



UPDATES ON HOW VIRGINIA HOSPITAL CENTER IS RESPONDING TO COVID-19

*Provided by the Virginia Hospital Center Foundation to the Arlington Community
March 20, 2020*

SUPPLY OF PERSONAL PROTECTIVE EQUIPMENT (PPE)

Virginia Hospital Center has the appropriate level of Personal Protective Equipment (PPE) supplies to address the need at the Hospital. The Hospital is focusing on the prudent and mindful management of its supplies to maintain this level in the weeks ahead. Masks, gloves, goggles and other specialized equipment are provided to all clinical staff, and this distribution is being monitored closely. Additionally, staff are being provided detailed guidance and refresher training on best practices in the use, care and disposal of this equipment.

INTERPRETATION SERVICES

Interpretation services are a key way through the Hospital is able to provide optimal care to whose first language is not English. The Hospital is committed to ensuring these services are available even during this crisis. While the implementation of new safety protocols are significantly limiting the availability of in-person interpretation, staff are being trained by the Hospital's interpreter service on the effective use of video/phone resources while providing interpretive services for patients.

From prior updates -----

QUINCY DRIVE-THROUGH COLLECTION SITE

Virginia Hospital Center has partnered with the Arlington County Public Health Department, Arlington County Police and Arlington County Fire Department to open a temporary drive-through COVID-19 collection site for testing purposes at 1429 N. Quincy Street.

Testing will be in accordance with CDC recommendations. Testing is for **symptomatic patients** (fevers, chills, cough, or shortness of breath) with or without known exposure to areas of community spread (international or domestic), or for individuals with presumed or active COVID-19. **This is not meant for asymptomatic patients, even those who have had a close contact with a known COVID patient.**

A written order for COVID-19 testing must be given by a licensed healthcare provider, and received by the Virginia Hospital Center outpatient lab, prior to the patient being registered and scheduled for testing. The order can be faxed to the VHC Outpatient Lab at the following fax number 703.558.2448.

Once an order is place, patients should directly call **COVID-19 Scheduling Line at 703.558.5766** from 9:00 am to 2:30 pm. Individuals arriving at the drive-through collection site will be asked to remain in their cars and present a copy of their physician's order, a photo ID, and insurance card. The patient must have a scheduled appointment before they enter the line. The testing center will open Wednesday, March 18 at 9:00 am and will remain open on weekdays from 9:00 am to 5:00 pm.

Individuals who receive the test are encouraged to follow the instructions of their health care provider and self-quarantine while they await their results, which will be available within five to seven business days.



Collection Site Eligibility Requirements for Patients

- Must have an *appointment* (on-line registration completed) and have a doctor's order.
- Must be an Arlington County Resident, Arlington County employee, APS employee, or VHC employee.
- Must be in a VEHICLE – **NO** "walk-ups" will be accepted.

NO VISITOR POLICY

In an effort to keep our patients and team members safe, Virginia Hospital Center adopted a no-visitor policy effective March 17, 2020, at 8:00 pm. No visitors, with a few exceptions, will be allowed in the Hospital until further notice. The Hospital recognizes there are times when a visitor or family member is critical, and as a result the following exceptions apply:

- Obstetric patients may have one partner and one midwife/doula support person.
- End-of-life situations (to be determined on a case-by-case basis).
- Pediatric patients may have 1 person.
- Neonatal Intensive Care Unit (NICU) patients may have 2 parents, legal guardians or caregivers.
- Patients who have altered mental status or developmental delays, where a caregiver provides safety, may have 1 visitor.
- Patients visiting the Emergency Department (ED) may have 1 person.
- Outpatients may have 1 person to assist post-procedure with safe transition to home.

Additionally, no visitors with any symptoms of influenza-like illness (fever, cough, sore throat or runny nose) will be able to enter the Hospital. The Hospital strongly discourages visitors over the age of 65.

The Hospital realizes that these changes to its visitation policy may create some hardship for its patients and their visitors, but VHC feels these adjustments are necessary to protect the health and safety of its patients and staff.

RESTRICTED ACCESS

To support these new safety measures, there will be restricted access to Virginia Hospital Center through centralized entrances. Those centralized entrances are:

- Emergency Department entrance (1625 N George Mason Drive) (Open 24/7; Zone A)
- Main Hospital Lobby entrance (1625 N George Mason Drive) (Open 6:00 am to 9:00 pm; Zone A)
- Women & Infant Health Lobby entrance (1701 N George Mason Drive) (Open 24/7; Zone C)
- Oncology Services entrance (1701 N George Mason Drive, Lower Entrance across from 1715 N George Mason Drive)(Open 6:00 am to 9:00 pm; Zone C)

COVID-19 HOTLINE

A COVID-19 hotline has been established to assist with inquiries from patients. The hotline is staffed by members of the Hospital's nursing team. The Hospital recommends that patient first call their own physician if they have a question about an appointment, procedure or surgery at Virginia Hospital Center. Their doctor is best able to advise them. The COVID-19 Hotline number is 703.558.5757.

OUTSIDE RESOURCES

CDC's COVID-19 website

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Commonwealth of Virginia Department of Health

<http://www.vdh.virginia.gov/coronavirus/>

Arlington County Health Department

<http://www.health.arlingtonva.us/>

The Virginia Department of Health has activated a public information line, 877-ASK-VDH3, for



questions from residents about the novel coronavirus situation.

This information and these resources are being provided by the Virginia Hospital Center Foundation and are subject to change at any time. For the most up-to-date information on the Hospital's response to COVID-19, visit www.virginiahospitalcenter.com or the Foundation's COVID-19 page at <https://vhcfoundation.com/covid19>.



Virginia Hospital Center Foundation

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If you wish to help Virginia Hospital Center cover the many unbudgeted expenses made necessary by the efforts to address and mitigate the effects of COVID-19, visit <https://vhcfoundation.com/covid19>