

November 2, 2020

Dear Highland Hospital Patient,

Our primary goal at Highland Hospital, and throughout the UR Medicine system, is to provide the very best quality of care in an environment that is safe for everyone. To protect our patients and our caregivers, we must manage exposure to any illnesses that are easily spread.

Given the public health risks due to COVID-19, and in accordance with strict guidelines from the Centers for Disease Control and Prevention (CDC), the New York State Department of Health, and the Monroe County Department of Public Health as well as our own Infection Prevention experts, we have redesigned our approach to care. We have created tailored safety standards for all of our patient care units, emergency room, clinics, labs, imaging, and outpatient care locations.

You may experience some new protocols as part of our efforts to protect our patients and staff:

- **Masking:** You will be asked to put on a mask before coming into the hospital. We will provide a hospital mask for you to wear.
- **Screening:** You will be screened for symptoms of COVID-19 as you enter the hospital. A hospital employee will ask if you are experiencing a new cough, shortness of breath, body aches or a sore throat. Then, they will check your temperature.
- **Testing:** As an additional layer of safety, Highland is now testing all patients admitted to the hospital as well as all patients undergoing ambulatory procedures for COVID-19.
- **Staff Personal Protective Equipment:** Hospital employees and doctors will be wearing masks, shields or goggles, and gloves while providing patient care.
- **Cleaning:** Highland is following meticulous infection control practices, including disinfection of all surfaces and scrupulous hand hygiene.
- **Waiting Rooms:** We have rearranged waiting rooms to help maintain social distancing, and removed all magazines and materials.
- **Visitation Policy:** During your hospital stay you will be asked to designate 2 visitors who will be allowed to visit with you between noon and 8:00 p.m. Only 1 visitor is allowed per day, and they may only stay for 4 hours. We also recommend utilizing technology to keep in touch with friends and family and are happy to work with you should you not have access to such devices.
- **Room Changes:** We are taking all appropriate precautions to keep our patients and their loved ones safe and prevent any spread of COVID within the hospital. We want to let you know that due to these precautions we have had to move some patients mid-stay to accommodate other patients who require a private room due to infection prevention requirements. If this happens, you will receive the same great nursing care and your doctor will know where you are.

We understand that some of these practices may be a new experience for you, but we have implemented them to protect you as our patient, as well as our health care workers.

If you have questions about your care, we encourage you to reach out to Highland Hospital Patient and Family Relations at 585-341-9673. We greatly appreciate your understanding and cooperation during this time.

Sincerely,

Cindy Becker
Vice President and
Chief Operating Officer

Bilal Ahmed, MD, FACP
Associate Medical Director

Eric Heintz, MD
Hospital Epidemiologist

Linda Greene
Director, Hospital Infection Prevention