

COVID-19 COMMUNICATION FOR PATIENTS AND FAMILIES

Thank you for trusting Faith Regional Health Services with the care of your loved one diagnosed with COVID-19. We understand how important you are in the healing of your loved one. The following information is intended to help you to stay informed and help you support them along the way.

Visitation Guidelines

While ensuring patients receive care in a safe environment has always been and will continue to be our priority, Faith Regional also recognizes the importance of having a support person during hospital stays, procedures, and clinic appointments. The latest guidelines are intended to minimize the spread of COVID-19 while also reducing feelings of isolation and provide support and companionship for our patients. You can find the most current visitation hours listed on our website www.frhs.org.

Technology Available

We encourage patients to stay connected to their friends and family while they are in the hospital. Besides the patient's bedside phone, patients and their loved ones can connect via smart phones and video calling apps like FaceTime or Skype. If your loved one doesn't have a personal smart phone or tablet, we can help them schedule a time for a FaceTime video call using one of our unit devices.

Celebrate When You Can – send your loved one a greeting card while they are in the hospital. Visit <https://www.frhs.org/patients-visitors/send-an-e-greeting/> to send a personalized greeting.

Get Connected to Your Loved One's One Chart | Patient Via Proxy Access

Patients with a One Chart | Patient account can identify individuals they designate to receive full access to information released in One Chart | Patient via the Proxy Access feature. This proxy has the same viewing permissions as the patient and it cannot be restricted; therefore, it is only available when a patient specifically grants such access. This can help family members receive test results and read notes in One Chart | Patient as soon as they are available.

Label Personal Items

As patient care needs may require room reassignments during hospitalization, important technology like phone chargers, cords, or other personal accessories can sometimes get misplaced. Please label all personal items to ensure these items remain with their owner.

Identify a Single Point of Contact

Designate one individual who providers or caregivers can call to share important updates. Please consider making this person the legally authorized representative (i.e. someone who can make decisions for your loved one if they are unable) and someone who is able to communicate updates to other loved ones. Faith Regional nursing staff will call this identified individual each shift to provide updates.

Keep a List of Important Questions

Stressful situations like hospitalizations can make it difficult to focus on important details or information. Your loved one's care team should be providing a daily update on the care plan, and this would be a good opportunity to ask questions. Keeping a list of important questions helps ensure nothing is forgotten during conversations with caregivers.

Talk About Wishes/Advanced Directives

If your loved one has been admitted, we want to honor their care wishes, included any advanced directives or end-of-life wishes. Please share any advance directive care planning paperwork with the care team. If you need the paperwork, we have templates available on our website www.frhs.org.

If You Need Support, We are Here for You

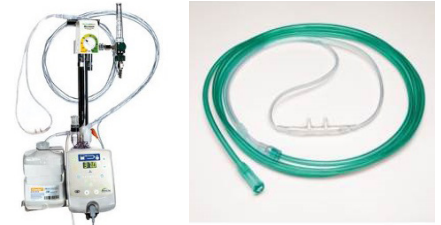
We will take the best possible care of you and your loved one. We also want to make sure you feel supported in all the ways you need. You can request a visit from our spiritual care department at any time. You can call (402) 644-7559 or ask your loved one's nurse for assistance.

COMMONLY USED TREATMENT AND MEDICATION TERMINOLOGY RELATED TO COVID-19 PATIENTS

Oxygen Treatments: Most people admitted to the hospital for COVID-19 require oxygen. Oxygen treatments commonly used at Faith Regional include:

Oxygen Therapy Comfort Flo:

Heated and humidified oxygen that maintains oxygen levels while off of a mask to allow for eating and drinking.



Noninvasive ventilation:

Is a less invasive way to rest the lungs without placing a tube in the trachea (windpipe). A nasal or facial mask is used, and a tube is connected to a machine to deliver oxygen.

CPAP:

A mask that helps improve oxygen flow - sometimes people wear this at night time at home (uses same machine as BiPAP).



BiPAP:

A mask that helps to improve breathing - sometimes people wear this at night time at home (uses same machine as the CPAP).



Intubation:

Is the placement of a small plastic tube through the mouth into the windpipe (trachea). The tube is then connected to a machine called a ventilator that can move air to and from the lungs to assist with breathing.



Antiviral treatments used for COVID-19 infection

Remdesivir is an antiviral medication approved by the U.S. Food and Drug Administration (FDA) for the treatment of people admitted for COVID-19 infection which is given intravenously daily over a couple of days. It may be administered during the first couple of days of admission.

Common treatments of the inflammatory response associated with the virus:

Anti-inflammatory Medications:

A COVID-19 infection can cause the immune system to become hyperactive. This can lead to the body attacking its own virus-infected organs. Anti-inflammatory medications help to reduce the inflammatory response.

Corticosteroids

- Dexamethasone, Prednisone, Methylprednisolone, or Hydrocortisone
- For hospitalized patients with COVID-19 infection who need supplemental oxygen
- Benefit: improves outcomes and survival
- Rare side effects: high blood sugar levels or bacterial infections

Tocilizumab (Actemra) (or alternatively Sarilumab)

- Reduces inflammation by blocking specific receptors and preventing the release of inflammatory proteins
- Add-on treatment for recently admitted patients on corticosteroids with rapidly increasing oxygen needs and systemic inflammation
- Benefit: improves survival
- Rare side effects: serious bacterial or fungal infections or bowel perforation

Baricitinib (or alternatively Tofacitinib)

- Reduces inflammation by blocking key factors the immune system pathway
- Add-on treatment for patients on corticosteroids requiring supplemental oxygen, non-invasive or invasive mechanical ventilation
- Benefit: improves survival
- Rare side effects: respiratory or urinary tract infections, herpes virus reactivation, blood clots, or lymphoma

Other Treatments:

Antibiotics: Patients with a COVID-19 infection may develop other infections due to bacteria, such as pneumonia. If a bacterial infection develops, your doctor may treat you with an antibiotic until the infection resolves.

Blood Sugar Control: The use of corticosteroids to treat inflammation can lead to abnormally high blood sugar levels even in patients without diabetes. High blood sugar can damage the vessels that supply blood to vital organs, which can increase the risk of heart disease and stroke, kidney disease, vision problems, and nerve problems. Your doctor may prescribe insulin to maintain your blood glucose at normal levels.

Insulin

- Insulin allows glucose in the blood to enter the body's cells and be used for energy
- Adverse effects: low blood sugar

Blood Clot Prevention:

Patients hospitalized with a COVID-19 infection and immobility have an increased risk of blood clot formation in the limbs, lungs, heart, and brain. Your doctor may prescribe a blood thinner to help prevent blood clots. While you are in the hospital, it is encouraged to move or exercise as tolerated to increase blood circulation around your body.

Enoxaparin (Lovenox), Heparin, or Apixaban (Eliquis)

- These medications inhibit agents that are responsible for clot formation
- Rare side effects: bleeding

Fluid Balance: Mortality from COVID-19 infections is primarily driven by abnormal fluid metabolism of the lung, leading to fluid accumulation in the lungs and an inability to properly exchange oxygen. This condition is generally referred to as pulmonary edema. Diuretics or "water pills" help your body eliminate to excess fluid buildup through increased urine excretion.

Furosemide (Lasix) or bumetanide (Bumex)

- A diuretic that increases sodium excretion in the urine, causing an equivalent increase in elimination of water
- Rare side effects: sodium, potassium, and other electrolyte imbalances