

What To Expect From Your Hospital Visit

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

Monitor your symptoms

COVID-19 Symptoms*

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

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](https://www.cdc.gov) for the latest update

* Visit <https://cfpub.epa.gov/giwiz/disinfectants/index.cfm> to see if your disinfectant meets the Environmental Protection Agency's (EPA) criteria for use against SARS-CoV-2, the virus that causes COVID-19. These products are for use on surfaces only.



Here is information about COVID-19, and how Texas Health is committed to keeping patients, visitors, and care team members safe.

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, including pets. Wear a mask or face covering. Practice safe distancing. Wash your hands often, and sanitize items and surfaces that are touched often.
- Visit hhs.texas.gov for information about local testing sites.

What if my test is positive?

- Continue to minimize contact with others in your household, including pets.

- Continue to wash your hands with soap and water for at least 20 seconds often, and sanitize items and surfaces that are touched often with an [EPA-approved disinfectant](#)*.
- Stay away from others until you meet the criteria to be around others. Talk to your doctor for guidance.
- If you have other conditions, a weakened immune system, or were critically ill, talk to your doctor for advice on how long to isolate.
- Visit TexasHealth.org/COVID-19 for criteria based on CDC recommendations.

What if my test is negative?

- You could still be exposed to COVID-19 after the test and get infected. Even if your test is negative, you should still take steps to protect yourself and others.
- Continue to wash your hands with soap and water for at least 20 seconds often, and sanitize items and surfaces that are touched often with an [EPA-approved disinfectant](#)*.
- You may need to self-isolate from others — even with those in your household, including pets.
- How long you should isolate depends on why you were tested and other risk factors.
- If you have other conditions, a weakened immune system, or were critically ill, talk to your doctor for advice on how long to isolate.
- Visit TexasHealth.org/COVID-19 for criteria based on CDC recommendations.

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 safe 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.
- Patients must wear the mask that we provide.
- We ask that visitors wear the disposable mask we provide. In some treatment areas, visitors may wear their own face mask as long as it doesn't have one-way valves or vents.

What are your visitor guidelines?

For patients with disabilities or impairment, one support person is allowed, regardless of patient's COVID-19 status, with no restrictions on visiting hours.

- **Behavioral Health:** No visitors, except for special circumstances.*
- **Clergy:** Clergy are considered for special circumstances*
- **COVID-19 Patients (Positive or Suspected Positive):** No visitors, except for special circumstances.*
- **Emergency Department:** One visitor is allowed for patients who do not have COVID-19 or are not suspected of having COVID-19.
- **Hospital Inpatients:** One visitor at a time for patients who do not have COVID-19 or are not suspected of having COVID-19.
- **ICU:** One visitor is allowed at a time for patients who do not have COVID-19 or are not suspected of having COVID-19. Check with the nurse manager for visiting hours.
- **Labor and Delivery/Postpartum:** A support person and/or doula may be allowed depending on the COVID-19 status of the mother, support person and/or doula.
- **Neonatal ICU (NICU):** Two parents/guardians may be allowed depending on their COVID-19 status.
- **Outpatient Services** (radiology, lab, pre-admission testing, for example): No visitors.

- **Outpatient Surgery/Procedure:** One visitor
- **Visiting Hours**
 - Hospital Inpatients: 7 a.m. to 7 p.m. Visitors arriving after 7 p.m. will not be able to enter.
 - Emergency Department: No restriction on visiting hours.
 - L&D / Postpartum: No restriction on visiting hours.
 - ICU and NICU: Call the nurse manager for details.
- **Other Guidelines**
 - Visitors must meet all criteria for general visitation, which includes passing the COVID-19 exposure/symptoms/diagnosis screening.
 - Visitors must be 16 years or older.
 - Visitors are required to remain in the patient room at all times.
 - Visitors are asked to remember and respect SAFE: Six (feet) Away From Everyone.
 - Visitors get an identification band and will be required to wear a face mask while in the building.
 - We ask that visitors wear the disposable mask we provide. In some treatment areas, visitors may wear their own face mask as long as it doesn't have one-way valves or vents.
 - Visit [TexasHealth.org/COVID-19](https://www.texashealth.org/COVID-19) for more visitor guidelines.
 - Phone calls and video chats are another way to [connect with your loved ones](#).

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.
- 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.



* Visitor may be considered for special situations, such as labor & delivery, disabilities or impairment, or end-of-life. Call the nursing unit for information.