

# Vernon Memorial Healthcare Quick Guide for In-Person Visits



*Caring* through Covid-19

# Committed to Providing Safe Facilities

*VMH is committed to keeping you, our staff, and families safe from COVID-19.*

*If you need care, please call your VMH facility before coming in so our care teams can triage your symptoms and provide you with the safest care plan.*

*To better prepare and keep you protected during your in-person visit, all VMH facilities are taking steps to reduce the risk of COVID-19. We have posted these efforts in our facilities, as well as on our website. Please let us know if you have any questions.*

*If you arrive for an appointment and we believe that you have a fever or other symptoms, or if we believe you have been exposed to the virus, we will ask you to seek care in our respiratory clinic or Emergency Department settings.*

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## **Masks**

- Our staff will be wearing the appropriate mask for your care as a patient with us.
- We will ask you arrive with a mask as well. If you do not have one, we will provide you one at the entrance.

## **Appointment Time**

- Please wait in your car if you have arrived more than 15 minutes prior to your appointment time.

## **Registration**

- Utilize MyCare to check-in from your smartphone, tablet, or computer.
- A VMH Patient Service Representative may ask at time of scheduling your appointment, or may call and review/collect your insurance, address, phone, and email information.

## **Direct Rooming**

- After you have checked in with our registration staff, we may take you directly to an exam room to avoid other patients.
- We have designed the waiting room with appropriate physical distancing.

# Minimizing COVID-19 Exposure

## Visitors

- Please check with the Patient Service Representative for current visitor policies in place.

## Symptom Checks

- We will monitor your temperature and any symptoms when you arrive for your appointment or procedure.

## Disinfecting

- All surfaces with patient contact will be cleaned and disinfected after each patient.

## Handwashing

- We ask that you utilize our hand sanitizer stations and wash your hands after coming in contact with surfaces, elevator buttons, handrails, and the restroom. Wash your hands for a total of 20 seconds.

## Lab

- When you are in our clinics, our lab staff may come to your exam room for blood draws.

## Imaging/X-ray

- If you are in need of an X-ray, we will provide a path to X-ray that will minimize your contact with other patients and staff.

***If there is a resurgence of COVID-19 or if other health concerns arise, it may be required that we meet via VMH Virtual Services, if possible.***

***We understand virtual services are new, so we're happy to discuss any concerns or questions you may have about the service.***

***Reimbursement for virtual services is determined by the insurance companies and applicable law, so please call your insurance company with any billing questions you may have.***

You may also contact our VMH Billing Department.

# What You Can do to Help

*VMH has taken the best available steps to minimize the risk of COVID-19 transmission within our facility.*

## ***Ways you can help minimize exposure:***

- If you have any symptoms listed below, please call the VMH COVID-19 Nurse Line or your local clinic for medical guidance.
- Please practice physical distancing.
- Wear a mask when you arrive and avoid touching your face and eyes with your hands.
- Please wear a mask in public places like the grocery store, gas station, and hardware store.
- Please practice proper handwashing and sanitizing.
- If you have been exposed to a positive COVID-19 person, or someone who has been experiencing the symptoms listed below, please notify a staff member immediately.

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## **If you begin to experience symptoms like:**

- Fever
- Shortness of breath
- Muscle Pain
- Vomiting or diarrhea
- Cough
- Chills
- New loss of taste or smell
- Sore throat

**Call the  
VMH COVID-19 Nurses Line at: (608) 637-4990**

