



FMCH COVID-19 Update 10/7/2020

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

INPATIENT VISITORS:

- One visitor per patient, per day, during the hours of **12 noon to 6 p.m.** only
- Visitors must remain in patient's room
- Actively dying patients- patients who are at the end-of-life where death is imminent may have two visitors and one Clergy member.
- For inpatient overnight surgeries, one visitor per patient, per day
 - During surgery, visitor must remain in Ambulatory Surgery patient room
 - Visitors may visit patient in their inpatient room during visiting hours only

AREA SPECIFIC VISITORS: (Visiting hours do not apply here)

Obstetric inpatients may have one dedicated partner or birth support person to accompany them.

Patients 17 years old and younger may have one parent or guardian. This person must remain with the patient for the entire visit.

Emergency Department patients may have one visitor, who must remain in the patient's room for entire visit (may not come and go).

- The Emergency Department may allow additional visitors based on clinical patient situation.
- Patients 17 years old and younger may have both parents accompany them.
- Patients who are at the end of life where death is imminent may have two visitors and one Clergy member.

Same Day Surgery patients may have one visitor, who must remain in the patient's room or designated waiting area for the entire visit



Outpatient Area (Annex / Cancer Care) patients no visitors allowed unless one of the exceptions below is met.

FMCH Clinic patients, patients with appointments in one of the FMCH Clinics may have one visitor/guardian accompany them- they must remain in the patient's room for the entire visit.

Radiology, one visitor allowed for obstetrical ultrasounds.

EXCEPTIONS:

Exceptions that require approval for visitation outside of visiting hours by the Provider and Administration include:

- Patients with disruptive behavior, where a family member is key to their care, may have one visitor overnight.
- Patients who have altered mental status or developmental delays (where caregiver provides safety) may have one visitor overnight.
- Family members may participate in care planning meetings when required.

VISITOR RULES AND REQUIREMENTS:

- All visitors will be screened for COVID-19 symptoms at one of the screening entrances
- Visitors must be at least 18 years of age
- Any visitor who fails the COVID-19 screening will not be allowed into the facility
- All visitors must wear a mask at all times in the facility
- Each patient may only have one visitor per day
- Visitors may not leave and return in the same day
- Permitted visitors must stay in the patient's room during their visit or a designated visitor area, such as a surgical waiting room.
- No visitation for patients who are in the COVID-19 Unit or patients considered under investigation for COVID-19. Support will be provided via telephone or video visits.
- No visitation for patients in isolation precautions.

Screenings – masks are required at all times

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:

- | | |
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| <input type="checkbox"/> Shortness of breath or difficulty breathing | <input type="checkbox"/> Cough |
| <input type="checkbox"/> Fever or chills | <input type="checkbox"/> Muscle or body aches |
| <input type="checkbox"/> Fatigue | <input type="checkbox"/> New loss of taste or smell |
| <input type="checkbox"/> Headache | <input type="checkbox"/> Congestion or runny nose |
| <input type="checkbox"/> Sore throat | <input type="checkbox"/> Diarrhea |
| <input type="checkbox"/> Nausea or vomiting | |

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. 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 d under the Telehealth tab on the FMCH website.

<https://www.fmchosp.com/clinic-services/great-river-uc/>

Elective Surgical Procedure

Elective surgeries are being performed following all recommended guidelines. All patients will need to be tested for COVID-19 at least 48 hours prior to having their surgery or procedure done. COVID-19 testing for surgery patients will move to the Main Clinic effective Wednesday, October 14. Please come through the Main Clinic entrance to be screened before registering. Testing is done by appointment only.



Cafeteria

The FMCH Cafeteria is open to FMCH employees and approved visitors during normal hours. Takeout is available at all times when the cafeteria is open. Limited cafeteria seating is available during these times:

- Monday thru Friday 7AM - 1:30 PM
- Saturday thru Sunday 11 AM-1 PM

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/ using Patientco.
- 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

- The FMCH Auxiliary Gift Shop is open Monday-Friday, 10:00 a.m. – 2:00 p.m.
- SHIP appointments can be made with one of our counselors by calling 319-786-3342.

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.