

| Your COVID-19 Frequently Asked Questions

We are pleased to welcome you back for services at Doylestown Health, and assure you that we have taken every precaution to keep you safe. We strive to keep you updated on our response to the evolving guidelines related to the coronavirus.

How do I get a COVID-19 test?

Drive-through testing is available on the Doylestown Hospital campus. In order to use this service, you must:

- Have been screened by a physician or the Bucks County Department of Health to determine if testing is appropriate
- Have a physician order for the Coronavirus test
- Be pre-registered by a Doylestown Hospital scheduler

To schedule/pre-register for COVID-19 testing, please call Doylestown Hospital at **215.345.2274**.

Test Results

While the collection of specimens takes place at Doylestown Hospital, off-site laboratories complete the testing and report results directly to the ordering physician. Results may be available in a matter of hours or a few days, depending on the lab.

Patients who were tested and experiencing mild symptoms should stay home while awaiting results.

Testing at Doylestown Health Urgent Care

Urgent Care performs COVID-19 testing for pre-procedure and travel requirements only and do not accept walk-in testing.

How much does a COVID-19 test cost?

The price varies depending on your insurance. Contact the Billing Department at **215.345.2182** for more information.

Am I responsible for the co-pay for COVID-19 testing?

Per Medicare and major insurance carrier rules, there is no co-pay for physician-ordered COVID-19 lab testing.

What does a COVID-19 test cost if I don't have insurance?

For self-pay patients (i.e. those without insurance), federal waiver 1135 has provided for hospital reimbursement for the COVID-19 lab test. Currently Doylestown Health does not bill self-pay patients; instead, we submit our COVID-19 claims to the federal government in compliance with the federal waiver.

What should I do while I wait for my result?

Per the PA Department of Health:

- Self-isolate at home. If you live with others, isolate in a private room and use a private bathroom whenever possible
- Wear a mask when you enter general living areas
- Interact with others as little as possible
- If symptoms worsen, contact your healthcare provider

Is staff tested for COVID-19?

Following CDC guidelines, staff across the Doylestown Health system (i.e. Doylestown Hospital, Doylestown Health Urgent Care, all Doylestown Health owned specialty and primary care practices) is screened daily (see "screening process" below) for symptoms of COVID-19.

Because the availability of coronavirus test kits continues to be limited, lab testing is reserved for those who have exhibited symptoms of COVID-19.

What is the COVID-19 screening process?

Screening includes a temperature check and questions such as:

- Have you had close and/or prolonged contact with an individual who has tested positive for coronavirus?
- Have you recently experienced a cough, shortness of breath, loss of smell or taste, fever, chills, muscle pain, headache or sore throat?

What is the mask policy for patients and visitors?

All those who enter any Doylestown Health facility must wear a mask at all times. This includes staff, patients and visitors.

Will a mask be provided if I don't have one?

Yes, but to preserve our supply we ask that you bring your own mask if you have one.

Does Doylestown Hospital practice social distancing?

Yes. We enforce social distancing by removing and separating chairs in our waiting areas, and have installed physical barriers where feasible. Appointments are staggered to reduce the flow of patients and allow time for staff to sanitize equipment and exam rooms between patients.

Can I now get outpatient testing or lab work?

Yes! To provide a safe and comfortable experience, we encourage patients to schedule an appointment for radiology studies and therapy services by calling Central Scheduling at **215.345.2274**. Routine lab tests do not require an appointment and are accepted on a walk-in basis.

Will my care team have enough Personal Protective Equipment (PPE)?

Absolutely! Patient safety is our number one priority, and it begins with equipping staff with the resources necessary to care for patients. In addition to an adequate supply of PPE, Doylestown Hospital also employs a unique decontamination process to conserve and extend PPE.

Do you still offer valet parking?

Valet parking has been discontinued at this time.

What is the inpatient visitor policy?

Visitors must enter through the Main Lobby or the Gorsky Atrium (Cardiovascular Intensive Care and Interventional Units) to sign in and collect a visitor badge. Visitors must wear the badge and a mask at all times.

Visitors must remain in the patient room. Waiting rooms are not an option for a patient visit.

- Adult Inpatients: 1 support person per patient
- Emergency Department: 1 support person per patient*
- Maternity Department: 1 support person per patient
- Pediatric Department: 2 support persons per patient
- End-of-Life Care: Maximum 4 visitors at a time. Visitors must remain in the patient room until leaving the hospital.
- Urgent Procedures: 1 support person per patient
- Patients with Disabilities or Cognitive Impairments: 1 support person per patient

When exiting the hospital, the visitor must return to the point of entry, sign out and return the badge. Any other member of the inpatient's family or friends may sign in and use the badge; however, only one visitor at a time.

**ED will ask support person to wait in a vehicle while the patient is triaged. One support person may stay with the patient while in an ED room after called, screened and cleared to enter.*

Visitors are not permitted in the COVID unit.

What are the visiting hours?

Visitors must enter through the Main Lobby or the Gorsky Atrium to sign in and collect a visitor badge to wear. All visitors must wear a mask. Inpatient visiting hours are:

- General Inpatients: Noon to 8 pm
- Intensive Care and Intermediate Units: 10 am to 10 pm
- Cardiovascular Intensive Care and Interventional Units: 10 am to 10 pm (visitors must arrive by 4 pm)

Can I bring someone with me for outpatient services?

Visitors are not permitted to accompany most outpatients; however, one support person is permitted for the following:

- Patients with intellectual or physical disability
- Pediatric patients
- Pre-natal outpatients