

Receiving care at Touro: What you need to know

We understand it can be worrisome to go to the hospital during a pandemic, but at Touro your health and safety are our top priority. Things may look a little different right now, but it's all to protect you and our community.

Here's what you need to know:

- **Entrance Restrictions:** We have limited the entrances to our hospital to the Main Prytania street entrance and the Emergency Room entrance on Delachaise street. If you need emergency care, please enter the Emergency entrance, all other patients should enter through the Prytania Street entrance. Patients can continue to park in the Delachaise or Prytania parking garages but will need to enter at the ground level.
- **Entrance Screenings:** All patients, visitors and employees will have their temperature checked at the entrance and will be asked if they are experiencing a cough, body aches, and/or gastrointestinal issues. Anyone that presents with a fever over 100⁰ is restricted from entering and given further instructions.
- **Masking:** All patients, visitors and employees are issued a mask upon entering. Masks must be worn at all times while in the hospital or facility.
- **Visitor Restrictions:** Visitors are restricted with the exception of those that are essential to the care of the patient. Please visit [Touro.com](https://www.touro.com) for updated visitor guidelines.
- **Social Distancing:** Touro is practicing social distancing to reduce the risk for spreading illnesses. Waiting rooms and registration areas, have reduced seating and placed markers on the ground to help patients practice social distancing. We are also staggering appointment times to help reduce the number of patients in a service area at one time.
- **Precautionary testing:** Any patient being admitted to the hospital or undergoing a surgery or procedure that involves anesthesia, will be tested for COVID-19 prior to admission or procedure.
- **Preoperative Procedures:** Pre-op testing and screening will vary depending on the service area. A representative from Touro will contact you regarding instructions and answer any questions you may have.
- **Patient Safety:** Our patients' health and safety is our top priority.
 - Our cleaning and sanitation processes go above and beyond recommended guidelines. Terminal cleaning, an intense disinfecting procedure, is performed between patients undergoing surgeries and procedures and a TRU-D cleaning, technology using UV light disinfection, is used daily. Both methods of cleaning are proven to kill viruses including coronavirus.
 - Any patients with infectious diseases remain in isolated units to prevent the spread of infection.
 - Touro follows guidelines from the Centers for Disease Control and Prevention to protect patients, staff and the community from the spread of viruses and illnesses.

The above guidelines are subject to change as this remains a fluid situation. Touro will continue to update you as the situation progresses. Thank you for trusting us with your care.