Staff Talking Points | Level 3 Visitor Restrictions

The following talking points are meant to help you have conversations with patients about the elevated Level 3 visitor restrictions at all Mission Health hospitals. We understand there will be questions, and perhaps concerns, from patients and their families. When using these messages, please be mindful of your tone and body language. Please display a calm demeanor and be warm and compassionate in your conversations with patients about this issue. Thank you for your commitment to the health and safety of our patients, visitors and your colleagues.

For Patients:

- Mission Health has well-established protocols in place to care for patients with infectious diseases, and we have been working diligently to ensure we’re prepared for COVID-19.

- Earlier today, we learned a patient at Mission Hospital tested positive for COVID-19. We immediately activated our protocols for handling COVID-19 cases. I want you to know that patient has been isolated, and we are following all our precautions to ensure the safety of our patients, like you, and our colleagues.

- In the last few weeks, as we often do during heavy influenza outbreaks, we’ve had visitor restrictions in place to protect our patients and loved ones. I want to let you know that today, we’ll be limiting visitation even further.

  Until further notice, we will not be allowing any visitors to patients in our facilities.

- These new restrictions do not affect our pediatric and labor and delivery patients, who will be allowed to have one adult visitor with them at a time. [Note – we will allow the AOC to make exceptions for patients at the end of life, but do not include this as a general talking point unless needed.]

- I know this may be difficult, and I wish the situation was different. We’re taking every precaution to protect you and your loved ones. We take your health and care very seriously, and we’re committed to ensuring you’re safe while you’re here at (facility).

- As a member of your care team, I am here for you. Is there anything I can do to help you feel more connected to your loved ones while you’re with us?

- This situation is evolving very rapidly and we’re continuing to work in partnership with our local and state health department to monitor things closely. We will continue to share any further information with you as it becomes available.

For Visitors and Family Members:

- Mission Health has well-established protocols in place to care for patients with infectious diseases, and we have been working diligently to ensure we’re prepared for COVID-19.
• Earlier today, we learned a patient at Mission Hospital tested positive for COVID-19. We immediately activated our protocols for handling COVID-19 cases. I want you to know that patient has been isolated, and we are following all our precautions to ensure the safety of our patients, visitors and colleagues.

• In the last few weeks, as we often do during heavy influenza outbreaks, we’ve had visitor restrictions in place to protect our patients and loved ones. I want to let you know that today, we’re limiting visitation even further.

• The health and safety of our patients and colleagues is our top priority and until further notice, we will not be allowing any visitors to patients in our facilities. I know this is hard, but I’m going to need to ask you to say goodbye now. [Note – we will allow the AOC to make exceptions to allow one visitor for patients at the end of life, but do not include this as a general talking point unless needed.]

• I know this may be difficult, and I wish the situation was different. I want you to know we’ve taken this step to protect your loved one. We take our patients’ health and care very seriously, and we’re committed to ensuring they’re safe while they’re here at (facility).

• We also take your health seriously, and as this situation evolves, we encourage you to take care of yourself and practice social distancing.

• As a member of your (relationship)’s care team, I’ll be here for them and we’ll help them stay connected to you while they’re with us. Please let us know if there is anything we can do to help you feel more connected to your loved one.

• This situation is evolving very rapidly, but we’re continuing to work in partnership with our local and state health department to monitor things closely. We are committed to staying in touch and will let you know if anything changes as the situation evolves.