Many of you have waited weeks for care. Following the recommendations of health officials, we are carefully re-opening clinic, lab, and radiology visits.

Stanford Health Care’s top priority is making sure you get the safest, highest quality care. That’s especially important during these challenging times.

We welcome you back to receive the care you need.
TOPICS:

• How Stanford Health Care will keep you safe

• How Stanford Health Care will keep staff safe

Making sure our patients are safe goes hand-in-hand with making sure our health care workers are safe. We have a set of guidelines to do this.

HOW STANFORD WILL KEEP YOU SAFE

• Offer video visits, instead of in-person visits, when appropriate. You can use your smartphone, mobile device, or computer for a video visit.

• Limit visitors to prevent the spread of infection

• Place masks on you — and our health care workers — when you enter our facilities

• Screen patients, visitors, and staff for COVID-19 symptoms before entering our facilities

HOW STANFORD WILL KEEP STAFF SAFE

• Continue checking our staff daily for any COVID-19 symptoms

• Continue COVID-19 testing of our health care staff

• Keep plenty of protective equipment available – masks, gowns, and gloves

• Update our plans as we monitor the disease in the community
We want to be sure that you, your family and caregivers are aware of Stanford Health Care policies for COVID-19.


VISITOR POLICY

Stanford Health Care and Stanford Health Care – ValleyCare have moved into a limited visitor policy. This will limit the risk of COVID-19 while ensuring you have the support you need.

Visitors are not allowed to enter a facility with patients, but there are exceptions to this rule for certain patients who need caregivers.

EXCEPTIONS:

You may be allowed one caregiver to accompany you if you:

- Are under 18 years old (your caregiver is a parent or guardian)
- Have disabilities (physical, mental or developmental)
- Need a caregiver for essential care or support

If you meet these requirements:

- Your caregiver will be screened for COVID-19 symptoms at the facility entrance with you.
- If your caregiver passes the screening, they will be given a mask with directions on where to go.
- Those who do not pass will not be allowed to enter.
VISITOR POLICY (cont.)

Your caregiver must:

- Wear a mask at all times
- Keep 6 feet away from others
- Wash hands regularly
- Stay with the patient
- Follow the directions of staff

If allowed, your caregiver may stay with you until you go into your appointment.

PATIENT MASKS

Social distancing means keeping 6 feet away from other people. That’s one of the best ways to prevent the spread of infection.

But that isn’t always possible. At Stanford Health Care, each patient will be asked to wear a mask.

- Wear your mask at all times.
- If your mask gets dirty, wet, or damaged, ask your care team for a new one.

IF YOU ARE COVID-19 POSITIVE

If you test positive for COVID-19 your doctor and care team will work with you on your care plan.
At Stanford Health Care, we want to give you guidance on how to prepare for your appointment. With our policies on COVID-19 prevention, you can feel safe while visiting our facilities.

**MYHEALTH**

Before your appointment be sure to enroll for MyHealth. MyHealth is a Stanford Health Care app that allows you and your caregiver to stay informed. This helps you to manage your care.

With MyHealth, you can easily access your health information. You can also schedule appointments, pay bills, and more.

Using MyHealth, you can communicate quickly and securely with your care team. MyHealth also enables you to have safe and private video visits with your health care team.

### Enrolling in MyHealth

- You can download the MyHealth app from the app store on your smartphone. Or you can go directly to the website to register.
- Learn more at: stanfordhealthcare.org/for-patients-visitors/myhealth.html

### Caregiver access

MyHealth’s feature, “share access,” allows caregivers to see your medical information. That may help them manage your care. When you grant share access to a caregiver, they will be able to:

- See test results
- See portions of your health record
- Request appointments on your behalf
- Send messages to your care team

Learn more at: stanfordhealthcare.org/for-patients-visitors/myhealth/share-access.html
PATIENT DROP-OFF

To keep everyone safe, we will limit visitors at Stanford Health Care. We encourage visitors to wait outside the facility.

Please visit our website for the latest updates:

- You may be dropped off or family members may walk with you to the entrance.

- Stanford staff is on hand to help patients needing wheelchairs.

- Visitors may park in the Stanford Health Care parking lot. Please be aware that underground floors may have poor phone service.

- Contact Stanford Health Care’s Guest Services to get information on local services such as:
  - Food and restaurants
  - Restrooms
  - Parking
  - Local accommodations

- Guest Services telephone numbers:
  - Palo Alto: 650-498-3333
  - ValleyCare: 925-847-3000
PATIENT SCREENING

- You will be asked if you have any COVID-19 symptoms by a screener at the entrance.
- You will be given a mask to wear before you enter the clinic.
- The screener may confirm you are scheduled for an appointment. They may also confirm you’re at the correct location.

WHAT TO BRING

- We ask patients to bring only the items necessary for your appointment. That includes identification, insurance card, and questions for your care team.
- Please keep all other items at home.
You have many resources and services available to you at Stanford Health Care. We can support you, keep you safe, and help you stay informed and connected.

We are here for you.

GUEST SERVICES

Our Guest Services team will help you navigate our facilities. We’ll let you know about support resources and programs.

Call Guest Services at (650) 498-3333.

STANFORD HEALTH LIBRARY

Stanford Health Library provides information about COVID-19 and resources about self-care and for caregivers. Our health librarians are ready to help you and your loved ones find information you can trust about your health and care.

Learn more at: healthlibrary.stanford.edu/selfcare.html

STANFORD CAREGIVER CENTER

Caregiving is hard work. Our Caregiver Center team helps families navigate the healthcare system and coach them through the caregiving process.

Learn more at: healthlibrary.stanford.edu/caregiver-center.html

STANFORD HEALTH RESOURCE HUB

We offer an online database for you to search and connect with free and reduced-cost health resources and services.

Learn more at: stanford.auntbertha.com
STANFORD HEALTH CARE COVID-19 POLICIES

☐ Review policies for visitors and patient masking

MYHEALTH

☐ Register for MyHealth account
☐ Download MyHealth on your phone or tablet
☐ Share access to MyHealth with your caregivers

STANFORD RESOURCES

☐ Contact Guest Services to learn more about parking, restrooms, local food and places to stay.
☐ Explore Stanford resources and share with family and caregivers