



April 1, 2020

Dear Golden Opportunity Members,

Further in connection with the precautions and restrictions resulting from COVID-19, we would like to share the following information provided by Ochsner.

Know the signs and symptoms of coronavirus (COVID-19) and what to do

Symptoms can be very similar to the flu or cold. If you develop these symptoms or have been in contact with someone known to have COVID-19, **contact the Ochsner COVID-19 Info Line, our free nurse care line, 1-844-888-2772.**

For general information, dial the Louisiana hotline, 211, or text the keyword LACOVID to 898-211.

Ochsner Health Updated Visitor Policy

Your health is our priority. Due to recent events with COVID-19, we have temporarily modified our visitor policy.

March 18, 2020 - Ochsner Visitor Policy

For the safety of our patients, your loved ones, our employees and our community, we are following the State of Louisiana Office of Public Health requirement to limit potential exposure of COVID-19 to patients.

We currently have a **zero-visitor** policy with limited exceptions. Only under the conditions below are visitors allowed to see patients and **then only one visitor is allowed per day.**

- **Essential Visitors** include:
 - Laboring moms – **spouse/partner**
 - Pediatric patients (excluding NICU) — **Parent/Guardian (one per day)**
 - End of Life situations (including NICU)– **spouse/significant other/adult children**
- The patients are restricted to **one Essential visitor per day.**
- All **Essential Visitors** will be screened through temperature checks and appropriate questioning.
 - Patients with a visitor who we have deemed essential will be limited to **one visitor per day.**
 - Visitors should **stay in the patient room for the duration of the visit.**
 - Essential Visitors will be provided **one mask** and should keep it for the **duration of their visit** (even if returning the following day).
 - Screening questions:
 - Fever greater than 100.4*
 - Cough
 - Shortness of breath
- An Essential Visitor cannot be someone who is a **Restricted Person**
 - **Restricted Person =**
signs or symptoms of respiratory infection-
 - *Do you currently have a cough, shortness of breath, wheezing, or fever?*

- in the last 14 days has had contact with someone with a confirmed diagnosis of COVID-19 or is under investigation for COVID-19 or has been or is currently ill with respiratory illness, or
- *Have you had contact with a person confirmed with, tested for or showing symptoms of COVID-19 in the last 14 days?*
 - has been on international travel within the last 14 days to countries with sustained community transmission
- *Have you traveled in the last 14 days to UK, China, Italy, South Korea, Iran, or Europe?*

Clinic Visitors

- There should be NO visitors for clinic visits, except for pediatric visits with **one parent**.
- Clinic patients requiring assistance with ambulation or entrance into the clinic will be assisted by OHS personnel.
- Each clinic site will develop a protocol to enable patients to get to/from their car to their visit.

Connect with Your Provider

1. See a provider from home with an Ochsner Anywhere Care virtual visit. Ochsner Anywhere Care virtual visits offer immediate access to a healthcare provider from your smartphone, tablet or computer. Free prescription delivery now offered to your home or office within a 20-mile radius of any Ochsner pharmacy. Where to find: Obar, Pharmacy, Total Health Solution, Fitness Center



2. Message your provider with questions through MyOchsner. Attached are instructions if you wish to sign up for this service.

In closing, it is highly recommended that you visit the Ochsner Health COVID-19 website frequently to view current information. <https://www.ochsner.org/coronavirus>

We care about your health and wellbeing. As time goes by, we will keep in touch with you regarding the reinstatement of events and other Ochsner news, but in the meantime, please follow the recommended guidelines for maintaining healthy habits.

Thank you,

Christie Irew

North Shore Program Coordinator
985-875-2799

Alina Nelson-Jones

West Bank Program Coordinator
504-371-6541

Chen Shu

South Shore Program Coordinator
504-842-7000

Cindy Weiss

Baton Rouge Program Coordinator
225-755-4984