



Commitment to Our Patients

Guiding Principle

The University of Chicago Medicine is one of the nation's safest medical centers in meeting our patients' healthcare needs.

- » Our commitment to the safety and health of our patients and healthcare workers, above all else, has guided the care we provide to patients infected with the COVID-19 virus. Our healthcare workers have been fully supplied with highly effective personal protective equipment (PPE) and trained in its use in order to protect our patients and themselves.
- » We have a long history of continuously enhancing and improving our medical center's safety systems and protocols. This practice has enabled us to care for patients with COVID-19 safely and effectively while still meeting our community's needs for a wide range of medical services.
- » Throughout the pandemic, our clinical teams have continued to provide medically necessary, time-sensitive care to patients 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.
 - Since March 1, our clinical teams have performed more than 25 life-saving organ transplants and more than 1,750 medically-necessary surgeries while also providing emergency care during more than 450 trauma activations.
- » As we transition back to providing our full array of medical 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 17th 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 cancer, heart disease and chronic illnesses, including necessary lab work, imaging and other diagnostic tests.
- » To continue serving all of our patients, UChicago Medicine has gone above and beyond state and national standards to protect patients' health and safety while they receive medical care.

Video Visits and Virtual Care

- » Our physicians and nurses can meet with you remotely using video and other computer platforms to assess your 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/video-visits.
- » If you and your physician determine that your condition requires a visit to our medical center in Hyde Park or one of our outpatient clinics in River East, Orland Park 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 safe.

UChicago Medicine's Commitment to Our Patients

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Testing for COVID-19

- » All inpatients in the University of Chicago Medical Center or UChicago Medicine Ingalls Memorial community hospital 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 departments or outpatient urgent care centers will be offered testing to screen for possible infection.
 - » 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 UChicago Medicine 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
 - » Visitors who must accompany ambulatory patients to provide transportation or other assistance will be required to remain in safe waiting spaces, such as their cars or a designated area that allows for appropriate social distancing, while the patient is receiving care.
 - » Any visitor entering our clinics or hospitals will be screened to ensure they do not have a fever or other symptoms of COVID-19. All will be issued a mask (see below) if they are not already wearing one and will be expected to wear their mask properly while on the medical campus.
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Protecting You and Protecting Our Care Team

- » All healthcare workers, non-clinical support staff and all other UCM employees are required to wear a face mask at all times in all locations of our hospitals and clinics, including parking garages and outdoor spaces on our medical campuses.
- » All patients are required to wear a face mask at all times. They will be issued a face mask upon entrance to our facilities if they do not have one of their own.
- » All visitors are required to wear a face mask at all times. They will be issued one upon entrance to our facilities if they do not have one of their own.

UChicago Medicine's Commitment to Our Patients

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Social Distancing Requirements

- » All healthcare workers, non-clinical support staff and all other UCM 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, patients are asked to wait in their cars until they are called on their cellphone for their appointment. Patients will then be escorted directly to the exam room, bypassing the waiting room.
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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

- » UChicago Medicine and all hospitals across Chicago and the nation will continue to treat patients infected with COVID-19 on a regular basis, just as we have regularly and safely treated patients infected with influenza and other infectious diseases.
 - » To prevent the further spread of COVID-19, UChicago Medicine has created a special outpatient clinic for treating these patients, located in a separate area of our medical campus. This physical separation of COVID-19 patients from other patients who need medical care is important to the prevention of any inadvertent spread of the virus. People with COVID-19 who need inpatient care are being treated in appropriate isolation rooms that have special ventilation designed to keep employees and other patients safe.
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We have taken these precautionary steps because of our core commitment to protecting the health and safety of all patients, while meeting their essential need for medical care, whether that be treatment for cancer, heart disease, a digestive disorder — or emergency care for COVID-19.