What you need to know

Texas Health and Coronavirus (COVID-19)

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

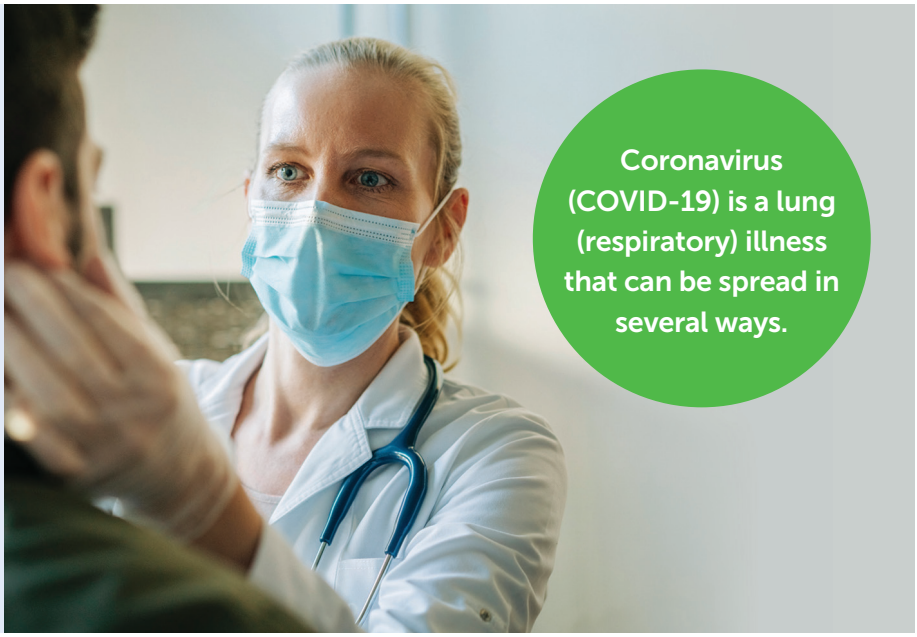
COVID-19 Symptoms*

People with these symptoms or combination of symptoms may have COVID-19:

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

Call your doctor right away if you develop COVID-19 symptoms, and call 911 if any of your symptoms are severe.

**CDC.gov. Updated May 6, 2020*



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.
- Test results are typically available in 24 to 72 hours. 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 social 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 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.

Texas Health

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?

- Visitors must be 16 years or older.
- One visitor per day for hospital inpatients.
- One visitor for labor and delivery (L&D) and postpartum patients, plus one outside care provider (a doula, for example).
- Two parents or guardians for Neonatal ICU (NICU) patients.
- One visitor for outpatient surgery patients.
- Behavioral Health: No visitors. Exception for outpatient minors: One visitor only for impairment or mobility needs.
- Visiting hours:
  - Hospital inpatients – 8:30 a.m. to 8:30 p.m. Please arrive no later than 8:15 p.m.
  - Positive/suspected positive COVID-19 patients – No visitors. Call the nurse manager for information.
  - ICU and NICU – Check with the nurse manager.
  - L&D / Postpartum – No restriction on visiting hours.
- No visitors in Emergency Department treatment areas except to support patients with impairment or mobility needs.
- No visitors in outpatient services areas (radiology, lab, pre-admission testing, for example) except to support patients with impairment or mobility needs.
- All visitors are screened when they enter the facility. Those with COVID-19 symptoms or other risk factors will not be able to visit.
- Visitors get a wristband and face mask to wear while in the building.
- 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. 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.

Texas Health®

Doctors on the medical staffs practice independently and are not employees or agents of Texas Health hospitals or Texas Health Resources.

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