Dear Patient Visitor,

The recent spread of COVID-19 has changed how we live our lives in many ways. The aggressive transmission of this virus has caused us to take an abundance of caution, and we are restricting visitors from entering the hospital to support their loved ones, unless in end-of-life situations. We can imagine this is frustrating and can be upsetting. We respect and care about the healing that comes with keeping loved ones close to our patients. During these extraordinary times, restricting visitation is the right thing to do to slow the spread of the virus, protect you, your loved one, our clinical team, and community.

We want to make sure you stay well informed about the care of your loved one. To accomplish this, while keeping our nurses, physicians and other caregivers focused on caring for our patients, we have implemented the following communication practices:

- Patients and their family will create a communication plan with the patient’s care team upon admission
  - Patients and/or family will be communicated with at least once per 24 hours
- Patients and family will have the opportunity to utilize virtual visits with the patient and for communication between patient, providers and family.
- Family can utilize the Office of Patient Experience line 317-621-7000 to give feedback, ask questions for the care team or ask general questions about the patient.

If end-of-life is deemed, you will be contacted with detailed steps necessary to visit your loved one. Included but not limited are the following procedures:

- Maximum of 2 adult authorized visitors
- Visitation of 2 hours
- Visitor screening for symptoms of COVID-19
- Appropriate personal protective equipment (PPE) upon entrance and exiting of hospital to protect you and others.
- To learn more about the visitor experience, visit eCommunity.com/COVID19

We are here for you, we are listening, and we care about your family. Thank you for your understanding during this difficult time, and for choosing Community Health Network as your healthcare provider.

Respectfully,

Ram Yeleti, MD
EVP, Chief Physician Executive

Please Note: The situation is fluid and is subject to change. We will do our best to keep you informed and provide access to the best care possible. For questions, or to share your feedback, please call 317-621-7000 or email PatientExperience@eCommunity.com

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