



What you and your loved-one can expect when admitted to Sheridan Memorial Hospital as a patient diagnosed with COVID-19. Support for families and contact information.

We know how important you are in the healing of your loved one. The following guide is intended to help you stay informed and help support them along the way.

WHERE IN THE HOSPITAL IS YOUR LOVED-ONE?

If you are unsure of the location in the hospital where your loved-one is being cared for, please contact our main desk at **307-672-1000**. We are happy to connect you to the correct nursing unit.

The direct number for the Medical Unit is **307-672-1130**

The direct number for the Intensive Care Unit (ICU) is **307-672-1135**

Here are suggestions as to how you can help us give quality care to your loved-one in an environment that is safe for everyone, including the patient, family, loved-ones and medical team.

DESIGNATE A SPOKESPERSON

Having one “spokesperson” for the team to speak to is important. At the time your loved-one is admitted to the hospital we will request he/she designate a spokesperson. This will be the individual our Care Team will communicate with during the time your loved-one is in the hospital. It is important for the designated spokesperson to communicate updates to other loved-ones

YOUR LOVED-ONE’S CARE TEAM:

1. **Hospitalist** - The Physician or Advanced Practice Clinician who directs the care and treatment received by your loved-one.
2. **Nurse** - The healthcare professional who cares for your loved-one and who you can expect to provide you with updates on the status of your loved-one.
3. **Case Manager** - The healthcare professional who will work closely with you and your loved-one to coordinate care during and after the hospitalization.
4. **Therapists** - Physical and Occupational therapists who work with your loved-one to maximize his/her level of strength during the hospitalization in preparation for a successful transition home.

IMPORTANT TIMES OF DAY:

1. Between both 6:30 - 7:30 am/pm the nurses are busy reporting important information regarding the care, treatment and progress of your loved-one from one shift to another. Because this is such an important time for communication between our nurses regarding the care of you loved-one you can expect not to receive an update unless there is a change in their condition.
2. Patient Centered Bedside Rounds – this is a time when the Care Team meets at the bedside with your loved-one to discuss the plan for the day, the plan for the stay and the anticipated discharge date. There may be an opportunity for you to participate via an electronic means such as a cell phone or I-pad.
 - **Medical Unit Patient-Centered Bedside Rounds occur between 10:00 am – 11:30 am**
 - **Intensive Care Unit (ICU) Patient-Centered Bedside Rounds occur between 8:30 - 9:30 am**

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VISITATION

Because your loved one has been diagnosed with COVID-19, there are additional precautions we take to provide care in the safest way we can. With safety in mind, visitation is limited. We recognize how difficult this limitation is for you and your loved-one. We will do everything we can to help facilitate communication between you and your loved-one. The following are examples of ideas to help with communication.

- If your family member is a patient is on the Medical Unit, there is a possibility that you can visit at their window. To maintain the air requirements in the patient room, the window cannot be open. However, it has been very beneficial for patients to be able to see their loved-ones and to communicate verbally utilizing a cell phone.
- The Care Team is committed to facilitating communication between you and your loved-one during this difficult time. The care team has the ability to set up FaceTime or Zoom for you to see/talk to your loved-one. The Nurse and the Case Manager can assist with arrangements for such communication.

WHAT CAN YOU BRING TO THEM?

What can you bring to your loved-one while he/she is in the hospital?

- Comfort items like a blanket.
- Electronic device to assist with communication or provide entertainment
- Food is allowed and can be of comfort to your loved-one. Prior to bringing food to your loved-one, we ask that you first discuss this with the nurse to make sure the food is in line with any dietary needs specified by the physician.
- Deliveries may be dropped off at the Hospital's Main Entrance between 8:00 a.m. – 6:00 p.m. Please have the items in a bag, clearly identified with the full name and date of birth.