

## RENOWN HEALTH IMPLEMENTS NEW VISITOR AND RESPIRATORY CARE RESTRICTIONS TO ADDRESS COVID-19

**RENO, Nev. (March 9, 2020)** – Renown Health continues to monitor coronavirus (COVID-19) and ensure constant readiness by working closely with the Washoe County Health Department and staying informed of the Centers for Disease Control and Prevention (CDC) updates. When there is heightened concern around an illness, we implement enhanced infection prevention strategies and ensure we are ready with the appropriate supplies and alternate plans should the need arise.

Renown Health providers are educated and prepared to quickly and safely screen, diagnose and care for patients with respiratory illness, including COVID-19. Out of an abundance of caution, Renown Health has implemented the following measures to ensure the safety of patients, staff and community members.

### **Patients with Respiratory Symptoms:**

If you are experiencing respiratory symptoms, call 775-982-5000 to be directed to the appropriate level of care. This phone screening is available 24 hours a day, seven days a week and is offered free by Renown Health to our community.

Additionally, Renown staff are performing respiratory illness screenings at the entrances of all of our Renown hospitals, urgent care and medical group locations to ensure the safety of our patients, staff and community.

### **Limiting Visitation:**

While we understand the importance of in-hospital patients having friends, family and loved ones by their side, to help protect against flu and other respiratory illnesses, as of Tuesday, March 10, patients at Renown hospitals will not be receiving visitors. If a family member or friend is at a Renown hospital, please telephone them. If there are extenuating circumstances, we will allow one designated visitor per patient through controlled entrances at both hospitals from 4 to 9 p.m. No visitors under the age of 12 will be permitted. These new rules will allow one visitor to stay overnight with laboring mothers, NICU, pediatric and palliative care patients. Approved visitors will be subject to screening before entering by answering a series of questions about any recent symptoms of respiratory or influenza-like illness prior to entering a Renown facility. Access to Renown hospitals (Renown Regional Medical Center and Renown South Meadows Medical Center), is through the main entrances and the emergency room entrances only.

### **Volunteers:**

For the safety of our volunteers, we have temporarily suspended volunteer operations at Renown until further notice.

### **Events at Renown Locations:**

To ensure the health and safety of our community, we have cancelled upcoming community events scheduled at Renown and Hometown Health locations.

### **Protecting Yourself:**

You can protect yourself the same way you would protect against other viruses with a few common-sense practices.

- Wash your hands thoroughly and often. Make sure you are cleaning between your fingers and under your nails.
- Use alcohol-based sanitizers when soap and water are not available
- Use disposable tissues when coughing and sneezing; dispose of carefully and promptly. If tissues are not available, direct your cough or sneeze into the crook of your arm/sleeve
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Clean and disinfect frequently touched objects and surfaces.
- Avoid close contact with anyone who has cold or flu-like symptoms.

- Avoid shaking hands, especially with those who appear to be ill.
- Disinfect shared surfaces.
- Practice social distancing.
- Stay home when you are sick.
- If you have fever, cough, gastrointestinal, or respiratory symptoms please call the Free Respiratory Health Line at 775-982-5000.

**How to Get Accurate and Reliable Information:**

We continue to advise our community regarding the importance of accurate sources of information, and to provide regular updates. Any decisions and information related to COVID-19 will be shared via official Renown Health communication channels.

**For up-to-date information on Renown's approach to keeping our community safe, visit our website at <https://www.renown.org/covid-19/>.**

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**About Renown Health**

Renown Health is a locally governed and locally owned, not-for-profit integrated healthcare network serving Nevada, Lake Tahoe and northeast California. Renown is one of the region's largest private employers with a workforce of more than 7,000. It comprises three acute care hospitals, a rehabilitation hospital, the area's most comprehensive medical group and urgent care network, and the region's largest and only locally owned not-for-profit insurance company, Hometown Health. Renown has a long tradition and commitment to continually improve the care and the health of our community. For more information, visit [renown.org](http://renown.org).