

UNION HEALTH

Staged Approach
Union Health a Safe Place to Receive Care

Healthier, together.

Visitation Plan

*Screenings will take place at designated entrance to Union Hospital Terre Haute and Union Hospital Clinton. Outpatient surgery or procedures, and ER will be allowed **1 Visitor** to accompany the patient. Inpatient Visitation will be limited to **2 distinct visitors** for the entire stay. Doors will open at 5 AM to accommodate those patients having early surgery or procedures. **Routine visitation hours are 1100-2000.***

The screening will look for the following:

new cough, shortness of breath, fever, chills, muscle pains, headache, sore throat, diarrhea, nausea, or new loss of taste or smell within the last 14 days

Contact with someone with known or suspected COVID-19.

Visitors that screen positive to any type of respiratory illness will be denied access.

Visitation Plan

Once visitors pass through the entry screening, they are expected to receive a family armband. These armbands are printed from the electronic medical record. If the patient does not want the visitor to have the band with information on it, the visitor must leave the hospital. Visitors should be instructed to limit their movement within the facility.

All visitors will be given a cloth mask to wear at all times.

Visitors before entering the patients' rooms should be provided with instructions on hand hygiene, limiting surfaces touched, and respiratory hygiene and cough etiquette. Any visitor that does not have a family armband on is not permitted to visit any patients and must be asked to leave.

For suspected or confirmed positive COVID-19 patients, NO visitors will be allowed in the room.

All waiting rooms will be limited use to accommodate social distancing.

Surgical Services

Union Terre Haute, Union Clinton, Wabash Valley Surgical Center and Union Heart Vascular Institute

4/27/2020- Resume outpatient elective surgical, catheter lab procedures for patient that do not require an overnight stay.

5/4/2020 – Resuming elective asymptomatic patient cases

1. All scheduled patient complete screening prior to being scheduled
2. May 4th, start testing all elective and non elective cases for Covid-19 in pre-testing clinic
3. May 11th, Covid -19 test will be required for all patients undergoing anesthesia
4. For all cases requiring intubation, provider will wear N95 mask, gown and gloves. Only necessary staff in room at time of intubation
5. Visitation limited to 1 for each outpatient procedure patient and 2 for each procedure that will result in overnight hospital stay.
6. All waiting rooms will be limited use to accommodate social distancing

Radiology Plan

Clara Fairbanks Center for Women

SCHEDULE

April 27- CFCW opens back up for annual screening exams and DEXA scans with a limited number of cases, with the goal of limited staff, patients, and decreased risk of exposure.

May 4th- Increase the number of exams pending the outcome of the prior week.

Utilizing BOTH 3D rooms and patient's being escorted directly back to their own private dressing room that will be sanitized after every patient.

May 11th- Increase the number of exams pending the outcome of the prior week.

Possibly return to Pre-COVID schedule.

Radiology Plan

Union Hospital Clinton

April 27th – CT, Mammography and Ultrasound will stagger and utilize every other appointment time

May 4th – pending the outcome of the prior week, we will continue the same schedule as April 27th.

May 11th - Increase the number of exams pending the outcome of the prior week.

Union Hospital Terre Haute

May 1st – CT Lung Screening exams will re-start

Union Health Cafeteria

	Phase 1 (Current State) No Self-Service	Phase 2 (Transition begins 5/4) Limited Self-Service-Packaged Only	Phase 3 (Future State) Limited Self-Service-Non Packaged
Dining Room	Dining Room Closed. 7 th Street Café Closed. Coffee Clinic closed at 2pm.	Dining Room Staged for Social Distancing Protocols. Signage placed through out cafeteria and dining room to encourage mask and hand hygiene	Dining room staged as pre-COVID with tables and chairs sanitized every hour. 7 th Street Café re-opened with new menu / menu boards.
Self Serve Stations (salad bar, soup, breakfast bars, by the ounce bars)	Pre-packaged only, and/or move to full-serve stations; Expanded Simply To Go salad and sandwich offerings	Re-open oatmeal and soup employee served stations located behind sneeze guards	Self-service only in controlled areas if staffing allows for adequate cleaning (11 hr/day to sanitize every 30 min) Consider made-to-order salad options with a variety of salads offered at set prices
Full Serve Stations (entrée, grill, deli, action)	Full Service by café server. Sandwiches grilled to order.	Re-open Deli and Pizza Stations. Menu items that are entree / meal based to encourage a varied diet that is consistent with product availability	Full Service by café server
Grab and Go (Whole Fruit, Desserts, Snacks)	Fully packaged and served by café server	Fully wrapped or packaged only, guest self-serve. Tamper resistant packaging using food labels	Expanded Simply to Go Menu. Tamper resistant packaging.
Fountain Beverages	Guest self-serve, entire fountain area sanitized every 30-minutes	Guest self-serve, entire fountain area sanitized every 30-minutes	Guest self-serve, entire fountain area sanitized every 30-minutes
Coffee	Served by café server	Served by café server	Guest self-serve, entire coffee area sanitized every 30-minutes
Condiments	Portion Control Only-served by Nutrition	Individually Portioned Only - guest self-serve	Portion Control Only-guest self-serve
Disposable Cutlery	Dispensed, Pre-Packaged or Pre-Wrapped disposables-served by café server or cashier only	Guest self-serve dispensed, pre-packaged or pre-wrapped disposables. Area sanitized every 30 min	Guest self-serve dispensed, pre-packaged or pre-wrapped disposables. Area sanitized every hour
Disposable plates, cups	Disposables-served by café server. Reusable cups and silverware not available. No refills.	Disposables-served by café server. Reusable cups and silverware not available. No refills.	Guest self-serve via covered dispensers-entire area sanitized every hour. No reusable cups or silverware.
POS/Cashier and Order Kiosks	Cashier Stands modified with sneeze guards, contactless payment when available, cashier to use sanitizer after every guest	Cashier Stands modified with sneeze guards, contactless payment when available, cashier to use sanitizer after every guest	Cashier Stands utilize contactless payment when available, cashier to use sanitizer after every guest
Specials	Coffee Clinic free beverage coupons for customers. Bags available for customers to put masks in while dining	Free scooped ice cream 5/5 – 5/7 in main Cafe. Consider Coffee Clinic Hours expansion to 4pm. Patient dining to include scripting to encourage use of sanitizing wipe on tray.	Pre-purchase/order and pick-up delivery options. Consider contactless shelves. Communications to boost patient confidence in the safety precautions being taken in producing and serving their meals.



UMG- Medical Group Plan

5/4/2020- Union Medical Group is relaxing the restriction of seeing only “Urgent” patient visits at our clinic locations. 5/11/2020 Increase number of face to face visits pending outcome of prior week .

- UMG has attained an appropriate level of PPE to protect providers, staff, and patients at clinic locations
- Alternate care delivery mechanisms are now in place (Telehealth Visits) to reduce office “congestion”
- Maintain 6’ distancing in waiting rooms and registration processes
- Referral “Hub” established at Convenient Care for patients with respiratory symptoms; this enables clinics to re-direct patients presenting with symptoms
- Ability to quickly enforce restrictions if necessary. Triggers would be PPE levels return to “at risk” and/or further government limitations

UMG- Medical Group Plan

On-Site Patient Screening Plan

- Patients and visitors required to be masked
- Patient Temperature Upon Arrival
- Patients who present with Respiratory Symptoms – Referred to Respiratory Clinic