

# What to Expect During Your Home Care Visit

During the COVID-19 era, health care will be delivered in new and innovative ways to ensure the health and safety of our patients, family members and staff. Our clinical leaders and infection prevention experts have analyzed every aspect of our operations and changed the process by which we deliver care to keep everyone safe. As a result, your experience will feel different in some ways – but it will still be the exceptional experience Cooley Dickinson is known for.

Here's what you can expect when we visit you:

## BEFORE YOUR VISIT

- Each homecare team member is screened daily for any new symptoms of COVID-19. If the employee is experiencing any new symptoms, they must follow-up with their medical provider and not work until they are cleared to return to work.
- The homecare clinician will call you before each visit to see if you or anyone in your home has symptoms.
- You will be asked to wear a mask during the visit, unless your condition or the nature of your visit prohibits it. Cloth masks are acceptable. If you do not have a mask, we can provide one.
- If possible, please make sure there is a trash bin outside of your front door or building that the homecare team can use to throw out face masks, gowns, and gloves after the visit.

## DURING YOUR VISIT

- Your homecare clinician will wear a mask throughout your visit, and will use hand sanitizer before your visit, multiple times during the visit, and prior to leaving your home.
- If you have new COVID-like symptoms, or are COVID-positive, or presumed COVID-positive, the homecare team will wear a face mask, a face shield or goggles, gown, and gloves.

- We can provide COVID-19 testing on a limited basis.
- Our staff wear personal protective equipment (PPE) to protect you and themselves.
- Household members are asked to maintain social distancing (6 feet apart) and wear a mask if they are in the same room as the patient.

## AFTER YOUR VISIT

- When the homecare clinician leaves your residence, they will dispose of any gowns and gloves in your outside trash in a separate bag. This has been deemed safe by infectious disease experts and poses no risk to you or your family.

## OTHER IMPORTANT INFORMATION

- You should ONLY have visitors during this time who are medically necessary for your health including caretakers, persons providing meals, medications, and other essential items.
- During any home visits from a health care professional, please limit visits from others at the same time, including family and other caregivers.
- Please wash your hands with soap and water often, avoid touching your face, and stay away from people with symptoms.

Please know that you can feel confident that your care will be of the same high quality and safety you've come to know and expect from Cooley Dickinson. For more information on the steps we are taking across our organization, please see our Safe Care Commitment.

Thank you for your patience and understanding.  
As always, it is a pleasure and a privilege to care for you.