



COVID-19 Update

Effective March 18, 2020, 11 a.m.

Revised March 27, 2020, 5 p.m.

Information is changing rapidly. Updates will be provided as necessary.

St. Luke's McCall is NOT conducting drive through screenings at this time.

St. Luke's is committed to serving you through the COVID-19 pandemic. We are implementing measures to protect the health and safety of our patients and health care team. And we are dedicated to reducing the spread of the coronavirus, COVID-19.

We have implemented a pre-screening check point in the hospital parking lot. All patients, employees and other essential service personnel are subject to complete before entering any St. Luke's facilities.

If you are NOT seeking care or accompanying someone in need, please do not come to the hospital or clinics.

Thank you for your cooperation.

ACCESSING THE HOSPITAL AND CLINICS

Hospital and clinic access is from Forest Street. The entrance and exits have changed. Please follow directional signs when approaching the hospital.

PARKING LOT PRE-SCREENING CHECK POINT

From 7 a.m. to 7 p.m., daily, including weekends. All patients and essential service personnel will be stopped in their car when entering the St. Luke's hospital and clinic parking lot. Currently afterhours and Sunday verbal risk screening will be completed at registration. Note: hours subject to change.

WHAT TO EXPECT

Patients arriving by ambulance will immediately be directed to the emergency department and will enter through the East entrance, closest to the hospital.

For private vehicles, staff will greet you in the parking lot and conduct a pre-screening verbal risk assessment and check your temperature. Patients seeking emergency care will be directed to the emergency department with appropriate personal protective equipment (face mask) after determining chief complaint.

Any patients with respiratory symptoms (cough or fever) are required to wear a face mask before entering the hospital or clinic and will need to continue to wear throughout their appointment. Except during required treatment or testing.

Those requesting non-emergent evaluation of upper respiratory symptoms or concerns of coronavirus (COVID-19) exposure will be directed to the parking lot car care clinic. See below for details.

Sample of questions of pre-screening checkpoint verbal COVID-19 risk screening:

- Do you have signs or symptoms of a respiratory infection, fever, cough, shortness of breath, gastrointestinal i?
- In the last 14 days have you had contact with anyone with confirmed COVID-19 or someone under investigation for COVID-19?
- Have you traveled within the last 14 days outside of Idaho or US or in areas with sustained community transmission?

CAR CARE CLINIC

This service is for people experiencing potential contagious illness, including potential COVID-19.

If you are experiencing symptoms of cough, fever, gastrointestinal (nausea, vomiting or diarrhea), or exposure to a known COVID-19 case, stay home, self-isolate, don't expose others.

If you are concerned about your symptoms or potential exposure to the virus, please call us at 208-634-1776. We will complete a risk assessment over the phone and provide guidance on next steps, which may include scheduling an appointment for an exam at the parking lot clinic.

The parking lot car clinic will be open Monday through Friday, 8 a.m. to 5 p.m. and Saturday and Sunday, 9 a.m. to 2 p.m. Note: hours subject to change.

WHAT TO EXPECT

You will be required to check in at pre-screening checkpoint. They will provide you with a mask and direct you to a designated parking area. Please keep your window rolled up until a provider comes to your car. The provider will evaluate your condition and give you appropriate treatment, guidance and follow up as needed. They may or may not recommend COVID-19 testing.

If a more extensive evaluation is needed, we will move you to an indoor setting for a comprehensive exam.

The best thing you can do to protect yourself and our community, is to stay home except for absolute necessities and observe social distancing practices.

Stay home, stay healthy, stop the spread.

NEW VISITOR POLICY

All St. Luke's acute hospitals, clinics, and clinical facilities have implemented a no-visitor policy.

Visitation exceptions

- Obstetric patients may have one partner and one birth support person accompany them.
 - For surrogacy deliveries, the surrogate is allowed one visitor and the baby is allowed one birth/intended parent and a significant other.
- Minors under age 18 may have two visitors: parent or guardian.
- Patients requiring ambulation support during an appointment at a clinic, laboratory, or radiology may have one visitor.

Additional clinical considerations

- Patients who are at the end of life may have two visitors.
- Patients with disruptive behavior, where a family member is key to their care, may have one visitor.
- Patients who have altered mental status or developmental delays (where caregivers provide safety) may have one visitor.

- Patients with a life-threatening diagnosis may have one person with them for the initial 24 hours; this includes Emergency Department visits.

Symptom screening

No visitor exhibiting or reporting the following symptoms will be permitted, regardless of whether they meet the criteria above.

- Respiratory infection (fever, cough, shortness of breath, chills, etc.).
- Contact with someone confirmed or suspected to have COVID-19 in the past 14 days.
- GI symptoms (nausea, vomiting, diarrhea).

Visitors must remain in the patient room during their visit. Once the visitor leaves the patient room, they must leave the facility.

We will not permit:

- Non-patient children under the age of 14, except under extraordinary circumstances (e.g., end of life).
- Deliveries (flowers, gifts, balloons, food, etc.).
- Vendors, unless they have essential roles in patient care (assisting providers, delivering supplies, etc.).