

FAQs for Patients and Family during COVID-19 and Influenza Visitor restriction period

When the novel coronavirus (COVID-19) crisis began, Indiana University Health developed a set of goals to guide our actions, and since then, every decision IU Health has made continues to ensure the safety of our patients, families, and team members and to promote public health in our communities.

What are the current visitor restrictions?

Visitor restrictions are currently in place at all IU Health facilities to help minimize the spread of COVID-19 and other respiratory viruses. To better protect our caregivers, team members and patients, IU Health is restricting visitors at all locations and service areas across our facilities. Our visitor restrictions are subject to change at any time for the safety of our patients and team members. Updated visitor restrictions can be found at iuhealth.org/covid-19-updates.

Exceptions will be considered in the following areas for one consistent designated visitor. The visitor will be screened and must test negative.

- OB/delivery (Certified Doula's may attend deliveries as a member of the care team)
- Pediatrics
- Emergency department (ED)
- Outpatient surgery (for additional consent needs and discharge)
- Inpatient surgery (must leave after surgery and patient is settled in their room)
- Patient caretaker in-person education
- At the time of admission for a patient being directly admitted to the hospital
- Outpatient appointments that are inside a hospital

Exceptions will be considered in the following areas where a patient may receive two consistent designated visitors. Visitors will be screened and must test negative.

- Neonatal intensive care unit (NICU)
- End of life situations

Non-COVID-19 patients: Visitors should go directly to the patient's room and stay in the room for visitation. Once leaving the room, the visitor should exit the building in a direct route.

COVID-19 patients: Visitors should not enter the patient's room and encouraged to visit virtually.

Where can I enter the hospital?

Main Entrance (Entrance 4) of the hospital:

- Patients and visitors should use the Main Entrance of the hospital. This entrance is available Monday – Friday, 5:30 am – 8:30 pm and Saturday – Sunday, 8 am – 8 pm.
- Patients and visitors will be screened and given a sticker indicating their destination and date.
- Patients and visitors will be screened and receive a new sticker each time they exit and re-enter the hospital.

Emergency Department (ED) entrance is available 24/7:

- Each patient will be screen upon entry.
- One visitor may accompany a minor (child under the age of 18) in the Emergency Department and will be screened each time they exit and re-enter the hospital.



Arnett

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How can I get information as my loved one is being admitted to the hospital?

If your loved one is being admitted, we understand you want to be present, but may not be able to. To help ensure communication and provide peace to you and your family, with your loved one's permission, our nursing team will call you to be a part of the admission process.

How can I communicate with patients who are in the hospital?

We understand that for many of our patients, their families and loved ones, the recent visitor restrictions can be frustrating. The following recommendations and resources are intended to lessen the loneliness and anxieties of patients and their loved ones:

Landline phones in patient rooms: Your loved one's hospital room is equipped with a bedside landline telephone. You can call that line directly (the phone number is posted on the whiteboard in your loved one's room), or you can call 765.448.8000 and ask to be connected to your loved one's room.

Virtual Video Resources: We encourage those who would like to remain in contact with their loved ones while they're in the hospital to use virtual video resources such as Skype or FaceTime on their personal mobile devices. If your loved one needs a charger for a personal mobile device, ask their nurse if one is available. We'll always do our best to help you stay connected with your loved ones.

Our hospital has a limited supply of secure laptops that can be used for web surfing, creating written documents, video communication with loved ones via webcam for patients who do not have a mobile or laptop device of their own. The following guidelines apply for borrowing a laptop:

- Request the laptop from your nurse. Your nurse can ensure that you are on a list of patients to use the laptop when it is available and inform you of your estimated use time.
- Laptops will be cleaned for infection prevention purposes before entering a patient room and after exiting a patient room.
- A team member will deliver the laptop to your room when it is available. You will be required to sign a form that describes the laptop use guidelines.
- Your laptop use time will likely be limited to an hour each day, as multiple patients may wish to have access, as well.

Electronic Postcard: We also offer patient postcards that can be sent to your loved ones in the hospital to let them know you're thinking of them and provide words of encouragement. Visit <https://iuhealth.org/patient-family-support/patient-postcard> to create your postcard.

If I am unable to call or visit, how can I be assured my loved one will not be lonely?

Personal visit: Our team members will happily visit with your loved one each day, honoring our social distancing policy (keeping a 6 feet distance between individuals), as well as personal protection precautions when necessary. Please let your loved one's nurse or unit charge nurse know if a visit is requested.

