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Date:	April 15, 2020	
To:	Health Services Administrators, Director of Specialized Services, Chiefs of Staff	
Cc:	Chief Operating Officers, Medical Directors	
From:	Ciro Panessa, Northwest Chief Operating Officer Dr. Raina Fumerton, Interim Chief Medical Health Officer Deanna Hembroff, Regional Manager Infection Prevention and Control	
Re:	Process for personal effects and communications for COVID19 presumed patients and families in an acute care setting	

Below you will find two documents that provide additional direction and guidance for staff, patients, and their family members, regarding the process for adult patients who are admitted into acute facilities with a presumed or confirmed COVID-19 diagnoses.

1. Process for Staff: Communication and Personal Effects in Acute Care for COVID Positive/Potential Adult Patients

Provides direction to operational leadership and clinical teams on how to set up communication with families and transfer personal belongings when a COVID-19 presumed or positive adult patient is admitted into an acute facility.

This document outlines:

- The process to set up a communication plan with the patient's family contact
- The process to receive the patients personal belongings

2. Process for Families: Communication and Personal Effects in Acute Care for COVID Positive/Potential Adult Patients

This handout can be provided to patients and their families when they are admitted into an acute care facility

This handout outlines

- How to communicate with the patient
- How to set up a communication plan with hospital staff to get updates on the admitted patient
- Guidance around who to contact if they have questions or concerns
- What personal belongings of the patient can be provided to them during their stay in the acute facility and the process to drop off these items
- Other information and resources to help answer any questions they may have around COVID-19.