

FAQ's and Answers: Coronavirus/COVID-19 and hospice care.

1. Can I visit with my loved one who is a patient in a Trustbridge hospice care unit?

Starting Monday, September 14, 2020 – we are updating our visitation hours and guidelines for persons visiting our NON- COVID patients at both the Gerstenberg (West Palm Beach) and Boca Raton Care Centers. Face-to-face visitation guidelines:

1. All visitors will be screened by security at the front desk.
2. All visitors will be provided with a mask.
3. All visitors will wear the mask while in the Care Center.
4. There will be a limit of 2 visitors at a time per patient.
5. Visiting hours are from 3:00pm until 7pm.

Window Visits for COVID Patients:

Gerstenberg Care Center, Hospice of Palm Beach County, West Palm Beach:
10:30am – 4:00pm.

Boca Raton Care Center, Hospice by the Sea, Boca Raton: 11:00 am – 3:00pm

Trustbridge staff will be reaching out to families of our patients to schedule 15 minute window visits with their loved ones who are COVID positive. Visitors will be escorted by Trustbridge staff to their loved ones patio for a brief visit.

Calls will be made to family members on the following schedule:

- *Sunday calls to schedule visits for Monday and Tuesday*
- *Tuesday calls to schedule Wednesday and Thursday visits*
- *Thursday calls to schedule Friday-Sunday visits*

Hospital hospice in-patient unit visiting policies will be in accordance with individual hospital policies and guidelines.

2. Will Trustbridge provide masks and hand sanitizers to families who have patients in hospice care?

If a patient is having signs of respiratory illness, masks may be provided to families as available. Masks are not being provided to patients and caregivers who have no signs of respiratory illness.

Due to shortages of hand sanitizer, following the technique for correct handwashing is just as effective. Resources on hand hygiene are in the Patient Family Guide, p. 41 – 43.

3. Should I wear a mask when visiting with my loved one?

A facemask (ear loop mask) for all interactions with patients and families. This helps to prevent the spread of COVID-19 between individuals who are pre- symptomatic or asymptomatic.

When in a Trustbridge facility all persons should wear a face covering as defined by the CDC. Face coverings should be worn in public areas of the building (such as lobbies, hallways, restrooms, cafeteria, lunch/break rooms, etc.) and in any area where social distancing of six feet cannot be maintained. Employees should be prepared to provide their own cloth face coverings, which may include fabric masks, scarves, etc. Face coverings should be laundered daily, or a new clean face covering should be worn each day. For more information on face coverings, please visit: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

Do not visit or come in close proximity to your loved one if you or your loved one exhibits any symptoms such as fever with cough or other respiratory illness.

4. My hospice nurse is wearing a mask and eye protection. Is this normal?

A facemask (ear loop mask, procedure mask) and eye protection should be worn for all interactions with patients and families. This helps to prevent the spread of COVID-19 between individuals who are pre- symptomatic or asymptomatic.

5. Trustbridge offering a coronavirus test to our patients for coronavirus?

Trustbridge provides testing for patients who are exhibiting symptoms of coronavirus when another cause for symptoms cannot be identified. Coronavirus testing requires a physician order.

6. Is Trustbridge screening patients for coronavirus?

Trustbridge is calling the patient or facility prior to all visits to screen patients for coronavirus.

7. What should I do if my loved one in hospice care develops a fever AND symptoms of lower respiratory illness (e.g., cough, shortness of breath)?

Report the condition to Trustbridge immediately by calling 1-888-441-4040. Our staff has been trained in the most up-to-date follow-up procedures and assessment tools.

8. I want to transfer my loved one to a hospital, E.R., urgent care center, or doctor's office—what should I do?

Call Trustbridge at 1-888-441-4040 ***before*** calling 911.