

PREPARING FOR YOUR PROCEDURE

Thank you for the privilege of allowing us to care for you. The following information is to help you prepare for your upcoming procedure and share protocols in place to ensure the safe care of non-COVID patients.

PRIOR TO PROCEDURE

Pre-procedure Call

Every procedural patient will receive a confidential phone call from one of our nurses at least 4 days prior to your procedure. They will share necessary instructions for required pre-procedural COVID-19 testing.

Pre-procedure Visit and COVID-19 Testing

- Plan to come to the hospital 3-7 days prior to your procedure
- Signs will direct you to pre-procedure drive thru testing
- You may remain in your vehicle and our nursing team will come to you
- Bring your insurance information, photo ID and a list of your current medications with dosages
- Our team will ask you to complete required paperwork and perform COVID-19 testing, which involves swabbing the back of your throat

Safe Practices

Please take actions to protect yourself.

- Self-monitor your temperature daily
- After your COVID-19 test, please self-isolate at home until your procedure
- Wash your hands often with soap and water
- Call your physician immediately if you have a fever, cough and difficulty breathing

DAY OF PROCEDURE

Arrival

Please plan ahead to arrive at the hospital on time for your scheduled procedure

- Please wear a face covering and report to the Main Entrance of the hospital
- Expect to receive a verbal screening for respiratory illness / COVID-19 at the door prior to entry
- Please bring any records or forms your physician has given you concerning your care
- If you forget and eat or drink something, tell your nurse immediately upon arrival

Procedure Preparation

A nurse will escort you to the preoperative area and take your vitals. If you have a fever, recent history of exposure or are having a high-risk procedure, your physician may postpone your procedure.

Visitor Limitation

Given the circumstances, we are limiting visitors to one individual per patient.

- Please have your family member or friend drop you off and wait in their vehicle
- Our staff will request you provide their contact information when you arrive
- Our staff will keep them informed of your progress and notify them when to pick you up



A COMMUNITY BUILT ON CARE

AFTER PROCEDURE

Recovery & Pick-up

When ready after your procedure, a recovery nurse will help you prepare to return home. You will receive prescriptions for any necessary medication and written instructions to follow at home. Our staff will escort you to the entrance to be picked up by your family member or friend.

Payment Plans

We understand this has been a challenging time and to support our patients our hospital has a flexible patient payment plan program. You can request more information prior to the surgery or set this up after the surgery.

If you have additional questions, please call or visit our hospital website at <https://www.carondelet.org>

- St. Joseph's Hospital: 520-873-3859
- St. Mary's Hospital: 520-872-2080



PATIENT FREQUENTLY ASKED QUESTIONS

Is it safe for me to go to the hospital or should I wait?

The hospital is a safe place to receive care and has taken every precaution by combining strong infection prevention processes, training, testing and supply of personal protective equipment.

For patients, this includes screening all patients and visitors that enter the hospital, isolating anyone that meets potential COVID criteria immediately and providing testing to those individuals. For those without potential COVID risk, they will be offered a face mask, hand sanitizer and gloves upon entry, be asked to practice social distancing in the common area and be directed by staff to take “COVID clear” routes.

We encourage you to receive the care recommended by your physician or if there is a medical emergency. Delaying care can result in additional health complications, increased risk of mortality or loss of function or longer hospital stays with decreased likelihood of complete recovery.

What does “separating” COVID and non-COVID patients at the hospital mean?

The hospital has developed separate care pathways in their emergency department, inpatient units, and outpatient services to minimize risk of exposure. This starts from screening prior to entry to the hospital.

Potential COVID patients may enter through a separate entrance, be isolated in bays, rooms or units that are designated for COVID care and have as much of their care brought to them. Their pathway through the hospital will be highly monitored and limited.

For all other patients, this means you will not be waiting, receiving or recovering from care with a known, potential COVID patient next to you. Extra precautions will be taken such as having universal masking of all patients and staff, frequently cleaning spaces, limiting visitors and practicing social distancing.

Why isn't everyone getting tested frequently?

Manufacturers quickly developed and received FDA approval for tests under the Emergency Use Authorization. Unfortunately, at this time, real time PCR testing has upwards of 30% false negative rates and serology tests are not approved by the FDA to diagnose COVID-19.

We recognize the importance of testing, however it is only one part of the effort to minimize exposure and prevent future outbreaks of COVID-19 until a vaccine or therapy exists. Strong asymptomatic patient stratification and infection prevention processes are needed.



Should I get tested for COVID-19?

All patients will be tested prior to any elective procedures, which may be done at the hospital or a commercial lab. You should also get tested if you have potential COVID-19 symptoms: a fever and cough or difficulty breathing. Please notify your physician and proceed to the hospital or testing center.

What does it mean to be “at risk” for COVID-19?

Individuals potentially “at-risk” for COVID-19 include those with a history of recent exposure, have pre-existent low pulmonary reserve, and/or are immunocompromised.

While those over the age of 65 are more likely to have a preexisting condition that may make the individual immunocompromised, age alone does not define an individual as “at-risk”

Does the hospital have COVID testing capabilities?

Yes, the hospital has invested in testing capabilities. We partner with commercial labs for testing that can be done multiple days in advance. Our hospital network also has in-house testing for faster turnaround, which may be utilized for patients scheduled for an elective procedure or for inpatients.

How can I protect myself from COVID-19?

You should continue to take CDC recommended actions to protect yourself at all times including washing your hands often with soap and water, social distancing and wearing a face covering in public spaces.

If you have scheduled care at the hospital, we also recommend self-monitoring temperature daily for up to 7 days as majority of COVID patients become symptomatic within 5 to 7 days after infection.

If you are concerned that you may have symptoms but are not sure whether to call your physician or go to the emergency department, the hospital has a virtual COVID-19 screening tool on their website.

How is the hospital keeping staff safe so they do not infect me?

Hospital staff are well trained and well experienced in managing infectious diseases. The hospital has provided universal masking, increased cleaning, increased supply of protective personal equipment (e.g., N-95 masks, gown) and minimized staff that tend to both COVID and non-COVID patients.

All hospital staff monitor their temperature daily. If they perceive potential COVID symptoms, they notify the hospital, self-isolate, and receive a test. They only return to work when cleared by hospital policies.



A COMMUNITY BUILT ON CARE

What happens to my scheduled care if I test positive for COVID-19?

The hospital will defer to your physician's medical judgement. If your scheduled care is not urgent and your physician deems it appropriate to postpone the case, you will receive a notification and outreach to re-schedule the case for when you are better.

If your case is urgent and your physician would like to proceed as planned, the care team will proceed with the case with appropriate protective equipment and protocols.

What if I am concerned about the hospital bill?

We understand this has been a challenging time and to support our patients and their loved ones, the hospital has a flexible patient payment plan program. The plan has a minimum \$25 per month payment, provides up to 36 months to pay the full bill, and can be tailored to your preferences.

You can request more information prior your or a loved one's care, including requesting a price estimation for a specific procedure. More information will be provided following the care.

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Disclaimer: The information included is as of April 29, 2020 and is only a summary of more detailed information and may not contain all the information that is important or relevant to you. The information is subject to revision and interpretation based on pending policies and regulations.