Many of you have waited weeks for surgeries and procedures delayed by the COVID-19 pandemic. Health officials now have recommended that hospitals resume essential procedures. We welcome you back to receive the care you need.

Stanford Health Care’s top priority is making sure you get the safest, highest quality care, especially during these challenging times.
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 before your surgical procedure, as appropriate, using your smartphone, mobile device or computer
- Limit visitors to prevent the spread of infection
- Place masks on you — and our health care workers — when you enter the hospital
- Screen all patients and staff for COVID-19 symptoms before entering the hospital
- Test all patients for COVID-19 before admission or a surgical procedure
- Place COVID-19 patients in specific areas reserved for them within our hospital for safety
- Consider the safety of the location where you will stay after you leave the hospital. This will lower the risk of COVID-19 infection and help recovery.

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.

State and local health officials are continuously updating guidance. Visit our website for the latest updates: stanfordhealthcare.org/visitorpolicy.

**VISITOR POLICY - BEFORE SURGERY**

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 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.

All caregivers must wait outside or offsite during the surgery. The care team will call the caregiver after the surgery.
You may be allowed visitors depending on state and county public health guidance. Visit our website at stanfordhealthcare.org/visitorpolicy for the most current information.

If a visitor is allowed, the visitor will be screened for symptoms of COVID-19 every time they enter the hospital. If the visitor does not pass the screening, they will not be allowed to enter.

- Children under age 16 may visit a parent or legal guardian if they pass screening. They must be accompanied by an adult (for a total of 2 visitors).
- Patients at end of life will be allowed up to 5 visitors during this time.

Visitors who are allowed must:

- Be screened for COVID-19 symptoms at the entrance
- Wear the mask given to them at all times
- Use hand sanitizer when entering the hospital, and when entering and leaving the patient’s room.
- Go directly to the patient’s room
- Stay in the patient’s room, and leave and re-enter only once per visit
- Not linger in hallways or waiting rooms
- Not stay overnight
- Keep 6 feet away from others
- Wash hands regularly
- Follow staff instructions

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.

- You will receive a procedure mask when you enter the hospital.
- Wear your mask at all times around others. You may remove your mask when you are alone in your room. Put it on again when you leave your room or when other people enter the room.
- 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 and how the infection might affect your recovery.

- **If your care team decides your surgical procedure should be delayed, they will tell you how to home quarantine and check your symptoms.** You will be retested before having the procedure.

- **If your doctor decides that your surgical procedure should continue, our care teams will take the utmost caution.**
  - They will use special personal protective equipment.
  - You will be placed in a special unit to prevent spread of COVID-19.
  - The teams will follow county reporting rules for public health.
At Stanford Health Care, we want to give you guidance on how to prepare for your hospital visit. With our policies on COVID-19 prevention, you can be safe and stay connected with friends and family during your stay.

WHAT YOU CAN AND CANNOT BRING TO THE HOSPITAL

We ask patients to bring only the belongings necessary for your care. Please keep all other items at home or with family.

Not accepted:
- Extra clothes
- Purses, shoulder bags, jewelry
- Books, framed pictures, blankets

Accepted:
- Medicines not available at our pharmacy
- Items needed for care (such as glasses or hearing aids)
- Phones and mobile devices

MYHEALTH

**MyHealth** is a Stanford Health Care app that allows you and your caregiver to stay informed. It delivers updates on your care to your phone or laptop during your hospital stay. You and your caregiver can also learn more about your care team while you are in the hospital.

MyHealth also enables you to have safe and private video visits with your health care team once you leave the hospital.

Be sure to register both you and your caregiver for MyHealth before your surgical procedure.
MYHEALTH (cont.)

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,” can be your family’s window into your progress during your stay. When you grant share access to a caregiver, they will be able to see:

- Test results
- Medications
- Mobility and pain goals
- Information related to your discharge plan

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

IMPORTANT MEDICAL DOCUMENTS

Completed Caregiver Contact Form

- If your family or caregiver cannot be with you during your hospital stay, it is 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 surgical 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 surgical procedure.
VIDEO VISITS

We understand how important it is for you to receive support from your loved ones during your hospital stay. Although some visitors are allowed at Stanford Health Care, video calls can also help you stay connected.

Make sure to bring your mobile device, such as a smartphone or tablet. If you do not have one, you can ask for an iPad from Guest Services or your care team during your hospital stay.

Before your surgical procedure, be sure to:

- Talk over how you want to connect with friends and family during your stay.
- If you want to make video calls, choose an app to use (like Zoom, FaceTime, or others). Download it to your phone or laptop.
  - Learn more at: healthlibrary.stanford.edu/patient-info/video-calls.html
- Do a few test video calls with friends and family at home, before you come to the hospital.
- Bring device chargers and label them with your first and last name.

PLANNING FOR CARE AFTER YOU LEAVE THE HOSPITAL

Your care team will work with you and your caregiver to plan your care once you leave the hospital. This 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 tube feeding, wound care, and giving you medicines.

If so, they will be allowed to visit you in the hospital 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/visitorpolicy.

**PATIENT DROP-OFF**

To keep everyone safe from COVID-19 infection, a limited number of visitors are allowed at this time in Stanford Health Care facilities.

- If you do not have a caregiver accompanying you, you may be dropped off, or family members may walk with you to the hospital 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 current information on local services such as:
  - Food/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 surgery. They may also confirm you’re in the correct location.

PRE-ADMISSION/REGISTRATION

- After you are screened you will go to pre-admission and registration.
- You will be asked to confirm your caregiver’s 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 the hospital. We can also help you connect with your loved ones. We'll help them with deliveries and can provide you with an iPad for video calls.

*Call Guest Services at (650) 498-3333.*

**VIRTUAL VISITORS**

Spiritual Care Service volunteers are available to provide virtual companionship through a phone call during your hospital stay. These volunteers can offer a listening ear, conversation, or support.

*Ask your care team for more details.*

**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](http://healthlibrary.stanford.edu/selfcare.html)*

**STANFORD CAREGIVER CENTER**

Caregiving, especially after surgery, 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](http://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](http://stanford.auntbertha.com)*
YOUR CHECKLIST

STANFORD HEALTH CARE COVID-19 POLICIES

☐ Review policies for visitors, patient masking and testing
☐ Get tested for COVID-19 and discuss your results with your care team
☐ Review list of what you can and cannot bring to the hospital

MYHEALTH

☐ Register for MyHealth account
☐ Download MyHealth on your smartphone
☐ 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

MOBILE DEVICES

☐ Download video meeting app to your phone or tablet
☐ Test video calls with friends and family at home
☐ Pack your phone or tablet chargers and label them with your first and last name.

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
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: ____________________________________________