

5/12/20

## The Road to Recovery at Holy Name

As Holy Name Medical Center returns to a “new normal” on our road to recovery from the COVID-19 pandemic, *we are open, we are clean, and we are ready* to partner with you and your family in meeting your healthcare needs. Our approach to caring for patients who do not have COVID reflects the same level of vigilance and safety initiated at the onset of this crisis.

### **What cleaning precautions were taken at Holy Name?**

In early May, Holy Name was the first hospital in northern New Jersey to perform a deep, rigorous cleaning of our 450,000 square feet of clinical and non-clinical space. We began with manual disinfection, then applied electrostatic sanitizing mist, and then blasted UV-C light to kill more than 30 types of pathogens – including COVID-19.

### **What other safety precautions are taking place?**

Our routine steps include rigorous cleaning and sterilizing in patient care locations; adopting new screening protocols and protection procedures for patients and staff; and separating non-COVID treatment areas from COVID treatment areas.

### **What services are available to me currently?**

At present, we are only scheduling medically necessary, time-sensitive surgical and non-invasive procedures, tests, and provider visits in accordance with Governor Phil Murphy’s recent executive order. We are reopening to the public in phases, expanding services as public health guidelines permit. Please note: ALL OF THESE SERVICES MUST BE SCHEDULED.

### **Is it safe to go to the Emergency Department?**

Yes, of course. We strongly advise anyone who is experiencing a medical emergency to call ahead to our Emergency Department at 201-833-3210 for instructions. We are screening **all** patients for COVID before entry into the ED.

### **Is it safe to have a baby at Holy Name?**

Yes, we have welcomed many healthy babies over the past several months. However, no visitors will be allowed into our BirthPlace except one support person for the laboring mother, who must remain in the room and wear a mask once he/she is screened. All our physicians, nurses, and other patient care staff wear full PPE for protection. We have separate birthing suites and a C-section surgical suite for non-COVID mothers and for those who have tested positive. Before coming to the hospital, you must call your healthcare provider for further instructions about parking, entering the hospital, and screening procedures. You will be allowed to bring a small snack; meals will be provided to new moms and their support persons.

**How often are patient areas cleaned?**

Patient care areas are cleaned multiple times throughout the day. In outpatient areas, all exam rooms and equipment are cleaned thoroughly between patients.

**How can I prepare in advance for my visit to the hospital?**

You must pre-register with your provider before coming to the hospital. You will receive instructions from your provider or a member of the Holy Name staff as to what you should bring and where you should park. NO ONE is allowed to use the main entrance or the lobby, except for patients coming for lab tests. Bring only a minimum of necessities with you, including your insurance card. You may not bring a support person with you or any food.

**What can I expect when I arrive at Holy Name?**

You should park in the designated area where you have been instructed and stay in your car. A staff member will be in touch by phone and tell you when to come to the entrance. You will be escorted into the hospital. Face masks are required for all individuals entering our facilities. You may wear one from home, but if you don't have one, we will give you one. Depending on your appointment, you may be given a surgical mask. All Holy Name staff will be wearing masks as they move throughout the hospital and when caring for patients, reducing everyone's potential exposure to COVID-19.

**Will I need to wear gloves or have access to hand sanitizer?**

Upon your arrival, you will be given directions for hand hygiene. DO NOT wear gloves as they can be cross-contaminated. We have hand sanitizer dispensers throughout the hospital and outside every patient room.

**Will I be screened for COVID-19 upon arrival?**

Several days before your appointment, you will be screened by phone, and again upon your arrival. When you arrive here, park as instructed in the designated area. A staff member will be in touch by phone and tell you when to come to the entrance. You will be escorted into the hospital. Following hand hygiene, you will be escorted to your appointment area, the ED, or your room.

**Will I encounter any COVID-19 treatment areas during my appointment or hospitalization?**

No, all patients who are being evaluated and/or treated for COVID-19 are cared for in separate areas of the ED, in COVID-only negative-pressure nursing units, and in specialized ICUs.

**How is social distancing maintained in waiting areas?**

Appointment times are being spaced out to allow for a minimum of people in all areas. When you arrive, park as instructed in the designated area, and wait in your car. One of our staff members will be in touch by phone and tell you when to come to the entrance.

In most cases, you will be escorted directly to a private room for evaluation and treatment. Appropriate social distancing of at least 6 feet apart is maintained in all waiting areas.

**Are visitors allowed back into the medical center?**

NO. All visitors, vendors, and salespeople are still prohibited, with the exception of:

- One support person for a woman delivering a baby
- One visitor between noon and 8 p.m. for a pediatric patient
- One visitor compassionately for end-of-life patients

**Will I have access to the Bistro café, Starbucks, or gift shop?**

No, these areas are still closed.

**Are hospital events, lectures, classes, and Cancer Support Community programs still on hold?**

Yes, for everyone's safety, these are still on hold. We will provide information on our website as to gradual openings.

**How do I schedule a visit with a Holy Name provider?**

You can schedule a telemedicine appointment with a Holy Name healthcare provider at [NorthJerseyTelemedicine.com](http://NorthJerseyTelemedicine.com). Once you locate your provider, you must call his/her office to book an appointment. Online scheduling will be coming soon.

**If I don't have a primary care healthcare provider or specialist, can Holy Name help me find one?**

Yes, visit [NorthJerseyTelemedicine.com](http://NorthJerseyTelemedicine.com). You can find a primary care provider by entering internal medicine, family medicine, pediatrics, or obstetrics/gynecology to search for a provider.