Texas Health and Coronavirus (COVID-19)

What you need to know

Coronavirus (COVID-19) is a lung (respiratory) illness that can be spread in several ways.

Testing

Should I get tested for COVID-19?

- If you have symptoms, call your doctor first. Your doctor may order testing based on your symptoms and risk factors.
- Some people get better at home and may not need to be tested.

Where can I get tested?

- It depends on why you need a test. If you are having a procedure at Texas Health, you will likely be tested before the procedure as part of your pre-admission testing. If your doctor orders testing, the office staff can help with an appointment.
- Texas Health will let you know about your COVID-19 test results as soon as we have the final test result. A Texas Health nurse will call you, or current MyChart users can check their account.
- While waiting for test results, stay at home. Minimize contact with others and practice safe social distancing. Wash your hands often, and sanitize items and surfaces that are touched often.

What if my test is positive?

- Continue to wash your hands often, and sanitize items and surfaces that are touched often.
- Stay away from others for 3 full days after all symptoms are gone and at least 10 days since symptoms started.
- Call your doctor to reschedule an upcoming surgery or procedure.

What if my test is negative?

- You could still have the infection, because it can take up to 14 days from the day you were exposed before you have symptoms.
- Continue to wash your hands often, and sanitize items and surfaces that are touched often.
- If you were tested because you were around someone with COVID-19:
  - Minimize contact with others for 14 days since you were last around this person.
  - Practice social distancing – even with those in your household, including pets.
- If you were tested because you had COVID-19 symptoms:
  - Stay away from others for 3 full days after all symptoms are gone and at least 10 days since symptoms started.
  - Minimize contact with others in your household, including pets.

COVID-19 Symptoms*

- Cough
- Shortness of breath/trouble breathing
- Fever
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell

Monitor your symptoms

If your symptoms get worse

Call your doctor right away

Call 911 immediately if you have any of the following emergency warning signs (and tell the operator you have or may have COVID-19):

- Trouble breathing
- Ongoing pain or pressure in the chest
- New confusion
- Trouble waking up or staying awake
- Bluish lips or face

*As of May 13, 2020. Visit CDC.gov for the latest update
Keeping You Safe

What is Texas Health doing to keep its facilities safe?

- Texas Health has taken steps to help limit the spread of COVID-19 and make our facilities safe for everyone:
  - Virtual visits for patients and loved ones are encouraged.
  - Dedicated building entrances with visitor screening stations.
  - Limited number of visitors on campus; all are screened at arrival.
  - Screening stations provide temperature checks, handwashing and sanitizing stations, and masks.
  - Universal masking: all visitors, patients, and health care personnel wear masks while on campus.
  - Access to handwashing and sanitizing stations and supplies for visitors and patients.
  - Closure of public water, food, and beverage stations.
  - Re-organized seating areas to allow for social distancing.
  - Patients tested before most procedures.
  - Distancing of patients according to positive/negative COVID-19 status.
  - Health care personnel self-monitor for symptoms; caregivers with symptoms must stay home.
  - Follow-up calls to check on patients after leaving the hospital.
  - Consumer hotline staffed by nurses to answer questions and concerns.

Who is required to wear a face mask?

- Everyone: patients, visitors, and health care personnel.
- We ask that you wear the disposable mask we provide, but you can bring your own.

What is your visitor policy?

- **Emergency Department:** No visitors in treatment areas except to support patients with impairment or mobility needs.
- **Hospital inpatients:** One visitor per day for patients who do not have COVID-19 or are not suspected of having COVID-19.
- **Labor and delivery/postpartum:** Visitors may be allowed depending on the COVID-19 status of the mother and visitor.
  - COVID-19-negative patients are able to have one visitor who does not have a positive test for COVID-19 or symptoms of COVID-19, plus one external, paid, professional care provider (a doula, for example).
  - COVID-19-positive patients are able to have one visitor who does not have a positive test for COVID-19 or symptoms of COVID-19. No outside care provider or doula is allowed.
- **For COVID-19-negative or COVID-19-positive patients, if your support person has had a positive test for COVID-19, they will not be able to visit unless:**
  - 30 days have passed since symptoms began or positive test date (if they have no symptoms) OR
  - Support person provides documentation of two negative, non-blood (molecular) tests.
- **Neonatal ICU (NICU):**
  - Two parents/guardians can visit as long as neither parent/guardian is positive for COVID-19 and neither has been exposed to a suspected or confirmed COVID-19-positive person.
- **Outpatient Surgery:** One visitor only.

- **Behavioral Health:** No visitors. Exception for outpatient minors: one visitor only for impairment or mobility needs

Appointments and Access

Are facilities open?

- Yes. We’ve made many changes in how we operate to help keep everyone safe.
- Access is limited to specific entryways and the Emergency Department. Visit TexasHealth.org for the latest information.
- A greeter will ask about your general health, take your temperature, and give you a face mask.

I have an appointment coming up. What should I do?

- Contact your doctor’s office. You may be able to get care through a virtual visit, in the comfort of your home.
- If you have COVID-19 symptoms, call your doctor before you visit a Texas Health facility.

Are virtual visits available?

- Virtual visits are available for some services and doctor offices.
- If you are a Texas Health patient, call your doctor’s office to see if virtual appointments are available, and schedule an appointment.

We’re Here to Help

Need a provider?
Call 877-THR-WELL (847-9355)

Questions about COVID-19?
Call 682-236-7601 to speak with a nurse Monday – Friday, 7 a.m. – 7 p.m.

For more information, visit cdc.gov and TexasHealth.org.