

# ELECTIVE PROCEDURE PATIENT INFORMATION

## A Note from the CEO: - A commitment to your safety -



**Oneida Health**  
*exceptional care... always*

Dear Patient,

We understand that there is a lot of uncertainty at this time due to the pandemic. While many hospitals in New York State have been heavily impacted by COVID-19 patients, we have not. When we have admitted a COVID-19 patient in our facility, we have isolated them to designated areas. This has worked extremely well and as a result, all patients, both COVID-19 and non-COVID-19, have received exceptional care.

Our care team has remained committed to doing everything it takes to provide a safe environment for all patients. We have implemented all guidelines provided by the CDC and our government, ensuring that staff, providers, and patients are cared for in the safest environment possible. Rest assured, every precaution that can be taken, has been.

Thank you for choosing Oneida Health for your procedure. We look forward to caring for you.

## Patient Safety 2.0 @ Oneida Health

There are a number of processes we have put in place to keep you safe prior to, during, and following your procedure:



### Pre-Screening for COVID-19

All procedure patients will be tested 3 days prior to their procedure date and will only be permitted to have their elective procedure completed if they test negative. The testing will be completed at the front entrance of the hospital, by our nurses, from the comfort of your car.



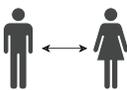
### Pre-admission Testing

As in all procedure cases, our Pre-Admission Testing team will be in touch with you prior to your procedure to gather your medical health history, medication list, and to review pre-procedure prep. When possible, this will be completed over the telephone. Only high risks patients will be required to have a face-to-face pre-procedure testing appointment.



### COVID-19 Screening on the Day of Your Procedure

Upon entering the hospital, you will be screened by our security team for COVID-19 related symptoms. This is another layer of precaution to keep a safe environment for you, staff, providers, and patients.



### Social Distancing Policies in Effect

Our team follows strict social distancing policies to keep you safe. After being directed to the Ambulatory Surgery Waiting Room, you will notice we have eliminated chairs to support healthy social distancing protocol. Our goal is to minimize any wait in the waiting room to as brief as possible. Security will inform our staff when you have arrived and they in turn will escort you to a designated area.



### Proper PPE+

Prior to entering the Operating Room Suite, every staff member you will meet will be wearing a protective face mask and face shield. Don't be alarmed. This is meant to keep you and them safe.



### Private Rooms

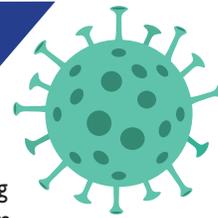
Upon leaving the Ambulatory Waiting Room, every patient will be escorted to a private room. These rooms are disinfected between every patient using protocol provided by the CDC. You will be brought from your private room, right to the Operating Room Suite where your procedure will be performed. After time in our Recovery Area, you will be returned to your private room for discharge.



### Cleaning Protocol

We have always had some of the lowest infection rates in New York State. This is a testament to our dedication to disinfecting areas to provide safe care to our patients prior to COVID-19. All patient areas are cleaned using the highest suggested disinfectant currently recommended by the CDC, including the use of COVID-19 disinfecting wipes and sprays. These efforts are further enhanced by the use of Tru-D, a state of the art ultraviolet light which reflects throughout the room killing any bacteria or virus that may have been missed with conventional cleaning methods.

# What can I do to keep myself safe?



## Stay Home and Practice Social Distancing

Prior to, but especially following being tested for COVID-19 as part of our Pre-Screening process, remain isolated and practice strict social distancing leading up to your procedure. This includes anyone who may reside in your home. This will help ensure you do not contract the COVID-19 virus between testing and your procedure.



## Wash, Wash, Wash, Your Hands

Washing your hands is still the best way to stay healthy. Throughout our facility you will notice hand sanitizers on the wall. Please use them at every opportunity. We also encourage this practice while you are at home or when you are out.



## Wear Proper PPE

Prior to arriving to our facility and after you arrive, wear a mask. Avoid touching your face or mask at all times. This will help keep you free of infection. If you don't have a mask, we can provide one for you.



## Limiting Contact to Surfaces

COVID-19 spreads through droplets. Avoid touching surfaces whenever possible. After coming in contact with a surface, wash your hands, especially before touching your face or face mask.

## QUESTIONS

# FAQ

ANSWERS

For questions about your procedure,  
please call: 315-361-2164

### Can I bring a visitor with me?

As required by federal and state orders, we have activated a Visitor Response Plan. Patients will not be permitted to have a visitor except for in the following cases:

- Pediatric patients can have one parent or guardian with them prior to and following the procedure.
- Patients for whom a support person has been determined to be essential to their care (medically necessary) including patients with intellectual and/or developmental disabilities, cognitive impairments including dementia, will be allowed one support person.

Any approved visitor will be expected to follow our PPE protocol guidelines as instructed by our team

### What do I do if I develop symptoms before my procedure?

If you have developed a cough, fever, or have trouble breathing prior to your appointment, please call your physician's office as soon as you can.

### How do I schedule my Pre-Screening COVID-19 appointment?

Once your physician submits an order for a COVID-19 Pre-Screening, please call our COVID-19 Pre-Screening Test Line at 315-570-1175. Appointments are available Monday-Friday from 9am-5pm and are completed from the comfort of your car. Appointments typically take about 15 minutes after you arrive.

### What if I need to come in for Pre-Admission Testing?

Patients who require a face-to-face for pre-procedure testing will be encouraged to come in following their COVID-19 Pre-Screening appointment. Upon entrance to the facility, you will be screened, asked to wear a mask, and we will limit your visit to only the areas where you need to be seen. Our security team will provide you with direction.

### How will my family be informed of my procedure result (when appropriate)?

Prior to your procedure, we will ask you for a contact name and phone number. Once your procedure is completed, we will call them and discuss the procedure result, again, only when appropriate.

### If I'm not allowed a visitor, how will I arrange my transportation?

Once you are ready to be discharged, one of our nurses will contact the individual you identified prior to your procedure. We will provide a personal escort to your transportation outside the main entrance of our hospital.



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