

Care of the ED Patient During COVID-19

In order to keep our patients and staff safe, this is what you can expect when you come to the Emergency Department

Outside (ED LANE)

- You will be greeted by an RFGH staff member to ask the reason for your visit
- Please shut off your vehicle to maintain the safety of our staff
- An emergency medical provider will see you to determine if you should stay in your vehicle or be brought in to the emergency department for further evaluation
- If you are staying outside for evaluation and/or treatment:
 - ◇ A nurse will perform vital signs and ask you information important to your treatment
 - ◇ The provider will determine your course of treatment and explain discharge instructions
 - ◇ A phone number will be obtained so that a registrar can call you after you are done to verify personal information

Inside the ED

- If you are brought into the ED you will be greeted by an ED staff member directing you to an ED room.
- You will notice all staff entering and exiting your room wearing a gown, face shield, mask, and gloves.
- The door will remain closed if possible.
- The ED provider will enter the room initially to perform an assessment and order appropriate treatment.
- The ED provider will then attempt to limit frequent interactions in your room by using a telephone to speak with you for ongoing reassessments, update you on your test results, and provide discharge instructions.
- During your stay the ED registrar will also call your room to update your personal information.

RFGH is committed to providing quality, compassionate care. During these times our actions are to provide you and our staff the safest environment possible. We thank you for your cooperation and understanding.