

Emergency Center *“What to Expect – COVID-19”*

This information is subject to change. Please visit us at www.Beaumont.org for the latest information.

What do I do if I believe that I may have COVID-19?

Call 911 if you are experiencing life-threatening symptoms. Otherwise, we encourage you to **call ahead to Beaumont’s COVID-19 hotline, 800-592-4784, or your physician’s office before coming to get screened.** Our hotline is currently open from 7 a.m. to 7 p.m. Monday through Friday and 10 a.m. to 6 p.m. Saturday and Sunday.

Is Beaumont testing everyone who comes to the emergency center for possible COVID-19?

No. Beaumont providers are using clinical expertise when screening to determine if testing a patient for COVID-19 is appropriate. Patients will receive a medical screening that **may** include answering questions about their health, taking temperature and blood pressure, and other medical testing as needed.

Why is Beaumont offering screening from patient cars? Will I receive the same care if I am screened and receive care inside my car?

Curbside screening provides an excellent opportunity to limit everyone’s potential exposure to COVID-19. Patients seeking screening for COVID-19 are encouraged, but not required, to participate in curbside screening.

- You will receive the same high-quality care and screening whether your stay inside your car or if you come into the emergency center.
- A health care provider will instruct you on next steps if curbside screening indicates a need for further care.
- Every patient will receive discharge instructions explaining how best to care for themselves at home.

What can I do to prevent the spread of COVID-19 and to protect myself and others?

COVID-19 is highly contagious. Even individuals without symptoms may spread the disease. You can follow these guidelines to prevent the spread of COVID-19.

- Wash your hands often with soap and water or an alcohol-based hand sanitizer, especially before eating, after coughing or sneezing, and after using the bathroom.
- Cover your mouth and nose when you cough or sneeze. Cough or sneeze into the elbow of your arm. Throw tissues away immediately and wash your hands.
- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose and mouth.
- Clean frequently touched objects and surfaces using a regular household cleaning spray or wipe.

What if my loved one or I need to come to the emergency center for other illnesses or injury unrelated to COVID-19?

During this time, our patients still need care for health conditions unrelated to the virus. Beaumont is committed to providing the critical health services we offer at the emergency center.

Visitation Restrictions

To protect our patients, families, employees, and the community during the outbreak of COVID-19, **we have put measures into place that restrict visiting of family, friends and community until the transmission of COVID-19 is no longer a threat.** Any visitation request that differs from these guidelines will be reviewed on a case-by-case basis by Beaumont Health clinical leadership.

Beaumont is restricting **all visitors** in Beaumont Emergency Centers until further notice with the following exceptions where one person will be permitted. Exceptions only apply if the person screens negative for symptoms of acute respiratory infection. **No one will be allowed in rooms of patients with pending or positive COVID-19 tests except for end-of-life or other extreme circumstance as approved by the Beaumont Health clinical leadership.**

- Patient who is triaged as a level I or level II.
- Patient in hospice care or at end-of-life. Two people are permitted at the bedside to say goodbye.
- Mother in labor or with pregnancy complications. A doula in addition to the mother's partner is permitted.
- Children who are 21 years of age or under. Two parents total are permitted.
- Adult patient with a cognitive, physical, or mental disability requiring assistance with communication, provision of essential care, and/or keeping patient safe.
- Adult patient with a communication barrier requiring assistance with communication to provide of essential care.
- People who must exercise of power of attorney or court-appointed guardianship for a patient.
- People performing official governmental functions.

Are children able to visit?

No. Children should not come to Beaumont during COVID-19 visitation restrictions except for end-of-life and other extreme situations where their presence has been approved. This includes the patient room and in waiting areas. Every effort should be made to find other care plans for children not seeking medical care at the Emergency Center as soon as possible.

If other care plans are not possible, the family will be moved to an appropriate place for information gathering. Once information has been gathered, the parent or guardian will need to remain with non-patient children away from patient care areas until the other children leave Beaumont.

If I am approved to visit, are there special rules that I must follow?

To help prevent the spread of infection:

- You will be screened for symptoms of respiratory illness (fever, cough and shortness of breath) and will be issued a sticker indicating that you have passed the health screening. Please wear the "sticker" at all times. Anyone with a positive health screen will not be able to visit and directed to the proper resources if you are suspected of having COVID-19.
- You must remain in the patient's room at all times with the exception of brief visits to the bathroom or to purchase food.
- You should limit the number of personal items that you bring into the hospital. Bringing fewer items into the hospital will reduce the number of unwanted germs that you take home with you.
- When visiting is over, you must leave Beaumont and not wander through hallways or spend time in public areas. Public areas include lobbies, waiting areas, cafeterias, and vending areas.
- ***You MUST clean your hands upon entry and exit to the hospital and patient room, and before and after eating or using the rest room***

If I am not an approved person, where can I wait and how will I be updated?

You will need to wait at home or in your car. Please give your phone number to your loved one's nurse so that Beaumont may keep you updated of your loved one's health condition.

How can family and friends stay in touch with their loved one?

Connect with your loved one and their healthcare team through technology. Your loved one may also use their personal phones, computers, and tablets to stay connected with you through audio and video chatting and texting.

How can I be sure that my loved one will be safely cared for during the COVID-19 outbreak?

Employees wash or sanitize their hands each time they enter and exit a patient's room. They also wear Personal Protection Equipment (gown, gloves, face shields, or goggles) when they enter the room of a patient with an infectious illness. Employees safely dispose of these items before going into the next patient room to keep clothing free from germs so they may safely care for other patients. Beaumont is following Centers for Disease Control and Prevention (CDC) guidelines and screening protocols and following infection control prevention best practices. We are also remaining in close communication with state and county public health officials to monitor the spread of the virus.

Please know that all hospitals and health systems regularly prepare for disease outbreaks, conduct regular preparedness drills, and can adapt quickly to infectious disease outbreaks. We are always training our staff on how to protect patients and themselves as they care for patients.

We appreciate your understanding during these uncertain times. We are confident that together we will continue to deliver the highest quality of care.