



## **COVID-19 Update—11/16/20**

### **Visitor Policy**

In light of the new public health order set to take effect in Michigan on Wednesday, November 18, we want to update you on steps we are taking to reduce the spread of COVID-19 and protect our patients, caregivers and staff.

We are asking visitors to please stay home unless absolutely, medically necessary for patient care. In cases where patients require assistance or have an important appointment, they may bring one visitor with them who is at least 16 years of age and medically necessary to the following:

- Consultation
- Office visit
- Infusion longer than 1 hour

A visitor must be same person throughout the appointment or treatment. All visitors and patients are screened and required to wear a non-vented mask before entering the building. Visitors who have any signs or symptoms of COVID-19 are directed to return to their vehicle and contact their primary care provider for follow up.

Children are not allowed to accompany patients to appointments and cannot be left in vehicles to wait. Please make care arrangements in advance for your children under the age of 16.

### **Visitor Restrictions / Still in Place:**

- Caregivers of patients who have a radiation treatment, infusion room shot, port flush, and/or a lab appointment only are asked to remain in the car.
- Prescription refills will remain as a curbside pickup

### **Safety Precautions for WMCC Patients & Caregivers**

To prevent the spread of COVID-19, we have implemented the following steps per CDC guidelines and state of Michigan directives:

- Patients and staff must wear a cloth face covering or non-vented mask upon arrival. If you do not have one, a mask will be provided to you.
- Patients and staff must undergo COVID-19 screening upon arrival. This includes answering a series of questions about coronavirus symptoms unrelated to your illness, possible exposure to others who may be infected and having a forehead (temporal artery) temperature taken.



### **CDC list of updated symptoms includes:**

- Fever of 100.0 F or higher
- Unexpected cough
- Shortness of breath or difficulty breathing
- Chills or repeating shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

\*Symptoms may appear 2-14 days after exposure to the virus.

Patients who are not cleared for their appointment due to potential coronavirus concerns should follow up with their provider by phone to discuss next steps. The same is true for patients who do not have a scheduled appointment and are having any coronavirus symptoms or exposure.

### **Additional Prevention Measures in our Center**

Along with regular cleaning and disinfection measures, additional steps have been taken to protect patients in treatment and our medical staff who work diligently to help patients. We have removed magazines, puzzles and hats from our waiting areas and exam rooms to prevent the spread of infectious disease. We have decided to keep our resource libraries stocked with informational brochures. However, we just ask that if you pick up a brochure, please go ahead and keep it. Do not return it to the resource library.

We have also made the difficult decision to suspend our volunteer activities until we feel that it is safe to resume them. Our volunteers are a beloved part of the WMCC family and asking them to stay home during the height of the coronavirus outbreak is an unfortunate but necessary step to protect them and you.

As we stated in our first update on the coronavirus situation, WMCC strives to ensure patient and staff safety as a top priority throughout the year. Please review the following information regarding general COVID-19 prevention and symptoms. WMCC will continue to monitor the ongoing situation and recommendations from the CDC. We will also coordinate with local health department officials and both Bronson Healthcare and Ascension Borgess to provide the best care possible for those who may become affected.

### **Basics and Symptoms**

COVID-19 is a novel strain of coronavirus that seems to spread easily from person to person through respiratory droplets or by contact with an infected surface or object. Symptoms may appear in as few as two days or as long as 14 days following exposure to the virus. The symptoms that are consistent with COVID-19 include fever, cough and shortness of breath (lower respiratory disease).



# West Michigan Cancer Center

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## Prevention

The CDC recommends prevention measures that are very similar to prevention measures for the flu.

- **Handwashing:** Wash your hands using soap and water for at least 20-30 seconds; especially after going to the bathroom, before eating, after blowing your nose, coughing or sneezing or providing care for someone with symptoms. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
- **Avoid touching your face:** It is very common for an individual to touch their face on a regular basis. It is important to avoid touching your face as this is a common way that viruses enter and leave your body. It is additionally important to avoid the T-zone – eyes, nose and mouth.
- **Social distancing:** If you are sick, it is important that you stay home, unless seeking medical attention, and follow good prevention etiquette. If you must be out in public, wear a cloth face covering and stay at least 6 feet away from other individuals.
- **Cloth Face Coverings/Masks:** Cloth face coverings or non-vented masks are recommended for everyone in public settings.
- **Travel guidelines and restrictions:** It is important to avoid travel to areas where an outbreak is widespread. Please check the CDC for travel guidelines.
- **Cleaning:** It is important to clean commonly touched surfaces. Standard disinfecting wipes appear to be sufficient (i.e., Lysol wipes). WMCC is committed to this practice throughout out normal daily cleaning protocol.