



August 24, 2020

Re: COVID – 19 Update: Visitation Restricted in All Facilities

Due to the dramatic increase of COVID-19 cases in the areas that we serve – **visitation will be restricted in all facilities effective August 25, 2020.** As we continue to see COVID cases rise in our community, hospitals in the immediate DFW area are reporting maximum hospital capacities as well as full COVID units. The CDC is also now recommending all public to wear masks while in general population of others, due to many positive cases being reported of non-symptomatic individuals.

I encourage everyone to follow all CDC guidelines for wearing masks in public, social distancing, and strict hand hygiene so that together we can end this unprecedented pandemic once and for all. Please know we are committed to keeping you and your families connected via virtual visitation, increased phone calls, and our amazing clinical team will be focused on keeping you informed of what is going on with those you love the most.

**Carrus Health Facility Visitation Guidelines
As of August 25, 2020:**

- ***Regarding Hospital/Emergency Room Visitation:***
 - Visitation hours shall be 09:00 to 21:00 hrs; seven days per week.
 - One visitor in a 24-hour period shall be permitted.
 - No and outs same day. Once visitor leaves visitation is over for that day.
 - Visitor must be screened in accordance with CDC guidelines and have temperature monitoring completed prior to entry to a patient care unit.
 - Visitor must always wear a mask while in the facility.
 - Visitor must enter, complete screening, and go directly to the patient room in which they are visiting. All social gatherings and common areas shall remain closed at this time.
 - Special visitation allowances made only for emergency/end-of-life situations.

- ***Regarding Skilled Nursing/Long-Term Care Visitation:***
 - Facility visitation shall remain at Stage I (end-of-life/compassionate care visits only).
 - SNF/LTC facilities will move into Phase II visitation whenever our respective communities have a downward trend in COVID cases for 14 consecutive days.
 - All PPE guidelines remain the same.

- Virtual visitation (FaceTime etc..) shall be offered to all patients minimally twice weekly as per Phase I requirements.
- **Outpatient Services/Clinic Visitation:**
 - Patients should wait in their cars until ready to come into the treatment area.
 - No visitors with patient unless minor child or dependent caregiver.
 - All patients should be screened prior to entering clinic area.
 - Telephonic screening and reminders of the process should be conducted for all clinic patients the day prior to appointment.

Please note that as soon as our respective communities see a downward trend of COVID positive cases and hospitalizations for a 14-day consecutive period; we will consider re-opening visitation once again. It is our desire to ensure our patients have all the love and support from their loved ones possible while they are healing, and we are passionately committed to keeping them safe and reconnecting them in person as soon as possible.

On behalf of everyone at Carrus Health, THANK YOU for entrusting us to care for your loved ones. It is our family's pleasure to care for yours!

Kind Regards,



Jon M. Rains
President & Chief Operating Officer
Carrus Healthcare