

# EDUCATIONAL MATERIALS

## INFORMATION ABOUT THE 2019 NOVEL CORONAVIRUS (COVID-19)

### Coronavirus (COVID-19) Testing Information

- Testing for coronavirus (COVID-19) is **ONLY** available to patients who meet certain criteria, and **ONLY** at locations on our hospital campuses. **Please call our Patient Triage Hotline at 215-707-6999 for additional information.**
- Routine testing for COVID-19 is **NOT AVAILABLE** at our Emergency Departments.

### Visitor Restrictions at All Temple University Hospital Campuses

For the safety and well-being of our patients, visitors, clinicians, and staff and out of an abundance of caution, we have restricted visitation to Temple University Hospital and its Jeanes and Episcopal campuses:

- **There will be no inpatient visitation unless authorized by the clinical leadership team.**
- **There will be no visitors permitted in the Emergency Department treatment areas.**
- **Outpatient visitation will be limited to one support person.**
- **Screening of all visitors and patients will take place at each point of entry.**

### Visitation related to Maternity/Nursery areas and Outpatient Fetal Center appointments:

- Visitation for Women's and Infants Division (IICN, Well Baby Nursery, and 3 West) is limited to 9 AM – 6 PM daily
- IICN and Well Baby Nursery visitation is limited to one parent at a time
- Outpatient Fetal Center appointments: patients should not bring any non-patients/visitors with them. Any visitors will be asked to stay in the waiting room for the duration of the visit at the Fetal Center.

### Additional restrictions:

- We are no longer able to accept deliveries of flowers, balloons, gift baskets, and the like.

We will continue to monitor this situation. The need for visitor restrictions will be re-evaluated regularly. Please call 215-707-2273 if you have any questions about the visitation policy.

### Patient Triage Hotline Information

- If you have questions about an upcoming Temple Health appointment, **call our Patient Triage Hotline at 215-707-6999.**
- If you think you might be sick with symptoms not limited to trouble breathing, fever, or cough, stay home and **call our Patient Triage Hotline at 215-707-6999.**
- For emergencies, **call 9-1-1.**

### Outpatient Appointments — Latest Updates

Many Temple Health outpatient appointments are being rescheduled or moved to online/phone appointments, and some physician offices are temporarily closed to patients. Current/scheduled patients are being contacted regarding these changes.

## General Information About the Coronavirus

### PROTECT OTHERS BY PROTECTING YOURSELF

#### What is COVID-19?

- A respiratory illness caused by a virus that affects the lungs
- It spreads quickly from person-to-person

#### How do I catch it?

- Mainly through contact with respiratory droplets produced when an infected person coughs or sneezes in close contact (within about 6 feet)
- These droplets can land in your mouth or nose and possibly be inhaled into the lungs
- Possibly by touching a surface that has been touched by someone who has the virus, and then touching your own mouth, nose, or eyes before washing your hands

#### What are the symptoms of COVID-19?

- Fever
- Cough
- Shortness of breath

#### What can I do to stop the spread?

- Avoid close contact with people who are sick
- Stay home if you are sick and avoid using public transportation when you are sick
- Wash your hands with soap and water for at least 20 seconds
- Avoid touching your face with unwashed hands
- Cough and sneeze into the bend of your elbow
- Keep surfaces clean
- People who are sick should stay home

#### Who is more susceptible to complications from the virus?

- Older adults
- People who have serious chronic medical conditions such as
  - Heart disease
  - Diabetes
  - Lung disease

#### What should I do if I have symptoms of COVID-19?

- Stay home
- Call 215-707-6999 and tell them that you have symptoms

**Questions? Call 215-707-6999  
to talk to a medical professional.**



**Non-discrimination notice:**