

# Coronavirus Q&A for Patients, Families and Visitors Updated March 21, 2020

**Recently I was at the hospital for an appointment. Could I have been exposed to Coronavirus?**

Every Coronavirus patient is reported to the appropriate health department. These health departments conduct CONTACT TRACING for any exposed individual. If you have been exposed to the virus, the health department will call you.

# What is the hospital doing to protect patients, visitors and staff?

Protecting our patients' health is Liberty Hospital's top priority. Liberty Hospital is doing our part to help prevent the spread of COVID-19, including adopting a temporary NO VISITORS policy, limiting entrances, screening persons who come to the hospital, and more.

**Are visitors allowed?**

We have temporarily instituted a NO VISITORS policy. The following exceptions will apply:

* One partner allowed for labor/delivery patients
* Family for patients receiving end-of-life care
* One visitor per patient for scheduled appointments and procedures

The following guidelines also apply:

* No visitors to accompany patients in the Emergency Department; drivers or caregivers who transport patients to the ED will be unable to accompany them, unless a provider deems it necessary for care
* No visitors younger than age 14 (including siblings of infants)

# What should I do if I develop symptoms?

If you or a loved one has been exposed to COVID019 and has **mild symptoms**, **call your primary care provider**. The primary care practice will ask you specific screening questions and help determine your next steps. If you need to see your provider, holding an initial phone conversation is important because it gives the staff time to prepare for your visit and take proper infection control measures. To find your provider’s contact information, visit our provider directory: <https://www.libertyhospital.org/provider-directory/>. *Providers are unlikely to test individuals who are healthy, fever-free and have no confirmed exposure.* If you or a loved one is experiencing **severe symptoms** and you are considering a visit to the Liberty Hospital Urgent Care Clinic or the Liberty Hospital Emergency Department, **PLEASE CALL BEFORE ARRIVING** to allow staff time to ensure infection control measures are in place:

* **Liberty Hospital Urgent Care Shoal Creek: 816.407.2300**
* **Liberty Hospital Emergency Department: 816.792.7000**

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**What is COVID019 and how does it affect people?**

COVID019 is a viral respiratory illness caused by a new type of Coronavirus. Most people who are affected

by this infection have mild symptoms of fever and cough. Some people may have shortness of breath. It is transmitted from person to person through sneezing and coughing. Individuals who have traveled to areas with widespread or sustained transmission or those who have close contact with someone with COVID019 are at risk of catching the infection.

# Can I avoid getting COVID019?

The best ways to prevent the spread of disease include taking the following actions:

* Stay home if you have symptoms or are sick.
* Practice social distancing.
* Wash your hands often and thoroughly with soap and water.
* Cover your cough and sneeze every time.
* Have tissues readily available and dispose of them properly.
* Do not touch your face.

**Will you continue to offer routine screenings and perform elective procedures?**

Beginning March 23, Liberty Hospital will reschedule hospital-based elective routine screenings such as mammograms, ultrasounds, MRIs, bone density tests, and colonoscopies. We will continue to provide diagnostic testing, including breast imaging exams. At this time we are not canceling all elective procedures; however, surgeons will work with patients to triage and postpone certain elective surgical procedures. Our outpatient Cardiac Rehab and Pulmonary Rehab program also is temporarily suspended.

# Is Liberty Hospital prepared for COVID019?

Our hospital, clinics and Norterre are working with the Clay County Public Health Center, the Missouri Department of Health and Senior Services, and the CDC to monitor, manage and lessen the

impact of COVID019. As a healthcare provider, we constantly prepare to manage infectious diseases.

# How can I learn more about COVID019?

Centers for Disease Control and Prevention (CDC): [**www.cdc.gov/coronavirus/2019-ncov/index.html**](http://www.cdc.gov/coronavirus/2019-ncov/index.html)

Missouri Department of Health and Senior Services 24/7 hotline: **877-435-8411**

Clay County Public Health Center [**www.clayhealth.com/279/COVID-19-2019-Novel-Coronavirus**](http://www.clayhealth.com/279/COVID-19-2019-Novel-Coronavirus)