



## Patient Information During COVID-19

Precautions are in place at all six GBHS hospitals to protect staff, patients and visitors from COVID-19. The following information will help you prepare for your hospital visit, and let you know what to expect once you arrive.



### Bring a Mask / Face Covering

- All individuals coming into a GBHS hospital are required to bring their own face covering/mask and are required to wear it throughout their time in hospital. These can be homemade masks or face coverings such as a scarf or buff, or commercially purchased items. Anyone who arrives in hospital without a mask will be given a disposable mask at the main entrance.
- Please help conserve supplies of N95 masks and procedure masks for health care workers.

### Arrival Time

- Please arrive no earlier than 15 minutes prior to your appointment to reduce the volume in waiting areas, and help with physical distancing.

### Screening at Front Door

- At the main entrance, screeners will ask all patients and visitors for the reason for their visit, and you will be asked a series of COVID-19 screening questions.
- You will be asked to wash your hands and put on your mask.

### Physical Distancing Measures

GBHS has implemented the following measures to help ensure the safety of our patients, staff and visitors.

- A limit of 2 people per elevator is in place. Once on an elevator, please stand 6 feet/two meters apart if possible.
- *Wait Here* red floor dots have been installed in all patient waiting areas as a visual reminder to stand 6 feet (2 meters) apart.

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- Chairs have been spaced out to avoid crowding. If you have a support person with you from the same household, they may stand in line next to you and/or sit next to you while waiting, otherwise, maintain physical distancing.
- Plexiglass has been installed in Registration and Check-In locations at GBHS hospitals.

### **Family Presence Policy**

- To manage the volume of people in our hospitals, patients are permitted a visitor every other day depending on the hospital. Please check with Nursing Staff regarding the visiting schedule.
- Inpatients can designate 1 person to visit them while in hospital. An alternative person can be identified in case the designated visitor cannot attend.
- After arriving on the Unit, visitors must sign-in at the Nursing Station.
- Visits must take place within patient rooms.
- Patients will not be able to leave the hospital to visit family outside. Patients will not be able to go outside to smoke.
- Outpatients coming to hospital for an appointment must come alone, unless a support person is required for special circumstances.
- Palliative (end of life) patients are permitted 2 different visitors, 2 people at a time. Consideration is made to accommodate immediate family on a case-by-case basis.

### **Reminders to Help to Reduce the Spread of Illness**

- Wash your hands often for at least 20 seconds
- Avoid touching your face
- Cough or sneeze into your arm
- Avoid touching surfaces
- Self-monitor for symptoms of COVID-19 (cough, fever, difficulty breathing, etc.)

### **Questions?**

As the pandemic evolves, information and services may change. Visit our website for updates: [www.gbhs.on.ca](http://www.gbhs.on.ca). If you have any questions, please contact our Patient Relations department at Ext. 2308.

We appreciate your patience as we work together to keep our communities healthy.