

ENHANCED PATIENT SAFETY

Dear Patient,

Thank you for choosing Rome Memorial Hospital.

We recognize that patients are already anxious when they need a procedure and your apprehension may be heightened as a result of the COVID-19 pandemic.

Although the hospital has had only a small number of COVID-19 patients, we have been proactive in our approach to our patients' safety. By isolating patients with suspected or confirmed COVID-19, we are able to provide the safest environment possible for all patients and staff and ensure that our patients get the care that they need.

At Rome Memorial Hospital, we've implemented several measures to enhance the hospital's already stringent infection prevention strategies to protect your safety when you need an elective procedure.

Rest assured we are taking every precaution. We have adopted the published guidelines from the American College of Surgeons, the CDC and the New York state Department of Health.

Our staff feels a deep sense of pride and commitment to those who place their trust in our care. Our patients are our friends, family and neighbors. For you, we deliver nothing less than our best.

PRE-ADMISSION TESTING



Our pre-operative coordinator will contact you prior to the procedure to gather your medical health history, medication list and review any preparations prior to the procedure. When possible, the appointment will be completed over the telephone. In some instances, patients at high risk may be scheduled for a face-to-face visit.

PRE-SCREENING FOR COVID-19



You will be screened prior to your elective procedure from the comfort of your car to minimize risks. Testing will take place at the front entrance on James Street. If you test positive for COVID-19, your elective procedure will be rescheduled for your safety.

DEDICATED ENTRANCE & ELEVATOR



The hospital has designated a separate entrance and elevator for you to use on the day of your procedure to limit your encounters with other people. You may park in the front circle of the hospital on James Street and enter through the main lobby.

COVID-19 Screening on the Day of your Procedure



Upon entering the hospital, you will be screened for COVID-19 related symptoms and provided with a mask if you don't have one. As an added measure of precaution, everyone who enters the hospital is screened to maintain a safe environment for our patients, staff and providers.

PRIVATE ROOMS



After screening, you will be escorted to a private room on our Ambulatory Surgery unit that is located on a separate floor from medical patients who may be ill. Staff will escort you to the Operating Room for the procedure. After spending some time in Recovery, you will return to your private room before you are discharged.

PROPER PERSONAL PROTECTIVE EQUIPMENT (PPE)



All staff and providers will wear the appropriate PPE for their safety and the safety of our patients.

CLEANING PROTOCOL



Nationally recognized as a leader in infection prevention, the hospital has consistently maintained some of the lowest infection rates in the state. All patient areas and high-touch surfaces are cleaned following the most current guidance provided by the CDC to prevent the transmission of disease.



FREQUENTLY ASKED QUESTIONS

For questions about your procedure, please contact your surgeon's office or our pre-operative coordinator at 315.338.7355.

Can I bring a visitor with me?

In accordance with state and federal guidelines, visitors are not permitted. Exceptions are made for patients who require a medically necessary support person, including pediatric patients and patients with intellectual disabilities or cognitive impairments including dementia. Support persons will be screened for symptoms before entry and must follow PPE guidelines as directed by staff.

How will my designated contact be kept informed?

Prior to your procedure, we will ask you for a contact name and phone number. Once your procedure is completed, we will call them and provide them with an update, based upon your consent.

How will I arrange for my transportation home?

We will provide you with an anticipated discharge time prior to your procedure. Once you are ready to be discharged, we will notify your designated contact person to meet you in the front circle of the hospital. We will escort you from your private room to the main entrance.

What do I do if I develop symptoms before my procedure?

If you have developed a cough, fever, or have trouble breathing prior to your appointment, please call your physician's office as soon as you can.

How do I schedule my Pre-Screening COVID-19 appointment?

The pre-operative coordinator will schedule your appointment during your pre-operative interview.

What if I need to come in for Pre-Admission Testing?

Pre-admission testing will be arranged by the pre-operative coordinator who will coordinate your appointment to limit your visit to only the areas where you need to be seen. You will be screened and asked to wear a mask for the testing and/or face-to-face preoperative interview.



STAY SAFE BEFORE & AFTER SURGERY

Before and after surgery, you can take steps to protect yourself from COVID-19 and other illnesses.

STAY HOME AND PRACTICE SOCIAL DISTANCING



It's important that you avoid coming into contact with people who may have the virus and not know it. Please stay home and isolate yourself from people before and after your procedure to prevent complications.

WEAR A MASK OR FACE COVER



If you have to go out in public, wear a mask or face cover. When you arrive at the hospital for your procedure, we will provide you with a mask if you don't have one.

WASH YOUR HANDS AND AVOID UNNECESSARY CONTACT WITH SURFACES



Clean your hands often and avoid touching your eyes, nose and mouth. After coming in contact with a surface, use soap and water or an alcohol-based hand sanitizer.

ROME
MEMORIAL HOSPITAL

An Affiliate of St. Joseph's Health