

UMC, UMCP & TTUHSC are certified as **LUBBOCK SAFE!**

FIRST OF ALL, REMEMBER THAT COVID PATIENTS MAKE UP A SMALL PERCENTAGE OF OUR TOTAL BED CAPACITY – WE ARE READY TO SERVE.

At this time, 96% of our inpatients do NOT have COVID-19.

STEPS UMC IS TAKING TO ENSURE PATIENTS ARE SAFE IN OUR HOSPITAL:

- Temp screening of all visitors and staff at monitored entrances
- Hospital provides masks to patients if they are seeing a doctor
- Conservative visitation policies and usage of PPE
- 7-step cleaning process that includes Clorox electrostatic disinfectant
- Vigilant hand hygiene
- Isolation of COVID patients in designated units, away from other patients



STEPS UMC PHYSICIANS CLINICS ARE TAKING TO ENSURE PATIENTS ARE SAFE:

- Staff wear masks & gloves, and eye shields when indicated; And temps checked
- Clinics provide masks if patients do not have one, before they see their provider
- Vigilant hand hygiene
- Waiting rooms and lobbies reconfigured for maximum social distancing – separated chairs, marks for spacing, and convenient hand sanitizing stations
- Lobbies and public spaces cleaned throughout the day with medical grade disinfectants
- “Wait in your car” option until your appointment; check-in over the phone option
- Elderly patients may be treated early mornings and immunocompromised patients treated in certain locations
- Telemedicine is available to connect patients with providers

“I felt very safe entering into UMC from the COVID virus. I felt welcomed and even though my illness wasn’t COVID they took it very seriously and made me feel comfortable, encouraged and safe. Everything was very clean and sanitized. I don’t like going to the hospital, but it was a very good experience. Thank you to all of them.”

– The voice of our patient, this week

UMC WILL CONTINUE TO EXCEED CDC GUIDELINES AS IT PERTAINS TO VISITATION

New Visitation Guidelines, Beginning April 28th

VISITATION WILL BE LIMITED TO:

- **Two visitors per patient per day for FCU, Pedi, PICU, and NICU patients**
- **One visitor per patient per day for all other units**
- **One coach or partner per patient per day for Family Birth Center**
- **One visitor for Emergency Center and Outpatient procedural areas**

VISITOR REQUIREMENTS:

- **Visitors are encouraged to wear a mask inside University Medical Center**
- **Visitors must provide their own mask**
- **Visitors will be temperature screened at the entry points**
- **Inpatient visitors will receive armband after checking in**
- **Emergency Center and Outpatient visitors will NOT receive an armband**
- **Visitors are encouraged to remain in patient rooms during visitation**

NO VISITOR UNDER 18 YEARS OF AGE WILL BE PERMITTED TO OUR FACILITIES, UNLESS THEY ARE HERE TO RECEIVE MEDICAL TREATMENT OR HAVE BEEN EMANCIPATED AS AN ADULT & ARE HERE IN A PARENTAL CAPACITY.

NO VISITORS ALLOWED FOR PATIENTS PLACED ON ISOLATION.

All UMC Employees, Visitors & Government personnel on official business will be temperature checked at entry points to the hospital. Anyone with a temperature greater than 100.4 *will not* be allowed to enter and encouraged to do the following:

- **Visit the COVID-19 Drive-up Screening located in D3 parking lot on the South end of the UMC main campus**
- **Visit their Primary Care Physician**
- **Visit UMC Virtual Care by downloading the MyTeamCareNOW App on their cell phone or computer**



GET CARE 24/7
MyTeamCareNOW.com

These temporary restrictions may be difficult for patients and their loved ones. University Medical Center is taking these necessary steps to protect your loved ones, our community and UMC staff.

Thank you for your understanding and for adhering to these important policies during this challenging time.