

# PATIENT FAQs

## SAFETY MEASURES + PRECAUTIONS

### **What precautions is Turk's Head Surgery Center (THSC) taking to make sure the environment is safe for me?**

Even before the COVID-19 pandemic came to our region, THSC had been working and planning to ensure the safety of our patients, their families, and our staff. Now, as we work to implement plans to resume some procedures and surgeries which were deferred in March, April, and May to protect patients, we are focused on continuing our rigorous safety procedures, which have included:

- Screening, including thermal scanning, of all patients, visitors, and staff for symptoms every day. Those with symptoms are referred for further evaluation and treatment by their primary care physician. Patients with symptoms who are coming for a procedure or surgery will have their appointments rescheduled.
- Convening a committee purely focused on social distancing to ensure we consider multiple ways to keep patients, visitors, and staff safe.
- Enacting a universal masking policy which requires all staff, patients, and visitors to wear masks or face coverings in the center at all times. THSC will provide a mask to patients and visitors that do not have a mask upon entering the building. We do ask that if you have a mask to please wear it to help us conserve our mask supplies during the pandemic.
- Each patient will be tested for COVID-19 between 24-48 hours prior to admission for procedures and surgeries. If a patient's COVID-19 test is positive, your surgeon will contact you to discuss moving your procedure or surgery to an area hospital or whether your procedure or surgery can be safely delayed until you have recovered from COVID-19. If your procedure or surgery is delayed, you may be asked to have a repeat COVID-19 test prior to having your procedure or surgery at THSC.
- Discontinuing the availability of magazines in the waiting room for your protection.
- Configuring the waiting room and pre-operative and post-operative areas to promote physical distancing.

### **What cleaning measures is THSC taking to keep patients safe?**

- Waiting areas/sitting areas are cleaned daily, in accordance with Infection Control guidelines.
- THSC has increased the frequency of times that "high touch" surfaces are cleaned. Examples include special attention to tabletops, handrails, doorknobs, keyboards, public restrooms, and armrests.
- We have ensured that hand sanitizer is available to staff, patients, and visitors, through the center.
- In accordance with Infection Control guidelines, staff is available to promptly clean the patient bays once patients are discharged or moved between clinical areas of the facility for treatment.

### **What precautions should I take when I come in for an appointment or surgery?**

- On the day prior to your scheduled procedure or surgery, you will receive a call that is designed to screen patients for COVID-19 symptoms as well as provide patients with pre-operative instructions.
- If you have symptoms that could be consistent with COVID-19 (these include fever, chills, cough, loss of sense of taste and smell, muscle pain, headache, or sore throat), please make the nurse aware during your pre-procedure phone call.
- Wear a face covering or mask when you arrive for your procedure or surgery.

## **Do THSC staff and physicians have the personal protective equipment (PPE) they need to keep me safe?**

Yes, we have sufficient personal protective equipment (PPE) to ensure that you, your visitors, and our staff are safe. All staff wear the necessary PPE required for their role. There is a committee at THSC that meets frequently to assess our supply levels to ensure we are fully prepared to care for our patient's safety.

## **What is THSC doing to make sure I do not come in contact with someone who has COVID-19?**

- We are testing all patients for COVID-19 prior to their surgery or procedure.
- We are excluding all patients with a confirmed COVID-19 diagnosis or deemed high risk from our patient population and are referring these patients to area hospitals for their procedures and surgeries.
- Our waiting room, and pre/post-operative areas, have been configured to promote physical distancing.
- We are testing symptomatic employees for COVID-19 as needed.

## **What will it be like in the waiting room? Will you limit the number of people? Will people be required to wear face coverings?**

- Everyone is required to wear a face covering or mask. If a patient or support person does not have one, we will provide one. You should not wear a mask with a valve as these masks protect you but do not protect others.
- We enforce physical distancing and our waiting rooms have been reconfigured to only allow a limited number of people at one time.

## **TESTING**

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### **Will I be tested before my procedure/surgery? How does that process work? What happens if I test positive?**

- All patients will be tested for COVID-19 24 – 48 hours before their procedure. If a patient's COVID-19 test is positive, your surgeon will contact you to discuss moving your procedure or surgery to an area hospital or whether your procedure or surgery can be safely delayed until you have recovered from COVID-19. If your procedure or surgery is delayed, you may be asked to have a repeat COVID-19 test prior to having your procedure or surgery at THSC.
- We will work with your physician/surgeon to schedule your test at the COVID-19 Testing Center at Chester County Hospital. You will be contacted by the Covid Testing Center approximately 48 hours prior to your scheduled procedure or surgery to schedule your pre-procedure COVID-19 test. It is important that the test be done as no procedure or surgery will be performed at THSC unless a negative COVID-19 test performed within 48 hours of the planned procedure or surgery is received.

## **VISITATION POLICIES**

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We understand the anxiety and concern associated with not being able to visit or accompany a loved one to an appointment. The guidelines for THSC's visitation policy are changing frequently as we transition through the COVID-19 pandemic and you will be provided more information regarding our current visitation policy during your pre-procedure phone call. We thank you for your patience and assistance in helping us minimize potential COVID-19 exposure for our patients and staff.