

# Accepting Patients.

## Taking Extra Precautions for Patient Safety.



Mountain Valley Hospice & Palliative Care is here to work collaboratively with you to ensure your residents and patients can safely receive hospice services during the COVID-19 pandemic. You can refer your patients and residents to us with confidence in our infection control protocols.

Our entire staff is working under the direction of our Environment of Care Team to ensure we follow CDC, NC DHHS and VA DOH guidelines while also fulfilling our mission to provide the best care to those with serious illness. We continue to allow family members and loved ones to be present as often possible, while remaining as safe as possible.

In addition to in-person visits, we now offer video or telephone “telehealth” visits. During the COVID-19 pandemic, insurance companies, including Medicare and Medicaid, are covering these “telehealth” visits, which help prevent further spread of infection.

We are taking several additional precautions to protect patients and staff during this challenging time, including the following:

- Our staff are being screened daily for symptoms of, or potential exposure to, COVID-19. Employees with positive screens are not allowed to work.
- We have implemented strict employee travel guidelines related to COVID-19 high risk travel destinations.
- We are calling ahead to ask screening questions before every visit—even if your resident or patient answered them earlier the same day for a different visit. If they answer “yes” to these questions, we can develop a solution for providing appropriate care to them, which will include using appropriate personal protective equipment (PPE) and telemedicine.
- Our employees are required to adhere to a strict personal protective equipment policy, including mask and goggles or face shields with all patient contact.
- Visitors to the hospice care centers must adhere to similar precautions when visiting family members.

### Preferences for Facility Visits.

We will respect your preferences about visits to your site. If you prefer, we will make only the medically necessary, CMS-required visits— comprehensive RN assessments and face-to-face evaluations, via telemedicine applications if you prefer. Please let us know how we can support you.

Our Environment of Care Team is actively monitoring and assessing all new information to ensure that we continue respond as necessary.

Thank you for helping to explain our process to the families we serve. We are doing everything we can to protect our patients, their families and our employees during these unprecedented times. We are all in this together.



**CARE FOR THEM. COMFORT FOR YOU.**