



Talking to Family of COVID-19 Suspect Patient

1. Administrator on Call or Designee will meet with family or visitors who arrive with a COVID-19 Coronavirus suspect or person under investigation (PUI).
2. Security, patient access or triage nurse will instruct all family/friends with the PUI to put on a surgical mask. (Instruction will include over nose and under chin.)
3. Security will escort family/friends to the hospital's "designated family room".
4. Administrator on Call or designee will go to the designated family room. Responsibility:
 - a. Provide update about the patient (PUI) to family:
 - i. Identify from patient according to HIPPA guidelines what/who is appropriate for updates about patient status.
 - ii. Communicate patient status and update as appropriate.
 - b. Instruct family of guidelines of restricted visitors.
 - i. Provide guidelines about keeping mask on while in the hospital.
 - ii. Immediately following the AOC or designee update, escort out of the hospital (by security). Do not stop at bathrooms or cafeterias. The family should go to their private vehicle with mask on.
 - iii. Record all family member names and contact information (see MOLLI for log)
 - iv. Family will remain in self-isolation for 14 days and the health department will provide further instruction.
 - c. Notify local health department with family contact information.

Below is a sample script:

"Thank you for waiting in here for us to provide you with an update. As you may know, (Patient) had recent travel that has prompted her physician to provide a careful assessment to decide next best steps for (patient name). For now (patient) is (patient condition) and is in a private room where we will care for her/him. The physician will interview and examine (patient). We are taking all steps of caution to protect (patient name) and our community. Our hospital has a very detail plan to follow to care for (patient name) and we are taking all measures to help her/him. We are following all guidelines from the Center for Disease Control. One guideline from the CDC is for all family/friends to go home until we can rule out any diseases that might have potential transmission.

At this time, we ask that you go home and stay at home. We would respectfully request that you comply with guidelines and stay home until contacted by the health department with next steps. This will protect yourself and our community. As we are able to rule out any risks, the local health department will let you know. In the meantime, here is a number you can call to talk with (patient name). We would ask you to leave our contact information with us so that health department can contact you as more information becomes available. Does anyone have any questions?

As you leave the hospital, we would ask that you do not make any stops and go directly to your vehicle and keep your surgical mask on. Please do not make any stops on the way home. Please make arrangements so that you do not leave your house until contacted by the local health department. We appreciate your cooperation and take the best steps to protect everyone in your family and our community.

For more information for home isolation go to <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html#precautions>