

# Beaumont

## Frequently Asked Questions – COVID-19 Restrictions

To protect our patients, families, employees, and the community during the outbreak of COVID-19, we need to partner with YOU. We have put temporary measures into place that restrict routine visiting of family, friends, and community until the transmission of COVID-19 is no longer a threat. We know that you are concerned about your hospitalized loved one and want to know what this means for you. This information sheet provides answers to your questions about COVID-19, how you can be sure your loved one is being safely cared for, and what you can do to help protect yourself and others.

### **When can I visit my loved one?**

Hospitalized patients will be allowed to have not more than 2 people present during visiting hours (9am – 9pm) and not more than 1 person spending the night. Please speak with the patient's nurse if you wish to stay overnight. All visiting people must remain in the patient room at all times except for quick trips to the bathroom or to purchase food. Public restrooms are located on each patient floor. To protect yourself and others, properly wash or sanitize your hands each and every time you enter and exit a patient's room.

### **If I am not able to be with my loved one in person, how can I stay connected with them?**

It is important for you to stay connected with your loved one to be informed about their health, support them, and help make medical decisions even if you cannot be there in person. Fortunately, there are options for you to connect with your loved one and their healthcare team through technology. Hospital phones are available in patient rooms. Your loved one may also use their personal phones, computers, and tablets to stay connected with you through audio and video chatting and texting.

### **Are children able to visit?**

The short answer: No. The longer answer: Children under 16 should not come to Beaumont while we have COVID-19 visitation restrictions except for end-of-life and other extreme situations where their presence has been approved by a hospital manager. If you are visiting a loved one, please make arrangements for all children under 16 to be cared for away from Beaumont. Any non-patient child under 16 that comes to Beaumont hospitals will be asked to leave with the adult who brought them. Children may connect with inpatients through the use of technologies as described above.

### **Where can I purchase food?**

For ease and to limit movement around the building, you may wish to utilize Room Service to order a guest meal tray to be delivered to the patient's room. A guest charge will be added to the final patient bill. You may briefly visit the cafeteria or vending areas to purchase food. To protect yourself and others, properly wash or sanitize your hands upon entering and exiting the patient's room.

### **May I still send flowers, food, or other items to my loved one?**

In order to help limit the number of people in our buildings, we kindly ask that people not send flowers, food, or other items that must be delivered.

### **Why am I asked for personal information when I enter the building?**

During this outbreak, it is important for us to identify everyone entering our building for history of travel and for signs of illness (fever, cough, runny nose, shortness of breath) that may mean they have COVID-19 or an acute respiratory infection. It is also important for us to know if we need to quickly notify you should a high-risk exposure occur on a day that you visited Beaumont. All people coming to Beaumont during restricted visitation must be screened daily even if health screened a previous day. Those passing the health screen will be given a “healthy sticker” to wear at all times to let others know you are safe to visit.

**What if I visited a patient and didn’t have any symptoms of illness, but then notice symptoms later?**

If you feel symptoms of illness (fever, cough, shortness of breath) after you have visited a patient, please contact the Beaumont COVID-19 hotline 248-551-7000 and/or call your doctor.

**To help control infection, should I leave personal items at home?**

To help control the spread of infection, we recommend that you 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 back home with you.

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

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

You will see employees wash or sanitize their hands each and every time they enter and exit the patient’s room. You may see employees wearing Personal Protection Equipment (gown, gloves, face shields, or goggles). Our employees routinely wear these items any time they enter the room of a patient with an infectious illness. Our employees safely dispose of these items before going into the next patient room. This keeps their clothing free from germs so they may safely care for other patients.

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

Your partnership is also necessary. To prevent the spread of the virus, we must all work together. Here are steps you can take to protect yourself and your loved ones:

- Limit your movement around our facility by staying in the patient room and only leaving when necessary for food or to use the restroom.
- Wash or sanitize your hands before and after eating, using the restroom, exiting and entering the patient’s room.
- Feel comfortable asking any member of the health care team to wash their hands again if you are unsure that they washed or sanitized their hands upon entering the room.
- Stay home if you have symptoms of illness (fever, cough, runny nose, shortness of breath).
- Cover your mouth and nose when you cough or sneeze. The best way to cover your mouth and nose is to cough or sneeze into the elbow of your arm. Throw tissues away immediately and wash your hands.
- Avoid touching your eyes, nose, or mouth with unwashed hands.