



# Visitor & Patient Updates

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As of 05/03/2021

## General Guidelines:

We're taking all precautions to keep you and our patient's safe while adhering to DOH & CDC guidelines. Our Visitation Policy will be updated to reflect these changes. The most recent visitation guidelines are outlined below:

### LATEST VISTATION CHANGES

- Visitors are limited to **ONE** person at a time
  - For Maternity Stays: There can be **ONE** support person to accompany a pregnant individual for the duration of their stay as medically appropriate. No other visitors are permitted.
- 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.
- 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;
- 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
- 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;
- Health care providers should provide written information to visitors and/or discuss the potential risks and benefits of the visitor's presence with the visitor and, depending upon the patient's condition, the patient;
- 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

Hospital Valet Parking is currently suspended.

### **Classes Update**

- **Tobacco Cessation Workshops** – we are currently offering virtual, one-on-one tobacco cessation workshops. To sign up, please call Christopher Bradley, PharmD, RPh, MBA at 315-519-5540.
- **Breastfeeding Education** – classes will be held on the first Tuesday of each month from 4pm-6pm in the Hospital Conference Room. To sign up, please call 315-493-1000 ext. 5547.
- **Childbirth Education** – classes are held every other month on the 3<sup>rd</sup> Wednesday from 5:30pm-8:30pm in the Hospital Conference Room. To sign up, please call 315-493-1000 ext. 5547.
- **Diabetes Education** – for more information, please contact Carly Draper at 315-519-5468.
- **Early Pregnancy Education** - To sign up for a class, give us a call at 315-493-1000 ext. 5547. Classes are held in the Hospital Conference Room.

- **Child Passenger Fit Station** – classes are held on the first Wednesday of each month from 9am-2pm. To sign up, please visit <http://www.carthagehospital.com/patients-visitors/classes/car-seat-education/>

All attendees will need to be screened at the front entrance of the hospital. All those attending a class inside one of our facilities will need to wear a mask. Class size will be limited and social distancing will be enforced.

For more information, please visit [www.carthagehospital.com](http://www.carthagehospital.com).

## 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**
- **Surgical**
- **Physical & Occupational Therapy**

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

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

All hospital staff and Carthage Area Hospital clinic patients (Urology, Neurosurgical, Orthopedics, Podiatry, and Behavioral Health) at the Professional Building should enter through the set of double doors to the right of the building - Urology/Neurosurgical door entrance. Patients & staff will have their temperatures taken at the front desk window at their clinic destination. All visitors/parents/aides will also have their temperatures taken the front desk window.

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 be screened once you enter your desired location.

Any patient with a high temp/fever (100\* 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.

## **Franklin Building (40 Franklin St. Carthage, NY)**

The Billing Office is not allowing visitation at this time. The doors are temporarily locked. All patients can pay their bills online with PayPal off of our website, by mail or by calling 315-519-5715. Patients can also call the call center at 855-339-2795.

## **Meadowbrook Terrace Assisted Living Facility**

### **Visitation Hours**

- Visitation hours: Monday –Friday between 9am – 12 pm and 1pm – 3pm.
- Visitors are required to call ahead of time to schedule a visit.
- Visits will be 45 minutes long.
- Weekend visits may be accommodated on a case by case basis for those visitors who are unavailable during our regular visiting hours.

## **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.
- Please no consumption of food or beverages during visit.

Visitation will be limited to outdoor areas, weather permitting. Indoor visitation will be permitted when outdoor visitation is not feasible. Indoor visits will be limited to designated visitor area, allowing only one visit at a time.

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 14 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 (NCPCC) 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/>.