

Initial Procedure Patient Contact Script

Hello. I'm ____ calling from Deborah Heart and Lung Center to schedule/reschedule your procedure that was postponed/delayed.

The safety of our patients remains our top priority and we want to assure you that our facilities are safe to receive care.

If asked **WHAT** we are doing:

For nearly two months, we have taken many steps to increase safety, for example, restricting all visitors, screening both them and patients, and making sure everyone entering the Hospital is wearing a mask. We've been providing essential Personal Protective Equipment for our staff, practicing social distancing including adjusting our waiting areas to provide more space in-between seating to protect patients, expanding screening and testing capabilities and continuing to clean our facilities extensively. Keeping our patients, visitors and caregivers safe is our top priority.

If **NO** to scheduling/rescheduling:

We understand your concern during this difficult time. Would you be comfortable with me following up next month to reschedule? (If still, **NO**) In that case can I schedule you for a telemedicine appointment so you can still be seen by your doctor?

If **YES** to scheduling/rescheduling:

COVID-19 TEST

For your continued safety and in preparation for your procedure, all patients having a procedure will be tested for COVID-19 prior to their procedure. You will be contacted by our procedure coordinator to book an appointment, which will include a COVID-19 test 2-3 days before your procedure. This will need to be done before you can have your procedure.

We are also asking all our patients to isolate yourself after you have had your COVID-19 test up until the time of your procedure.

On the day your COVID-19 test is scheduled, you will come to our outpatient clinic for your blood work and to fill out any necessary paperwork. After that you will be directed to drive your car to the lower deck of our parking garage, where a drive-through COVID-19 test will be administered. You must bring a photo ID.

Our COVID-19 testing is open Monday through Friday from 7:00am to 11:00am, BY APPOINTMENT ONLY.

You will be provided a scheduled date and time for this testing when our procedure coordinator calls you. Since your COVID-19 test is by appointment only we request that you be on time.

Our schedulers will only call you after they receive the results of your test.

After your COVID-19 test, please practice the following:

*Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use a hand sanitizer with at least 60% alcohol.

*Avoid touching your eyes, nose and mouth with unwashed hands.

*Wear a cloth face mask to protect yourself and others.

*Isolate yourself before your procedure.

*Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

*Standard household cleansers and wipes are effective in cleaning and disinfecting frequently touched objects and surfaces.

If you develop any of the following symptoms prior to your appointment, please call 609-621-2080 prior to your appointment:

*Cough

*Shortness of breath or difficulty breathing

*Chills

*Fever

*Muscle pain

*New loss of taste or smell

*Sore throat

CHANGES TO FACILITY

So you are prepared and comfortable on the day of your procedure, I want to make you aware of several safety measures we've put in place.

When entering our facility, patients and visitors will be screened for potential COVID-19 symptoms including a temperature scan. You will be asked to sanitize your hands and will be provided with a cloth mask to wear the entire time you are in our buildings. You may choose to bring your own mask from home which is fine.

Additionally, as the furniture has been rearranged to promote social and physical distancing, your visitor will be limited to wait only in the main lobby of the hospital. This is for everyone's safety and we will ensure the procedure team is able to contact your companion for updates.

We just discussed a number of things. Do you have any questions? Is there anything else I can assist you with?

Thank you for your time and have a good day/evening.