

What to Expect During your Upcoming Hospital Visit

Thank you for choosing Texas Health. We are honored to care for you and your family, and we recognize you have questions about your upcoming visit. We have modified many of our procedures to provide a safe and supportive experience. We are providing the following information to help you prepare for your surgery or procedure.

How we're keeping you safe

We remain committed to protecting our patients, families and care team members. To accomplish this, we have made some changes for the safety of our patients, visitors and care team members

- It is in your best interest to be tested prior to your surgery or procedure. Patients who have COVID-19 can have a weakened immune system and may have inflammatory symptoms that can compromise healing after a procedure. Therefore, a negative test is required for all non-essential procedures. The testing process is explained in more detail below.
- For your safety, visitors who are exhibiting symptoms of COVID-19 are not allowed to enter the facility. We have placed screening stations at the public entrances, and all patients and visitors are screened for symptoms consistent with the virus when entering the building.
- Texas Health care team members are required to self-monitor twice daily. This includes checking temperature and symptoms while at work and at home. Care team members who are symptomatic are not allowed to enter the hospital.
- Universal masking is one of the most effective ways to reduce the transmission of COVID-19, so we're asking everyone in the hospital to wear a mask. We will provide you and your visitor with masks when you arrive. For tips on how to best protect yourself when wearing a mask, see "[The Safe Way to Handle Your Face Mask or Covering](#)" on the COVID-19 site at [TexasHealth.org](#).

Testing before your surgery/procedure:

- Any person having surgery or a procedure in our hospital will be tested for COVID-19 to provide appropriate care for the patient, and for the protection of visitors and the care team. The test will be part of your pre-admission process and should generally occur two to three days prior to the date of your surgery or procedure.
- You will need a negative test in order to proceed with the procedure as a positive test may change your course of care. If you test positive, we will contact you prior to your scheduled time and work with you and your doctor to determine your options, including rescheduling your surgery or procedure for a later time.
- The COVID-19 test should be performed two to three days prior to surgery in one of Texas Health's pre-admission testing centers located at the hospital or another validated testing site within two to three days of your procedure. You will receive a call from one of our pre-admission testing centers to arrange for testing once your surgery or procedure has been scheduled.
- The test consists of a long nasal swab that will be inserted in both sides of your nose to take a sample. The test is similar to other viral tests, such as influenza. It is mildly uncomfortable but only takes a few seconds to complete.
- Once you have been tested, we ask that you please isolate at home to prevent exposure to COVID-19 until it is time for your procedure.

Visitor policy:

- We recognize that having your loved ones with you during your surgery or procedure provides crucial support. However, part of keeping everyone safe includes limiting the number of people in our hospitals. To assist in this effort, please plan on bringing only one visitor with you to the hospital. Your visitor can remain at the hospital during check-in and throughout your scheduled procedure.

- For your safety, the hospital is not allowing visitors outside of surgery and procedural areas at this time. We will provide a comfortable place for your visitor to wait until your procedure is done.
- If your procedure requires an overnight stay, your loved one may stay with you until you go to your room, we will make sure your visitor knows how to stay in contact with you. They cannot go with you to your room.
- When you are ready to leave the hospital, we will coordinate with your family member so they can plan for transportation and your return home.
- Be aware that your visitor will be screened when entering the facility and visitors who have symptoms consistent with COVID-19 will not be allowed to enter.
- Everyone entering the facility, including visitors, will be asked to wear a face mask provided at the screening station.

Connecting with loved ones while in the hospital:

- We know that interacting with friends and family is vital to your care. We encourage you to call, video chat and text with your loved ones throughout your stay using a smartphone, tablet or laptop.
- If you do not have access to a smartphone, tablet or laptop, we encourage you to use the phone in your room to speak with friends and family.
- For more information please see **“How to Virtually Visit Your Friends and Family”** in the visitors’ area of the COVID-19 site at [TexasHealth.org](https://www.texashealth.org).

Thank you for choosing Texas Health for your procedure. We look forward to serving you and your family.