



FMCH COVID-19 Update 8/25/2020

Fort Madison Community Hospital in coordination with Great River Health stands ready to care for COVID-19 patients in our community.

COVID-19 Call Center 1-800-871-3313

Community members can call Monday-Friday 8:00 a.m. – 5:00 p.m. to get answers to their questions about the virus and guidance if they are ill. Health care professionals staff the Call Center. The toll free number to call is 1-800-871-3313.

Open Entrances

- Main Clinic Entrance: 6:30 a.m. - 5:00 p.m., M-F;
8:00 a.m. - 2:00 p.m. Saturday
- Emergency Department Patient Entrance- 24 hour access/ 7 days a week
- Outpatient Rehabilitation Services Center Entrance: 7:30 a.m. – 5:00 p.m. Patients only.

Visitor restrictions

- **No visitors** will be allowed on the Medical/Surgical Unit.
- **Patients only** - clinic provider appointments, emergency department visits, and outpatient procedures in radiology, laboratory, and therapy.

Exceptions to the visitor restrictions

- Adult patients **requiring assistance** may have one support person.
- **Annex and outpatient surgery patients** - one support person.
- Non- COVID **end-of-life**, when death is imminent,-patient may have two visitors.
- Patients who have **altered mental status or developmental delays** who require a caregiver to help provide safety may have one visitor.
- Patients with **disruptive behavior** for whom a family member is key to their care may have one visitor.
- **BirthPlace patients** may have one designated support person for the duration of their stay, unless COVID-19 is suspected in the mother.
- **Pediatric patients** may have one parent or guardian with them for all appointments or hospital stays.
- **Obstetric patients** may have one support person (over the age of 18) for **ultrasound** appointments **only**.
- Any other special circumstances approved by Unit Director, Administration and Provider.



Rules for visitors/support persons

1. Visitors or support persons must be over the age of 18
2. Visitors must pass a screening and have no presenting COVID-19 symptoms.
3. Visitors must stay in the patient's room or designated visitor area.
4. Patients are limited to the same visitor for the entire time they are hospitalized.
5. All persons on the FMCH campus must wear a mask.
6. The hospital cafeteria is not open to visitors.

Screenings

We are screening all visitors and employees upon entering the facility.

- Temperature will be taken
- Symptoms include the following – you will be asked if these are new or unusual for you:

- Shortness of breath or difficulty breathing
- Fever or chills
- Fatigue
- Headache
- Sore throat
- Nausea or vomiting
- Cough
- Muscle or body aches
- New loss of taste or smell
- Congestion or runny nose
- Diarrhea

All visitors will be given a mask and directed to the appropriate point of care.

Respiratory Center –appointment required- 319-376-2134

In an effort to best direct care for our sick patients, FMCH has established a Respiratory Center specific for patients presenting with a fever and a cough and/or shortness of breath. When calling for an appointment, patients will be asked some initial screening questions and directed to the correct point of care. Days and hours of care in our clinics for sick patients are as follows:

- Monday-Friday, 10:00 a.m. – 6:00 p.m., Suite 120 MyCare Walk-in Clinic
- Saturday, 8:00 a.m. – 2:00 p.m., Main FMCH Clinic

Emergency Room Check-in Process

The emergency department is currently separating patients with respiratory symptoms from non-respiratory patients. After being screened, emergency room respiratory patients will be directed to the waiting area to the left of the door, others to the waiting area to the right. Separate triage rooms have been established.



FMCH Clinic Visits

FMCH Clinics are opening up more appointment times based on health care concern and specialty. We will continue to operate at 50% capacity in all clinics. If you would like to schedule an appointment at this time, call the clinic and the staff will help best direct your care.

The FMCH Pediatric Clinic will continue to see well-child and sick visits at this time. They will schedule the appointments during different time slots to separate the patients.

Telemedicine – Great River UC app

FMCH Clinic providers are offering Telehealth visits to their patients who do not want to come onsite. You can find directions on how to set up a telehealth visit and download the Great River UC app under the Telehealth tab on the FMCH website.

Elective Surgical Procedure

Effective August 31, 2020, FMCH will once again step back the number of elective surgeries requiring an inpatient stay. Surgeries will be reduced to 50% of normal cases. All patients will need to be tested for COVID-19 at least 48 hours prior to having their surgery or procedure done. A drive-up testing site for surgery patients is located at the Main Entrance to the hospital and is by appointment only.

Cafeteria

The FMCH Cafeteria remains closed to the public until further notice.

Business Office

The Business Office encourages community members to use one of the following methods for bill payment to avoid coming to FMCH.

Preferred methods of payment during this time:

- Mailing the payment to the address listed on your statement.
- Online bill pay www.fmchosp.com/patients-visitors/online-bill-pay/
- Call 1-877-404-4763, Option 2.

Financial assistance applications can be filed using the same methods.

Courtesy Transport Van

The courtesy transport van service provided by FMCH will be suspended until further notice.

FMCH Walking Track

The FMCH Indoor Walking Track, located in the Outpatient Rehabilitation Services Center, will close to public use until further notice.



Volunteers

- We no longer have volunteers present on campus in an effort to protect their health. Many of our volunteers meet the criteria for the high-risk age group for the coronavirus.
- The Senior Health Insurance Information Program (SHIIP) office hours have been suspended at this time.
- The FMCH Auxiliary Gift Shop is closed until further notice.

Website Links

We continue to use the guidance from the Iowa Department of Public Health (IDPH) and the Centers for Disease Control and Prevention (CDC). This includes testing and reporting guidelines.