Many of you have waited weeks for care and treatment. Following the recommendations of health officials, we are carefully resuming outpatient procedures and surgeries.

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

We welcome you back to receive the care you need.
Having an outpatient procedure or surgery at Stanford Health Care
Keeping you safe

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 the facility
- Screen patients, visitors, and staff for COVID-19 symptoms before entering our facilities
- Test patients for COVID-19 before certain outpatient procedures
- Consider the safety of the location where you will stay after you leave. This will lower the risk of COVID-19 infection and help you recover.

**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
VISITOR POLICY

Our primary goal is to keep our patients and staff safe. Still, we know caregivers are important to your wellbeing.

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

**Your care team will determine if you can have a caregiver with you. They will make this decision during your call with them before your procedure or surgery.**

- If you meet these requirements, the 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

All caregivers must wait outside or offsite during the procedure or surgery. The care team will call the caregiver after the procedure or surgery.

If allowed, your caregiver may stay with you until you go to have your procedure or are brought into surgery.

PATIENT MASKS

Social distancing is 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 BEFORE YOUR PROCEDURE

If you test positive for COVID-19 before your scheduled procedure:

- Your doctors and care team will work with you on your care plan. They will consider how urgent the procedure is. They will also consider how the infection might affect your recovery.

- Your care team may decide your outpatient procedure should be delayed. If so, they will tell you how to home quarantine and check your symptoms. You will be retested before having the procedure.

- Your doctor may decide that your outpatient procedure should continue. If so, our care teams will take the utmost caution.
  - They will use special personal protective equipment.
  - The teams will follow county reporting rules for public health.
As Stanford Health Care, we want to help you prepare for your outpatient procedure. Our policies on COVID-19 will help keep you safe and keep family and friends up to date.

**WHAT YOU CAN AND CANNOT BRING**

We ask patients to bring only the belongings necessary for your care such as glasses, hearing aids, or phones. Please keep all other items at home.

**MYHEALTH**

Before your outpatient procedure, be sure to register you and your caregiver for MyHealth.

MyHealth is a Stanford Health Care app that allows you and your caregiver to stay informed and to manage your care.

With MyHealth, you can easily access health information such as test results, medications, and past visit notes. You can also schedule an appointment, pay bills, and more.

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
MYHEALTH (cont.)

Caregiver access

MyHealth’s feature, “share access,” allows caregivers to see your medical information. With this, they can also help you manage your care.

It’s the best way to share information while maintaining your rights to privacy. When you grant share access to a caregiver, they will be able to:

- See test results
- See parts of your health record
- Request appointments for you
- Send messages to your care team

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

IMPORTANT MEDICAL DOCUMENTS

Completed Caregiver Contact Form

- If family or caregivers cannot be with you during your outpatient procedure, it will be important to name who your care team should update about your care.

- This form lists the person that you want your care team to talk to about your care and treatment. It can be found in this guide, so be sure to bring it with you to your scheduled outpatient procedure.

Advance Health Care Directive

- This document spells out your preferences for medical care in case you cannot speak for yourself. It also names your medical decision maker.

  Learn more at: med.stanford.edu/palliative-care/patientsandfamilies/ACP.html

- A medical decision maker can speak for you if you cannot speak for yourself. They can make sure your doctors know about the care you want. Let your medical decision maker know you chose them before your outpatient procedure.
Your care team will work with you and your caregiver to plan your care once you leave the clinic. This planning may occur by phone or video call.

Your plan may include instructions such as:

- When to call the doctor
- Medicines
- Wound care
- Activity
- Nutrition
- Follow-up appointments
- Any special instructions

Caregiver training

Your caregiver may need training for your care at home. This could include caring for a wound, giving you medicines, or managing medical equipment.

If so, they will be allowed to visit you in the clinic for that training. Your caregiver will be expected to follow all steps required to prevent the spread of infection.

Be sure to review the visitor policy section of this guide for details.
Health officials continue to update COVID-19 guidelines. As that happens, we will adapt our policies.

Please visit our website for the latest updates: stanfordhealthcare.org/stanford-health-care-now/2020/novel-coronavirus/updated-visitor-policy.html

PATIENT DROP-OFF

We will limit visitors at Stanford Health Care to prevent the spread of infection. We encourage visitors to wait outside the facility to keep everyone safe.

- You may be dropped off, or family members may walk with you to the facility entrance.
- Stanford staff is on hand to help patients who need 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 facility entrance.
- You will be given a procedure mask before entering the hospital.
- The screener may confirm you are scheduled for an outpatient procedure or surgery. They may also confirm you’re in the correct location.

**REGISTRATION**

- After you are screened you will go to registration.
- You will be asked to confirm your caregiver's contact information. That lets your care team keep your caregiver informed of your progress. You can use your completed Caregiver Contact Form (found in this guide) to remind you of your contact information.
- Remain in the waiting room until a pre-operation nurse gets you.
- You will be given a “belongings bag” for all your personal items. Be sure to keep your Caregiver Contact Form to show your care team.
You have many resources and services available to you during your time at Stanford Health Care. We are here to support you, keep you safe, and help you stay informed and connected.

**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
**YOUR CHECKLIST**

**STANFORD HEALTH CARE COVID-19 POLICIES**

- Review policies for visitors and patient masking
- Get tested for COVID-19, if required, and discuss with your care team
- Review list of what you can and cannot bring to the facility

**MYHEALTH**

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

**MEDICAL DOCUMENTS**

- Complete Caregiver Contact Form and bring it with you
- If you have an Advance Care Directive, bring it with you or upload to MyHealth

**PATIENT DROP-OFF**

- Make plans to get dropped off or to walk to the facility entrance.
- Contact Guest Services to learn more about parking, restrooms, local food and places to stay.

**STANFORD RESOURCES**

- Explore Stanford resources and share with family and caregivers
Use this form to identify one individual that you would like your care team to communicate with about your care and treatment.

**CAREGIVER INFORMATION**

Full Name:  
____________________________________________________________________________________

Relationship to Patient:  
____________________________________________________________________________________

Tel #  
____________________________________________________________________________________

Email:  
____________________________________________________________________________________

**WHAT I WANT MY CARE TEAM TO KNOW ABOUT ME:**

Preferred Name:  
____________________________________________________________________________________

Interests and hobbies:  
____________________________________________________________________________________

My personality:  
____________________________________________________________________________________

Other:  
____________________________________________________________________________________