

## Coronavirus (COVID-19) Information

The rise of novel coronavirus (COVID-19) is a global, national and local concern. We want to assure our patients and the community that The University of Kansas Health System is working closely with local, state and federal health officials to prepare.

### **Our top priority is keeping our patients, visitors and staff safe.**

Our team treats patients with several respiratory illnesses every day. We have the training, tools and techniques in place to isolate and care for patients who are potentially at risk for COVID-19 following the guidelines identified by the Centers for Disease Control and Prevention.

### **Hospital Visitors**

For most patients, **zero** visitors are allowed. Exceptions include:

- 1 parent or guardian for patients younger than 18
- 1 support person for labor and delivery patients
- 1 support person for patients with disabilities or impairments needing assistance
- 1 support person or driver for patients undergoing outpatient treatment or procedures
- Support persons for patients nearing end of life

Any visitor who has a fever or other cold or flu-like symptoms will not be allowed in our facilities.

### **Clinic Appointments and Visitors**

To provide efficient, convenient, high-quality care close to home, The University of Kansas Health System Pawnee Valley Campus family medicine now offers telehealth visits. With a telehealth visit, you can interact with your healthcare provider electronically from the comfort of your home.

If you need to be seen in our clinic, for most patients, **zero** visitors are allowed. Exceptions include:

- 1 parent or guardian for patients younger than 18
- 1 support person for patients with disabilities or impairments

We encourage family and friends to return home to await news of their loved one. You may wait in your vehicle if you wish. Any visitor who has a fever or other cold or flu-like symptoms will not be allowed in our facilities. Unless you have a scheduled pediatrics appointment, visitors under age 14 will not be allowed in the clinic until further notice.

Out of concern for the safety of patients and staff, and due to COVID-19 event, the Pawnee Valley Campus Medical Records and Patient Billing information will no longer be available for pick up in person.

Medical Record and Billing:

Please call 620-285-8858 to discuss options for delivery of information.

### **What to do if you are feeling ill.**

Contact your doctor's office or urgent care center if you think you have symptoms or have been exposed.

- Call before you arrive at your doctor's office or urgent care center
- Let your doctor's office know about your symptoms. COVID-19 symptoms include
  - o fever

- o coughing
- o shortness of breath
- Also let your doctor know if you have:
  - o been in close contact with a person known to have COVID-19
  - o have traveled to an area with sustained transmissions.

**Avoid going to the Emergency Department unless instructed by your doctor.**

Preventing the spread of respiratory diseases, including the flu and COVID-19

Remember the everyday basics from the Centers for Disease Control and Prevention (CDC):

- Wash your hands often with soap and water for at least 20 seconds, or use alcohol-based sanitizer
- Avoid touching your eyes, nose and mouth
- Avoid close contact with sick people
- Clean and disinfect regularly
- Stay home when you are sick

**Things to consider when coming to the hospital**

To prevent the spread of seasonal flu, intestinal viral illnesses and other infectious diseases in our communities, please follow these guidelines:

- For most patients, **zero** visitors are allowed, see Hospital Visitors section above
- No one will be allowed into the hospital if they are sick, especially from upper respiratory infection (coughing, sneezing, congestion) or gastrointestinal illness (vomiting, nausea, diarrhea).
- Note that intensive care, maternity units and other areas of the hospital have specific visiting guidelines.
- Wash your hands or use hand sanitizer visiting patients.

Thank you for helping us keep our patients, visitors and communities healthy.

**How to help**

Our most powerful actions to alter this alarming projection are staying in our homes and practicing physical distancing - maintaining 6 feet between yourself and others.

These are unprecedented times, and our health system has received an outpouring of support from across our community. As a community, we thrive on supporting each other, and you've asked us, "How can I help?" Here are important ways you can help:

1. Stay at home: This is the most important thing you can do! Do your part by staying at home and practicing physical distancing when necessary to go out.
2. Spread the word: Use your influence, as well as your social media channels, to communicate the critically important message for people to stay home. We're in this together.
3. Make a donation:
  - a. Make a gift - Donate to our Pawnee Valley Community Hospital Foundation. We're using the funds to support patient care and get more supplies that our frontline workers desperately need. You may donate here: <https://www.pvchfoundation.org/donate>
  - b. Donate supplies - Please send quantity and description of items you are willing to donate to [julie.bugnersmith@haysmed.com](mailto:julie.bugnersmith@haysmed.com). We can facilitate pickup or delivery based on current needs. We can only accept new, unopened items in the original manufacturer's packaging.

- c. Food donations - Please contact us if you would like to donate food, gift cards or make a monetary donation towards meals to support our healthcare staff. We can only accept food donations from restaurants. Call 620-793-0825 to speak with someone about making a meal donation.

For questions about donating funds, supplies, food or other information, please contact Pawnee Valley Community Hospital Foundation at [julie.bugnersmith@haysmed.com](mailto:julie.bugnersmith@haysmed.com) or go to our website [pvchfoundation.org](http://pvchfoundation.org) for more information.