



## Commitment to Our Patients

### Guiding Principle

The University of Chicago Medicine and its Comer Children's Hospital are among the nation's safest medical centers in meeting our patients' healthcare needs.

- » Our clinical teams have continued to provide medically necessary care for all children, for whom a delay in treatment could have been life-threatening. In fact, our physicians established new standards for defining medical need in the time of a pandemic. This approach has been endorsed by the State of Illinois and is used at hospitals nationwide. We are grateful that COVID-19 infections are less severe and less frequent among children around the world.
- » We have a long history of continuously enhancing and improving safety systems and protocols at Comer Children's. This practice has enabled us to care for patients safely and effectively while still meeting our community's needs for a wide range of pediatric services.
- » Our commitment to the safety and health of children, their parents and our healthcare workers, above all else, has guided the care we provide to all children during these unique times. Our healthcare workers have been fully supplied with highly effective personal protective equipment (PPE) and trained in its use in order to protect our children, their parents and themselves.
- » Our pediatricians, specialists, and nurses can meet remotely using video and other computer platforms to assess your child's condition and discuss a course of treatment.
  - You can learn more about remote visits and schedule a video visit, or other virtual care options, by calling **1-888-824-0200** or going to our website at [UChicagoMedicine.org/comer-visits](https://UChicagoMedicine.org/comer-visits).
- » If you and your family's pediatrician determine your child's condition requires a visit to our medical center in Hyde Park or one of our outpatient clinics in Orland Park, the South Loop, Naperville, Merrillville, Indiana, or another location in the South Suburbs for follow-up care or diagnostic testing, such as imaging or blood work, we have implemented a number of new policies to keep you and your child safe.
- » As we transition back to providing our full array of pediatric services, we are honored that our clinical teams' skill in providing the safest level of care was recognized nationally on April 30. The University of Chicago Medical Center was awarded its 17<sup>th</sup> consecutive "A" grade for patient safety by the healthcare watchdog Leapfrog Group.
  - We are the only medical center in Chicago to have achieved this record of consecutive "A" safety ratings and one of only 32 hospitals nationwide.

### Expanding Essential Services to Our Community

- » One unintentional consequence of the COVID-19 pandemic is that many patients have delayed receiving needed care as they followed "stay-at-home" orders.
- » With the pandemic expected to last for several more months, patients can no longer delay receiving needed care for asthma, allergies, diabetes, epilepsy, cancer and many chronic illnesses. Additionally, many need to complete Well Child visits and vaccinations, and get necessary lab work, imaging and other diagnostic tests.

### Testing for COVID-19

- » All pediatric inpatients in Comer Children's will be tested to screen for possible infection with the COVID-19 virus, whether or not they have any symptoms of infection.
- » All patients who need emergency care in our emergency department or outpatient urgent care centers will be offered testing to screen for possible infection.

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# UChicago Medicine Comer Children's Hospital

## Commitment to Our Patients *(Continued)*

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### Testing for COVID-19 *(Continued)*

- » All outpatients coming for planned surgery or any other planned medical procedure will be tested to screen for possible COVID-19 infection.
  - » Higher-risk patients coming for ambulatory care appointments may also be tested.
  - » All outpatients coming for doctor's appointments will be screened for symptoms of COVID-19 upon entering a UChicago Medicine facility.
  - » All Comer Children's healthcare workers will continue to be closely and actively monitored for any signs of illness and, if symptomatic, will be tested and restricted from work until it is safe for them to return.
  - » UChicago Medicine will continue widespread community testing to support the health and care of individuals on the South Side and throughout the region.
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### Visitor Policy

- » We will continue restrictions on visitation until our infectious diseases experts, in consultation with state and city public health officials, determine it is safe to resume allowing hospital visitation on a limited basis.
  - » Full details on our visitor restrictions can be found at: [UChicagoMedicine.org/patients-visitors/patient-information/coronavirus-information/coronavirus-visitor-restrictions](https://uchicagomedicine.org/patients-visitors/patient-information/coronavirus-information/coronavirus-visitor-restrictions)
  - » Children with outpatient appointments in our clinics or procedure areas can be accompanied by up to two parents/guardians as long as the adults are healthy.
  - » Inpatients and those in the Comer Children's Emergency Room can be accompanied by one adult visitor who must be healthy.
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### Protecting You and Protecting Our Care Team

- » You will see healthcare workers on campus wearing a facemask at all times.
  - » Children over the age of 3, and all adults in our facilities, will be expected to wear masks to protect each other.
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### Social Distancing Requirements

- » All healthcare workers, non-clinical support staff and all other UChicago Medicine employees are required to practice social distancing and maintain a distance of 6 feet from each other unless they are wearing a full complement of appropriate personal protective equipment (PPE) and are delivering care to a patient.
  - » All patients and visitors are required to practice social distancing while in our clinics and hospitals.
  - » Waiting rooms have been rearranged so that chairs are 6 feet apart.
  - » Patient check-ins and check-outs are now being done remotely.
  - » When possible, you and your child may be asked to wait in your car until you are called on your cellphone for their appointment. You and your child will then be escorted directly to the exam room, bypassing the waiting room.
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# UChicago Medicine Comer Children's Hospital Commitment to Our Patients *(Continued)*

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## Cleaning and Disinfection

- » All clinical care areas are thoroughly cleaned and disinfected after every patient encounter. This has been UChicago Medicine's practice long before the COVID-19 pandemic because of our commitment to providing the safest patient environment.
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## Treatment of COVID-19 Patients

- » Comer Children's and all hospitals across Chicago and the nation will continue to care for the few children with COVID-19 on a regular basis, just as we have regularly and safely treated patients infected with influenza and other infectious diseases.
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**We have taken these precautionary steps because of our core commitment to protecting the health and safety of all children, while meeting their essential need for medical care, whether that be treatment for asthma, diabetes, epilepsy, cancer, a digestive disorder — or emergency care for COVID-19.**