C.A.R.E. Channel: Additionally, the televisions in our patient rooms host the C.A.R.E. Channel with 24/7 programming that reduces anxiety and stress with calming scenery and sounds. You may also stream the C.A.R.E. Channel on your personal device by visiting <https://stream.carechannel.net> and enter the code **care3838**. The C.A.R.E. Channel is also providing a webpage dedicated to COVID-19 at <http://www.healinghealth.com/covid-resources/> with resources and mini-meditations for you and your loved ones.

How can I get information about a loved one who is unable to speak with me personally?

You may call the hospital at 765.448.8000 and a team member will gladly assist you. When calling, let them know you wish to receive an update on your loved one. It is helpful to our team members for your family to have a single point of contact to reduce the number of calls we are answering during this very busy time. We can only give out information if we have your loved one's permission or you are the designated decision maker. Our care team would be happy to add this contact information to the communication board in your loved one's room.

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How can my loved one request a chaplain visit or speak with a chaplain by phone?

Our chaplains are available around the clock. You may ask your nurse for a chaplain visit, or if you are reaching out on behalf of your loved one, you may also call 765.448.8000 and a team member will connect you with one of our chaplains. Chaplaincy services are also available for urgent needs during nights and weekends.

An additional spiritual care support line for you and your loved ones is available by calling 317.962.8612. No medical information or updates will be provided, but a chaplain will be available to listen and offer support and care.

How can I send a gift or card to my loved one?

At this time our gift shop is closed for the safety of our patients and visitors. We are unable to accept deliveries of gifts such as flowers due to concerns of further spreading COVID-19. However, blank cards are available at the Welcome Desk at the Main Entrance of the hospital, (Entrance 4) and we will gladly deliver a card to your loved one. Personal cards may be dropped off at the Welcome Desk or mailed directly to your loved one.

IU Health Arnett Hospital's mailing address is as follows:

Attention to: Your loved one's name and room number
IU Health Arnett Hospital
5165 McCarty Lane
Lafayette, Indiana 47905

How and where may a visitor get food and beverages while in the hospital?

- As a service of support to your visiting loved one, one free meal will be provided to a visitor. Meals will be brought directly to the patient's room by one of our team members. You may call 765.838.5080 between 6:00 am – 7:30 pm to order your meal.
- Many of our hospital floors have Ice, water, and coffee available to visitors. Please don't hesitate to ask a team member to assist you.
- Vending machines are available on the ground floor of the hospital and in the Emergency Department waiting area.
- Our main cafeteria (the Banyan) is open Monday - Friday from 7 am – 2 pm. Our Banyan Brew and Bistro is open 7 days a week from 5:30 am – 10:30 pm.

If I live out of town, where can I stay overnight while my loved one is in the hospital?

We know it is important for you to stay near your loved one during their hospital stay. We would like to thank the following hotels who have generously offered a discount to family members and friends of an IU Health Arnett Hospital patient while they're hospitalized.

The following hotels and motels are less than 2 miles from the hospital:

1. Baymont Inn & Suites, 201 Frontage Road.....	765.449.4808
2. Candlewood Suites, 240 Meijer Drive	765.807.5735
3. Comfort Suites, 4701 Meijer Court.....	765.447.3434
4. DoubleTree by Hilton, 155 Progress Drive	765.446.0900
5. Hampton Inn, 3941 South St.....	765.447.1600
6. Holiday Inn Express, 200 Progress Drive	765.449.4400
7. Home2Suites, 3838 Grace Lane	765.771.7575
8. Homewood Suites by Hilton, 3939 South St.....	765.448.9700
9. La Quinta Inn & Suites, 312 Meijer Drive	765.446.2400
10. Residence Inn, 3834 Grace Lane	765.479.7208
11. Motel 6, 139 Frontage Road.....	765.447.7566
12. TownePlace Suites by Marriott, 163 Frontage Road	765.446.8668

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How can I recognize a team member who has given exceptional care to me or my loved one?

In the hospital admission and welcome folder are two forms you may complete to recognize team members. Our nurses can be nominated for a DAISY Award, which is a very high honor for a nurse; while all team members can be recognized with a Values Recognition Award. You may also ask to speak to the unit manager or call our Patient Advocates at 765.448.8000 to share your kind words.

If I have concerns about the care my loved one is receiving, who should I contact?

We always recommend that you share your concerns with your nurse or team member, without worry that your loved one's care would be compromised. If you are not comfortable speaking to that team member, please ask to speak to the unit's charge nurse or nurse manager. Our Patient Advocates are also available at 765.448.8000 to hear and address your concerns.