

What to Expect During your Upcoming Hospital Visit

Effective June 29, 2020

Thank you for choosing Texas Health Rockwall. We are honored to care for you and your family, and we recognize you have questions about your upcoming visit. We want to assure you that we have thorough procedures in place to provide a safe and supportive experience. We are providing the following information to help you prepare for your surgery or procedure. More information can be found on our website [TexasHealthRockwall.com](https://www.texashealthrockwall.com)

How we're keeping you safe

We are committed to protecting patients, families and caregivers; and to do so, we have made changes for the safety of everyone.

- It is in your best interest to be tested for COVID-19 prior to your surgery or procedure. Patients who have COVID-19 may have weakened immune systems and inflammatory symptoms that can compromise healing. Therefore, a negative test is required for all non-essential procedures. The testing process is explained in more detail below.
- For your safety, visitors who are exhibiting symptoms of COVID-19 are not allowed to enter the facility. We have screening stations at entrances, and all patients and visitors are screened for symptoms upon entering.
- Hospital caregivers are required to self-monitor. Caregivers who are symptomatic are not allowed to enter.
- Universal masking is one of the most effective ways to reduce transmission of COVID-19, so everyone in the hospital will wear a mask. We provide masks upon arrival but if a guest is more comfortable wearing their own mask they are allowed to do so. For tips on how to best protect yourself when wearing a mask, see "The Safe Way to Handle Your Face Mask or Covering" at [TexasHealth.org](https://www.texashealth.org).

Testing before your surgery/procedure:

- Any person having surgery or a procedure in our hospital is tested for COVID-19 to provide appropriate care, and for the protection of visitors and caregivers. The test is part of the pre-admission process and should generally occur 24-48 hours prior to the date of your surgery or procedure. Obstetric patients will be instructed separately in regards to their arrival for delivery.
- You will need a negative test in order to proceed with the procedure as a positive test may change your course of care. If you test positive, we will contact you prior to your scheduled time and work with you and your doctor to determine options, including rescheduling your surgery or procedure for a later time.
- The COVID-19 test should be performed 24-48 hours prior to surgery in the pre-admission testing center located at the hospital. You will receive a call from the pre-admission testing center to arrange for testing once your surgery or procedure is scheduled.
- The test consists of a long nasal swab inserted into your nose to take a sample. The test is similar to other viral tests, such as influenza. It is mildly uncomfortable but only takes a few seconds to complete.
- Once you have been tested, we ask that you please isolate at home to prevent exposure to COVID-19 until it is time for your procedure.

Visitor policy:

- We recognize that having your loved ones with you during your surgery or procedure provides crucial support. However, part of keeping everyone safe includes limiting the number of people in our hospitals. To assist in this effort, please plan on bringing only one visitor with you to the hospital. Specific details on visitation policy follows.

ALL visitors must meet the following guidelines and screening criteria:

- All visitors are screened upon entry. Anyone exhibiting symptoms of illness will be asked to leave.
- Must be at least 16 years of age (no visitors under the age of 16)
- Wear a mask at all times, including inside patient rooms
- Follow social distancing guidelines of at least 6 feet distance from others.
- Visitors of inpatients may visit the cafe but must return to the patient room to eat.
- Practice good hand hygiene
- Follow signage and directions of hospital staff
- Any visitors who do not follow these guidelines will be asked to leave.

Inpatient (ICU, Post Surgical Unit, Medical Telemetry)

- Visitation is allowed from 8:30am-8:30pm
- Visitors are not allowed in treatment areas (Preop, Recovery)
- Patients are allowed 1 visitor per day
- No overnight visitors allowed
- Exception may be considered for special circumstances, such as critically ill patients who may be at end of life

Maternity

- One support person (spouse, family member, etc) only for labor and delivery and post-partum
- One non-hospital care team member (Doula) is allowed for laboring patients and post-partum area only
- Two parents or guardians only in Nursery

Outpatient Surgery and Services (Surgery/Special Procedures, Outpatient Imaging, Women's Imaging Center)

- No visitors allowed in lobby or treatment areas
- Exception may be made for minor patients under the age of 18 or if needed to support patients with impairment or mobility and in these instances only one visitor may be allowed

Emergency Departments

- No visitors allowed in lobby or treatment areas
- Family member will be provided a contact to receive updates
- Exception may be made for patients under the age of 18 or if needed to support patients with impairment or mobility and in these instances only one visitor may be allowed

Connecting with loved ones while in the hospital:

- We know that interacting with friends and family is vital to your care. We encourage you to call, video chat and text with your loved ones throughout your stay using a smartphone, tablet or laptop.
- If you do not have access to a smartphone, tablet or laptop, we encourage you to use the phone in your room to speak with friends and family.
- For more information please see "How to Virtually Visit Your Friends and Family" in the visitors' area of the COVID-19 site at [TexasHealth.org](https://www.texashealth.org).

Thank you for choosing Texas Health Rockwall for your procedure. We look forward to serving you and your family.

