

Safety and COVID-19 at Greenspring Surgery Center

At Greenspring Surgery Center, there is nothing more important than the health and well-being of our patients, employees and community. During this time of uncertainty as coronavirus impacts our daily lives, we want to assure you that we remain committed to providing the high quality and compassionate care you have come to expect from your caregivers at Greenspring Surgery Center. We are here for you.

We know you have questions and we hope the following will answer your questions as well as provide peace of mind. The following information will be updated regularly as the situation changes and new information surfaces. If you have a question that is not answered below, please do not hesitate to call us.

What additional COVID-19 specific safety measures are we taking?

Screening for Safety

Following CDC guidelines, all patients, visitors, employees, and physicians entering Greenspring Surgery Center will be screened, including having their temperature taken and answering the following questions. Individuals who have a temperature of 100.4°F/38°C or who answer “yes” to any of these questions will be asked to go home and procedures will be rescheduled after additional screening.

- Have you had a fever of 100.4°F/38°C in the past three days?
- Do you have a cough, sneezing, sore throat, headache, shortness of breath, or difficulty breathing?
- Have you traveled in the past 14 days? Have you been in close contact with anyone who has traveled?
- Out of state travel will be evaluated on case by case basis with emphasis placed on travel to “hot spot” areas.

- Have you been in close contact with anyone who has or is suspected of having the coronavirus? (Close contact here means less than 6 feet away for 15 minutes or more.)

Environment of Safety

Our team's primary focus during this pandemic has been on creating the safest environment for you to receive care and for our staff to provide care. We are taking numerous precautions, including:

- Screening and/or *testing patients, visitors, and employees for symptoms of coronavirus or other respiratory illnesses, including screening for fever.
- Practicing social distancing as much as possible
- Limiting the number of guests per patient to one
- Requiring masks for everyone within our facility who comes into contact with anyone else

*At this time we are unable to routinely test all patients and visitors for COVID-19 due to a lack of adequate tests. If the tests become more readily available in the future we may move to provide that testing.

In accordance with CDC guidelines, Greenspring Surgery Center is following best practices to provide you and our employees with a safe environment.

- Increased cleaning our offices, waiting and exam rooms. We will be paying close attention to areas that are touched frequently, such as doorknobs.
- Ensure adequate air exchanges in procedure areas between cases.
- Making hand sanitizer stations available.
- We are following strict hand washing protocols for all employees.
- Preemptive screening including temperature checks and questions about symptoms and travel for anyone entering our center – all patients, visitors, employees, and providers. The questions are following CDC guidelines. If someone has a temperature of 100.4°F/38°C or higher or answers yes to any of the questions they will be asked to leave. Patient procedures will be rescheduled.

- Requiring all patients and visitors to bring and wear a mask to their appointment.
- Requiring patients and visitors to wait in cars rather than in our lobby areas.
- We are reducing the number of patients and staff in each patient care area at any one time.
- Any Greenspring Surgery Center providers or team members who meet any of the CDC exposure guidelines above will be required to follow the CDC guidelines for testing and quarantine.
- We are limiting travel and face-to-face meetings for all employees.

As we continue to focus on creating a safe environment for our patients and staff, as well as following social distancing guidelines, we are no longer allowing patient chaperones or guests to wait in our lobby. Guests will be asked to wait in their cars or at home and return to pick up the patient. Exceptions include minor patients, patients with limited mobility, those needing a translator, or those with extenuating circumstances. If someone needs to accompany the patient, we are limiting patients to one guest. This guest will be screened prior to entrance into the surgery center. Thank you for your help as we work to keep each other safe and healthy.

What general measures can I take to keep myself, my family and my friends safe?

Personal Safety

Please do your part to help stop this epidemic by wearing a mask. Many people who have COVID-19 do not have any symptoms. Wearing a mask, along with following the other social distancing protocols like staying at least six feet from people and washing your hands frequently, helps prevent the spread of the disease. If you do not have a mask, the CDC has instructions for no-sew masks.

If you're not feeling well, we strongly encourage you to contact our scheduling staff prior to your appointment so that we may determine if it is safe to proceed. The urgency of your clinical situation will be taken into account. For non-urgent procedures, rescheduling plays a significant

role in keeping you safe, as well as helping to slow the spread of any virus whether it is Coronavirus or the flu. Most important, if you reschedule, you WILL NOT be charged a rescheduling or cancellation fee. Your well-being is our priority.

What should I expect related to COVID-19 safety measures at the facility on my day of surgery or procedure?

Arrival

- Upon arrival, you should call the Surgery Center at 410-653-0077. Our staff will inform you if we are not quite ready and will take your cell phone number so that you can wait in the car. Our staff member will call you when we are ready to begin the check-in process.
- All patients must have a driver, who must wait in the car.
- Due to increased infection control measures, our door is kept locked. When you arrive at the door, please knock and wait for our staff to come and greet you.
- A staff member will ask you questions and check your temperature with a forehead thermometer prior to entering.
- Our lobby will most likely be empty to ensure social distancing.
- Upon a successful screening, you will be asked to perform hand hygiene by using the available hand gel.
- To further protect you and our staff, a ‘Sneeze guard’ has been placed in the locations where
- Check-in procedures will occur.

Before Surgery

- While in pre-op, you will visit with the pre-operative nurse who will begin to prepare you for the surgery or procedure.
- The physician providing anesthesia will visit with you.

- The Surgeon providing the service will visit with you.
- Pre-operative process takes approximately 30-45 minutes.

During Surgery

- During procedures, the OR staff will practice strict sterile and aseptic technique to ensure the most stringent infection control guidelines are followed.
- OR staff adhere to CDC guidelines for proper PPE use to ensure safety of the patient and team members.
- Surgery or procedure times will vary depending the particular needs of the patient.

After Surgery

- You will be taken to the post-operative recovery area after your procedure.
- The recovery RN will be wearing appropriate PPE per CDC Guidelines.
- We will notify the family member or driver that the patient is out of surgery and give an estimated time for discharge.
- Our nurses will call to review discharge instructions over the phone.
- The amount of time for recovery is variable due to the nature of the procedure and individual factors.
- Once you are ready to leave the facility, we will escort you to your vehicle.

Post Op

- Your surgical or procedural experience does not end when you are discharged from the facility.
- You will leave with instructions, follow up information, and contact information for any concerns that may arise as you recover at home.
- A nurse will call within the next 24 to 48 hours to check on your recovery.

We are proud to share our commitment with you as we diligently provide for your safety while

we also strive to bring you the high quality and compassionate care that many have come to expect from our team.

Thank you for your attention, cooperation, and continued confidence in Greenspring Surgery Center.

If you have any additional questions or concerns please contact us at 410-653-0077.