

Dear Patient Visitor,

Effective April 16, 2020; Updated November 18<sup>th</sup>, 2020

We continue to evaluate the extent that we open our facility to visitors. We recognize the healing that comes with keeping loved ones close. Your safety, the safety of your loved one, our clinical teams, and communities we serve is still our top priority.

Due to the increased prevalence of COVID-19 in the community we are again limiting our visitation in order to protect each other, conserve PPE and focus on the care of our patients. Effective November 18<sup>th</sup>, 2020, our visitation policies have been updated in alignment with other central Indiana hospital systems. **We are restricting visitors from entering the hospital unless in end-of-life situations.** All visitors and patients will be screened upon arrival to the site of care and will be given a surgical/isolation/procedural mask upon arrival to the facility.

We want to make sure you stay well informed about the care of your loved one. We have implemented the following communication practices:

- 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.

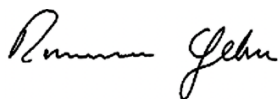
If end-of-life is deemed, authorized family will be contacted with detailed steps necessary to visit your loved one for all patients, regardless of COVID status. Two (2) authorized visitors over the age of 14 may be in the hospital room at a time. Appropriate personal protective equipment (PPE) will be provided upon entrance and exiting of hospital to protect you and others.

End of Life (non-COVID)	Two (2) visitors in the room at a time, up to six (6) different visitors, one (1) may remain for the duration	Open hours
End of Life COVID / Patients Under Investigation	Two (2) visitors <i>no switching of visitors</i>	Open hours/2 hour time limit

- To learn more about the visitor experience, visit [www.ecommunity.com/COVID19](http://www.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](mailto:PatientExperience@eCommunity.com)

Community Health Network complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. 注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。