

## Family information about a COVID related hospital stay.

Dear Family Member,

As the staff at Punxsutawney Area Hospital continue to provide care to the members of our community, we would like to provide you with some information on contacting your family who have now been admitted for COVID treatment. We know that being separated at this time is a difficult situation for every family. We are also responsible for providing a safe care environment for all the patients and hospital staff. To that end, please know that we are here to help however we can.

### Important Visitation Information:

1. There is no routine physical visitation within the COVID isolation care areas. We encourage you to reach out to your family member frequently by phone or by video chatting. If your loved one does not currently have a cell phone with them, please call 814-938-1848 to make arrangements to drop off a phone or other device at the front door for delivery.
2. Please note that due to the isolation precautions, other items cannot be brought into the hospital at this time. This includes food, flowers or clothing.
3. Video Chatting offers you the ability to see your family member. If the hospitalized person needs assistance using their phone, please talk to the nursing unit to share your concern and we will assist as we can.
4. If the patient does not have a smart phone or the ability to use their device, we can offer a scheduled time for a non-clinical visit with your loved one. These visits will be conducted using Zoom or Google Duo technology with the assistance of a hospital employee and a hospital device. To schedule a non-clinical video visit, please call 814-938-1827 or email [kdonald@pah.org](mailto:kdonald@pah.org).
5. Talking with the nurse about your family member is important. To help provide the best care for both the patient and the family, please select one family member to call the nurse daily. The best time for this is after 1 pm. Thank you for being a very important part of your family's care.
6. Physical visitation is arranged as determined by the doctor for those patients that are entering end of life care. This is a difficult time and much support is needed. With the determination of the provider, **one** significant other will be assisted to enter the isolation area using protective equipment. We ask that this visitation be limited to one hour and to one visit. Your family members doctor can help you determine when the time is right for this visitation.