Frequently Asked Questions for Resurgence Patient Communications

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Safety Questions:

➡️ What precautions is Penn Medicine taking to make sure the environment is safe for me?

- Even before the COVID-19 pandemic came to our region, Penn Medicine has been working and planning to ensure continuity of care for our patients to keep them, their families and our staff safe. Now, as we work to implement our plans to resume some procedures and surgeries which were deferred to protect patients in March and April and shift more appointments that were conducted virtually back to our facilities, we are focused on continuing the safety procedures, which have included:

  ✓ Screening all patients, visitors and staff for symptoms every day. Patients with symptoms are referred for testing and their appointments are rescheduled if they test positive for COVID-19. Staff with symptoms are tested and those whose test are positive must stay home until they are fully recovered.
  ✓ Thermal screening of all patients, visitors, and staff every day.
  ✓ Universal masking policy which requires all staff, patients, and visitors to wear masks or face coverings at all times.
  ✓ Before surgeries requiring general anesthesia or intubation, each patient has a COVID-19 test 24-48 hours prior to admission. If a patient tests positive, a decision will be made between the patient and his or her surgeon regarding the safety of delaying the procedure.
  ✓ Surgical waiting areas, as well as pre- and post-operative areas have been configured to promote physical distancing.
  ✓ Each operating room is thoroughly cleaned in accordance with infection control guidelines between cases.
  ✓ Waiting areas are cleaned several times per day, in accordance with infection control guidelines.

➡️ What precautions should I take when I come in for an appointment or surgery?

- 24 hours prior to your appointment, you will receive an automated text or call that is designed to screen patients for COVID-19 symptoms. Please respond to the text or answer that call. If you have any symptoms that could be consistent with COVID-19 (these include fevers, chills, cough, loss of sense of taste or smell, muscle pain, headache, or sore throat), you will receive a call back from a Penn Medicine nurse. He or she will review your symptoms with you and determine if you need a COVID-19 test, a telemedicine visit, or if you should reschedule your appointment or surgery.
- Wear a face covering or mask to your visit, procedure or surgery.
Is there someone I can talk to if I feel anxious or scared to come in for care?

- Patients feeling anxious or who have concerns about coming in for care should call our hotline at 833-983-1350 to speak with one of our highly-trained and compassionate nurses. Our care teams include specialists in behavioral health. We can connect you with a behavioral health specialist who can talk with you.

Do Penn Medicine staff and physicians have the protective equipment they need to keep me safe?

- Yes, we have sufficient PPE to ensure that you and our staff are safe. All of our staff have face masks, respirators if indicated, face shields or goggles, gowns and gloves.

What is Penn Medicine doing to make sure I don’t come in contact with someone who has COVID-19?

- We are testing symptomatic patients and employees for COVID-19.
- We are testing patients for COVID-19 prior to surgery and procedures requiring general anesthesia or intubation or deemed high risk.
- Surgical waiting areas, as well as pre- and post-operative areas have been configured to promote physical distancing.
  - **HUP-Specific**: We are caring for patients in a specific COVID unit in our hospital that is separate from other patient care areas, in order to optimize our infection control practices and protect patients and staff.

Is there a difference at different locations?

- No. All of our hospitals and ambulatory practices are taking the same precautions to prevent exposure to COVID-19.

What will it be like in the waiting room? Will you limit the number of people? Will people be required to wear masks? Will we have to wait six feet apart?

- Everyone is required to wear a face covering or mask. If a patient or support person does not have one, we will provide one.
- We enforce physical distancing of at least 6 feet and our waiting rooms have been reconfigured to only allow a limited number of people in them at one time.
- Efforts are underway to expand contactless check-in and check-out registration procedures.

Where do I park? Is there valet parking?

- Valet service is temporarily suspended at all Penn Medicine locations to limit COVID-19 exposure. Garage and outdoor parking, drop-offs, shuttle service and patient escorts are still available. We recommend you call your provider’s office if you have questions about parking or visit Penn Medicine’s website, which has location-specific parking details.
How are the facilities cleaned between patients? Exam rooms, equipment, other? How frequently is the waiting room cleaned?

- Operating rooms and exam rooms are thoroughly cleaned in accordance with infection control guidelines between each case.
- Waiting areas are cleaned several times per day, in accordance with infection control guidelines.

Procedure Prioritization:

What criteria is Penn Medicine using to prioritize which types of patients/procedures should come in?

- Surgical and procedural practices will prioritize patients based on medical condition, risk for disease progression, a patient’s decision to have surgery or procedure, and resource consumption – including the availability of medical-surgical and ICU beds, and key resources including anesthesia, testing, blood products, PPE and other supply chain items.

Can I postpone my surgery? What are the risks of postponing my surgery?

- It is important that you discuss this with your doctor so you can make an informed decision based on your medical condition.

What is an elective surgery?

- When a surgery is considered ‘elective,’ it does not mean it is optional. An elective surgery is a medically-necessary procedure that you and your surgeon decide when to schedule, together. Urgent, or emergency surgeries, on the other hand, may be life threatening and cannot be scheduled in advance.

I was scheduled for a [joint replacement.] You say it’s elective but I’m in a ton of pain. Why can’t I get it now?

- A [joint replacement] is an example of an elective surgery. However, when a surgery is considered ‘elective,’ it does NOT mean it is optional. An elective surgery is a medically-necessary procedure that you and your surgeon decide when to schedule, together. It is important that you discuss your pain with your doctor so you can make an informed decision based on your specific medical condition.

I have a lab order from my physician. How long will it take to get done?

