



## Frequently Asked Questions

**1. Are we allowing visitors?**

- No. Only Hospice Family that will meet the screening criteria.

**2. What are the screening criteria for Healthcare Providers including EMS to enter the facility?**

1. International travel within the last 14 days to restricted countries.
2. Signs or symptoms of a respiratory infection, such as a fever, cough, and shortness of breath.
3. Security will check the visitors temperature upon entering the premises.
4. Has had contact with someone with or under investigation for COVID-19.

\*You must not answer yes to any of the above screening criteria to be allowed to enter.

**3. If I am a Healthcare Provider including EMS and have traveled domestically (within the US) in the last 14 days, will I be allowed to enter?**

- Yes, as long as you meet the screening criteria.

**4. Are we allowing a Hospice resident's family to visit?**

- The nurse should assess the clinical status of the hospice resident and if transitioning then we will allow them to enter the facility. The Hospice Nurse /Company should be informed of our policy and procedure so they can communicate with the family about current patient condition.

**5. Can a resident still go to their appointments?**

- Yes, including dialysis.

**6. If I have a resident to be discharged home and family needs to be educated, can they enter the premises?**

- Yes. It needs to be scheduled and meet in the designated area for each building if this is a basic discharge.

- If the discharge plan involves wound care training, tracheostomy care or enteral feeding education, etc. we need to refer to the DON/ Designee to evaluate the situation.

**7. *What about vendors that deliver supplies, are they allowed to enter?***

- No. Our staff should meet them by the delivery door.
- Except for a Respiratory Technician doing the weekly maintenance of respiratory supplies.

**8. *Who are the healthcare professionals that can enter the facility?***

- Physicians, Nurse Practitioner, Physician Assistant, Home Care Nurse, Therapist, Caregivers, Pharmacist, etc.
- They must complete the Visitor Questionnaire upon arrival and meet the screening guidelines.

**9. *What if family members want to bring something for their loved one?***

- Yes, they can. Family will need to set a schedule so staff can be available to assist. If possible, 9:00 am – 5:00 pm only so they meet them at the entrance.

**10. *If we have scheduled activity that will be conducted by outside vendors, are we cancelling it?***

- Yes. All Activity Departments need to substitute it with another activity.

**11. *What if staff ordered food for delivery?***

- Staff can pick up their food at the entrance. The company is not responsible for calling an employee and keeping their food at the desk.

**12. *Are we still hiring, interviewing, or having orientation?***

- Yes. There are strategically planned “designated locations” to conduct these processes.

**13. What if family does a resident's laundry?**

- They will be informed that the facility will do their laundry until further notice.

**14. Can residents still eat in the dining room?**

- Yes.
- Residents that prefer to eat in their own room will be allowed as long as they can feed themselves and are not at risk of choking.
- If resident is coughing, meals should be served in the resident's room.

**15. Resident has requested Leave of Absence?**

- Due to the current updates related to Coronavirus, there will be no Leave of Absence allowed for our residents. Our focus is to keep our population safe. If you desire to leave the facility at this time of Pandemic, please understand your return will have to be after pandemic is deemed over. No exceptions, thank you in advance for your cooperation.

**16. What do I do if the media is asking questions pertaining to our facility or residents?**

- They can contact our CEO with any questions.

**17. Will there be alternative methods of contact?**

- We have Skype available by appointment only. We cannot accommodate multiple calls at one time so this MUST be scheduled in advance. Please contact the appropriate Activity Department, preferably between 9:00 am – 5:00 pm.
  1. Riverview Health and Rehab Jefferson – 313-432-1200 ex. 1226
  2. Riverview Health and Rehab North – 313-343-8000 ex. 385
  3. The Rivers Grosse Pointe – 313-530-6693