



COVID-19 Update

Effective March 18, 2020, 11 a.m.

Information is changing rapidly. Updates will be provided as necessary.

St. Luke's McCall is implementing new protocols to manage the hospital and clinic parking lot entrance and exit for the time being. Access is from Forest Street. The East driveway, adjacent to the hospital, will be the entrance and the West driveway, adjacent to the clinic, will be the exit.

St. Luke's McCall is NOT conducting drive through screenings at this time.

If you are NOT seeking care or accompanying someone in need, please do not come to the hospital or clinics.

We are implementing this protocol to protect the health of our patients and health care team to reduce the spread of the coronavirus, COVID-19.

Thank you for your cooperation.

WHEN

From 8 a.m. to 6 p.m., Monday through Friday and 9 a.m. to 3 p.m. on Saturday. All patients, visitors and contractors will be greeted in their car when entering the St. Luke's hospital and clinic parking lot. Currently afterhours and Sunday verbal risk screening will be completed at registration.

WHAT TO EXPECT

Patients arriving by ambulance will be immediately directed to the emergency department.

Staff will greet you in the parking lot. They will ask if you are here to visit the clinic or hospital. Patients seeking emergency care will be directed to the emergency department with appropriate personal protective equipment (face mask) after determining chief complaint.

Anyone entering the hospital or clinic is subject to a verbal COVID-19 risk screening.

Anyone with respiratory symptoms (cough or fever) are required to wear a face mask before entering the hospital or clinic and will need to continue to wear throughout their visit or appointment. Except during required treatment or testing.

Those requesting non-emergent evaluation of upper respiratory symptoms or concerns of coronavirus (COVID-19) exposure will be directed to the appropriate building to receive care.

McCall Medical Clinic has been set up a designated evaluation area for patients experiencing non-emergent respiratory symptoms. This allows us to reduce potential exposure to COVID-19 and safely see patients with other concerns at Payette Lakes Medical. Existing clinic services done at McCall Medical have been moved to other locations on campus.

Those presenting for scheduled appointments will need to complete a COVID-19 verbal risk screening and will be directed to the appropriate building for your care needs. You will be given a face mask if necessary.

Sample of questions of verbal COVID-19 risk screening:

- Do you have signs or symptoms of a respiratory infection, fever, cough, shortness of breath?
- In the last 14 days have you had contact with anyone with confirmed COVID-19 or someone under investigation for COVID-19?
- Have you traveled within the last 14 days outside of Idaho or US or in areas with sustained community transmission?

CHANGE TO VISITOR POLICY

Visitors are limited to one per patient. No visitor may be under the age of 14-years-old. No one who has risk factors to exposure to COVID-19, regardless of if they have symptoms or not, will not be allowed into the hospital.

Visiting Hours - 7 a.m. to 7 p.m.

No visitors allowed after 7 p.m.

Visitors who answer yes to any of the above questions will be asked not to visit the hospital or clinic for the safety of their loved ones, our patients and staff.