- The Laboratory Patient Service Centers are prioritizing orders for patients who require urgent laboratory testing. If you have routine or non-urgent lab testing orders from your provider that can be delayed safely, we ask that you postpone those orders so our lab professionals can focus on urgent testing. If you aren’t sure how long you can safely delay, please speak with your provider.
Testing:

Do I need to test negative for COVID-19 before I have my surgery? How does that process work? What happens if I test positive?

- All patients are being tested for COVID-19 if their surgery requires general anesthesia or a breathing tube. If you test negative, your surgery will proceed as planned. If you test positive, a decision will be made between you and your surgeon regarding the safety of delaying your procedure. In most cases if your surgery is not of an emergent nature, it will be delayed for a short period of time to make sure that you stay healthy. We do have practices in place to be able to perform surgeries safely on patients with COVID-19 if they are of an emergent nature. You may be asked to have a repeat COVID test in 1-2 weeks if you test positive and continue to have no symptoms, to re-evaluate the timing of your surgery.
- Yes, all patients must have a negative COVID-19 test 24 – 48 hours before surgery, if their surgery requires general anesthesia or intubation.
- We offer testing at our testing sites at 40th and Market Street, Penn Medicine Radnor and in Cherry Hill. The full list, including testing locations for surgical patients, as of 4/30/20 is:

<table>
<thead>
<tr>
<th>Location</th>
<th>COVID19 symptomatic tests</th>
<th>COVID19 asymptomatic presurgical tests (&quot;pink ticket&quot;)</th>
<th>Monday - Friday Hours</th>
<th>Sunday Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off-site testing @ Radnor (250 King of Prussia Road)</td>
<td>Y</td>
<td>Y</td>
<td>10am-4pm</td>
<td>no</td>
</tr>
<tr>
<td>Off-site testing @ West Philly (4122 Market St. Parking Lot)</td>
<td>Y</td>
<td>Y</td>
<td>10am-4pm</td>
<td>no</td>
</tr>
<tr>
<td>PPMC PAC 1</td>
<td>N</td>
<td>Y</td>
<td>7am-4pm</td>
<td>8:30am-12:30pm</td>
</tr>
<tr>
<td>PMUC Outpatient Lab</td>
<td>N</td>
<td>Y</td>
<td>9am-4pm</td>
<td>no</td>
</tr>
<tr>
<td>Cherry Hill Outpatient Lab (1865 E. Rte 70)</td>
<td>N</td>
<td>Y</td>
<td>10am-4pm</td>
<td>9am-11am</td>
</tr>
<tr>
<td>PAH Spruce Waiting Room (801 Spruce St.)*</td>
<td>N</td>
<td>Y</td>
<td>6am-12n (M); 8am-12n (T-Th); closed Friday</td>
<td>8am-1pm</td>
</tr>
<tr>
<td>PCAM 1 Outpatient Lab</td>
<td>N</td>
<td>Y</td>
<td>no</td>
<td>8:30am-12:30pm</td>
</tr>
</tbody>
</table>

- If you test positive you will receive daily follow up calls from our medical team to review your symptoms and provide supportive care at home.
- For patients who return on a regular basis, i.e. IR, Rad Onc., we believe it would not be appropriate or reasonable to test before every visit. Sampling, as we all know, is very uncomfortable for most patients. Doing so repeatedly would be harsh and unnecessary.
Will I be tested when I come in for an appointment? Are there screening procedures?

- We screen patients for symptoms at the time of their visit to our practices and on the day of surgery. We will ask you questions to determine if you have any symptoms as well as take your temperature.

Visitors:

What is Penn Medicine’s visitation policy during COVID-19?

- Currently, we have protocols in place to maximize the safety of all who enter our hospitals and facilities. These safety protocols include limiting visitors to accompany patients to appointments or see them in the hospital.

As of 5/4/20, patients will be allowed to have visitors in the following special circumstances:

- Labor and delivery, including postpartum, patients: One healthy partner/support person to stay the duration of the visit
- Neonatal intensive care and pediatric patients: One healthy parent, entering the facility one time per day
- Disabled or special needs patients: One healthy visitor to assist
- Non-COVID critical care and surgery patients: One healthy visitor
- End-of-life patients: Two healthy visitors at a time
- Discharge patients: One healthy visitor to assist
- Can my family member be with me before, during or after my procedure?

Post-Discharge Care:

Will I need to come in for a follow-up, or can that be done with telemedicine?

- Your doctor will let you know if you need an in-person visit or if you can have a post-op visit by telephone or video.

How will I have enough bandages to dress my wound? What if I need additional care items that aren’t easy to procure right now?

- Through our home care program, we can arrange a home care visit and provide you with the supplies you need.
Do I need to self-quarantine after surgery? Does my family need to self-quarantine because I’ve been exposed?

- No. Quarantine is only necessary if you have been exposed to a person with COVID-19 or if you’ve tested positive. To reduce your risk of exposure prior to surgery, we recommend you stay at home, practice physical distancing, wear a face covering or mask when going outside of your home, and wash your hands frequently.

Insurance:

- Since I scheduled my surgery, I lost my job and no longer have health insurance (or my insurance changed). What should I do?

  - Penn Medicine offers a number of programs to help patients determine the best options for their unique financial situation. Patients with limited or no health insurance, or those on a fixed or limited income, are encouraged to speak with our financial advocates who can provide information on programs available to help fund health care services and potential available options. The team can be reached at 215-662-3505 or patientfinancialadvocacy@uphs.upenn.edu.