



For Residents and Families Information about COVID-19 (Novel Coronavirus)

Updated March 11, 2020

Our goal is to keep you informed and to help reduce the spread of COVID-19 (Coronavirus). We are working closely with our local health agencies to protect and care for our residents. We have implemented strategies to limit the spread of the disease in our community.

If you have questions or are concerned about COVID-19, please refer to information from the CDC or the local health department.

Can I visit a resident who is currently hospitalized at The HSC Skilled Nursing Facility?

No. Not unless you are one of the two primary caregivers for that resident. To keep the rest of our patients, residents, families, and staff safe from possible exposure to COVID-19, we are limiting visitors to a maximum of two primary caregivers for each resident. Everyone else, including siblings of any age, may not visit.

Can I bring siblings or other family members to my child's appointment at HSC?

No. A maximum of two primary caregivers can accompany a resident who has an appointment at any of our clinics. Everyone else, including siblings of any age and anyone under 18, may not visit.

My child is currently receiving care at The HSC Skilled Nursing Facility. What should I expect during my visit?

If your child is hospitalized here and you have symptoms of fever or cough, please do not visit.

If you plan to visit one of our clinics and you do not have cold and flu symptoms such as cough with a fever, you do not need to do anything before arrival. When you get to our front door, a member of our staff will ask you a set of screening questions before you enter the building. It is very important that you follow their instructions.

Can I pick up my medical records from the HSC Medical Records Department?

No. All requests for health information or medical records must be made by calling (202) 832-4400.

Why is HSC restricting visitors?



COVID-19 may continue to spread in our community. To keep our patients, residents, families, and staff from getting an infection, we have decided to limit the number of visitors entering our building.

My child is currently receiving care at The HSC Skilled Nursing Facility and experiencing respiratory complications. What should I expect?

The clinical staff and providers at HSC are trained on the identification, isolation, and treatment of this and other infectious diseases.

To protect our residents, families, and staff from possible exposure to COVID-19, we currently allow only two primary caregivers to visit a resident. If your child is receiving care at HSC, please tell your household contacts to follow these guidelines.

COVID-19 General Information

What is COVID-19?

COVID-19 is a respiratory illness that is caused by a novel (new) coronavirus. It can spread from person to person and is currently spreading in our community. You can learn more about COVID-19 on these websites:

- CDC - <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- DC Health - <https://coronavirus.dc.gov/>
- Maryland Department of Health - <https://phpa.health.maryland.gov/Pages/Novel-coronavirus.aspx>
- Virginia Department of Health - <http://www.vdh.virginia.gov/surveillance-and-investigation/novel-coronavirus/>

What has HSC done to prepare for COVID-19?

HSC follows a strict set of infection prevention protocols determined by the Centers for Disease Control and Prevention (CDC) as well as local health departments.

Should I wear a mask if I do not have any symptoms?

The CDC advises only people who have symptoms to wear masks. If you are healthy and have not been around anyone with symptoms, you do not need to wear a mask.

I am concerned that I may have been exposed to the novel coronavirus. Should I go to Urgent Care or the Emergency Department?

If you believe that you may have been exposed to the virus, or are concerned about your symptoms, first call your primary care provider and follow their instructions. In an emergency, go to your local Emergency Department or call 911.



THE HSC HEALTH CARE SYSTEM

The HSC Skilled Nursing Facility

How does this virus spread and what can I do to protect myself and my family?

Coronaviruses are typically spread through direct contact with someone who has an infection (like touching or shaking hands) or touching something that someone with the disease may have touched, and not washing your hands right away.

To help limit your exposure to this virus, wash your hands often and especially before touching your face or eating. Clean all surfaces like counters, doorknobs, phones, keyboards and any areas that you touch by using a household disinfectant or a cleaner that contains bleach.

The CDC has the most up-to-date guidance on how to prevent or limit your exposure.

Additional resources for families

- **What to do if you have been placed on home quarantine (PDF):**
<https://www.seattlechildrens.org/globalassets/documents/for-patients-and-families/covid-19-home-quarantine-family-handout.pdf>
- **Information and resources for Helping Children and Teens Cope with Anxiety About COVID-19** – <https://pulse.seattlechildrens.org/helping-children-and-teens-cope-with-anxiety-covid-19/>

References:

<https://www.cdc.gov/coronavirus/2019-nCoV/hcp/index.html>

<https://www.seattlechildrens.org/patients-families/covid-19-novel-coronavirus/>

<https://coronavirus.dc.gov/>