident a visit.

## **Visitor Health Screening**

- All visitors will be screened for symptoms of COVID-19, including a temperature check, prior to each visit. Visitor must wear a face mask during health screen.  
**Visitation will be refused to any visitor that does not pass the health screen.**
- To assess potential exposure to COVID-19, the health screening will also include questions related to travel as outlined in Executive Order 205 or most updated New York State guidance.

## **During the Visit**

- Visitors must wear a face mask or face covering that covers both the nose and mouth at all times. A face mask will be provided upon request.
- Social distancing of 6 feet must be maintained. No physical contact with the resident is permitted.
- Visitors must follow proper hand hygiene protocol. Hand sanitizer will be provided at visitation site.
- Visitors are limited to two per resident. Children under the age of 18 must be accompanied by an adult.
- Please no consumption of food or beverages during visit.

Visitation will be limited to outdoor areas, weather permitting. Restrooms will not be available to visitors.

Staff will be available to assist with transition of residents, monitor visits, and clean and disinfect visit areas after each visit.

**\*\* The facility Administrator reserves the right to suspend or discontinue visitation. Any changes in visitation will be communicated to residents and families via letter, email, or phone call. In the event a resident or staff member tests positive for COVID-19, visitation will be suspended for at least 28 days.**

**If any visitor fails to adhere to the above protocol, he/she will be prohibited from visiting during the duration of the COVID-19 state declared public health emergency.**

### **Sealant Grant Program**

Parents & Guardians can contact Donna Farney with any questions about this program or obtain their child's records at 315-519-5917.

### **Insurance Enrollers**

As part of the Hospital's mission, we serve the community's needs regardless of their ability to pay. If you are in need of insurance coverage or seek guidance in applying for government-based insurance, we have joined forces with MVP, Fidelis, and the North Country Prenatal-Perinatal Council (NCPNPC) to connect you with a facilitated enroller. Typically, they are on-site at the hospital and at our Professional Building (3 Bridge St., Carthage), however, representatives from those agencies have cancelled their on-site visits until further notice. Their contact information is available here: <http://www.carthagehospital.com/patients-visitors/billing-insurance/> .