

Thank you for the privilege of allowing us to care for you.
The following information is to help you prepare for your upcoming visit
and share protocols in place to ensure safe care.

PREPARING FOR YOUR SURGERY, CARDIAC CATH OR PROCEDURE

Pre-procedural call: You will be called to schedule a pre-admission appointment ("PAT"). This appointment will typically be 2-4 days prior to the date of your surgery or procedure. You will be screened and pre-registered by phone and given a date for COVID-19 testing, as requested by your physician. COVID-19 testing is performed during PAT.

Upon Arrival for PAT Appointment: Arrive at the outpatient designated entrance. You will be screened prior to entering the facility:

- o Screening questions based on CDC guidelines.
- o Temperature check.
- o If there are no issues with the screening questions and temperature is normal, you will be given a face mask if you do not have your own and proceed into the facility.
- You will then be escorted to secure registration area.
- One visitor will be allowed for patients having an elective procedure.
- Visitors that enter the hospital will be required to wear a face mask and sanitize their hands. If a visitor does not have a mask, one will be provided.
- All visitors will be screened prior to entry of the hospital using current CDC criteria and temperature taking.
- In the registration area, you will complete necessary forms and be escorted to the PAT area.
- You will be given instructions regarding your surgery or procedure and provided information on CDC guidelines for social distancing and quarantine.
- We will communicate testing results to both you and your physician and then provide further instructions based on direction from your physician.

DAY OF SURGERY OR PROCEDURE

Arrival:

- Please plan ahead to arrive at the hospital on time for your scheduled procedure.
- Arrive at the outpatient surgery entrance of the hospital.
- You will be screened upon entrance. Screening will include questions based on CDC guidelines and temperature check. If you have a fever, recent history of exposure or are having a high-risk procedure, your physician may request a rapid COVID-19 test. Your physician will be contacted on how to proceed.
- Please bring any records or forms your physician has given you concerning your care.
- If you forget and eat or drink something, tell your nurse immediately upon arrival.

Preparation: You will register in the Outpatient Surgery waiting area. Afterwards, a nurse will escort you to the clinical area and take your vitals and continue preparation for your procedure.

Visitor Limitation: We are limiting visitors to one individual per patient for elective procedures only.

- Any accompanying visitors will follow same screening protocol and be required to wear mask or face covering. Visitors will be required to wait in the designated waiting area and adhere to social distancing guidelines.
- Your family or friend may drop you off. Our staff will request their contact information when you arrive, keep them informed of your progress and notify them when to pick you up.

AFTER YOUR SURGERY OR PROCEDURE

Recovery & Pick-up: When ready after your operation or procedure, staff will help you prepare to return home. You will receive prescriptions for any necessary medication and written instructions to follow at home. We will take you to the entrance to be picked up by your family member or friend.

Payment Plans: We understand this has been a challenging time and to support our patients our hospital has a flexible patient payment plan program. You can request more information prior to the procedure or set this up after the procedure.

PREPARING FOR YOUR OUTPATIENT VISIT, INCLUDING IMAGING, CARDIAC REHAB, PULMONARY REHAB, PHYSICAL THERAPY AND WOUND CARE

- You will be contacted in advance by phone. You will be asked screening questions and given instructions about your visit, including where to park and where to enter.
- On the day of your visit, please wear a face covering or mask.
- You will be screened upon entrance. Screening will include questions based on CDC guidelines and temperature check.
- All outpatient areas have been modified with additional safety measures, including social distancing, hand washing and all areas are routinely cleaned.
- Accompanying visitors are not permitted with patient unless patient condition warrants. Any visitor will follow same screening protocol and be required to wear mask or face covering.

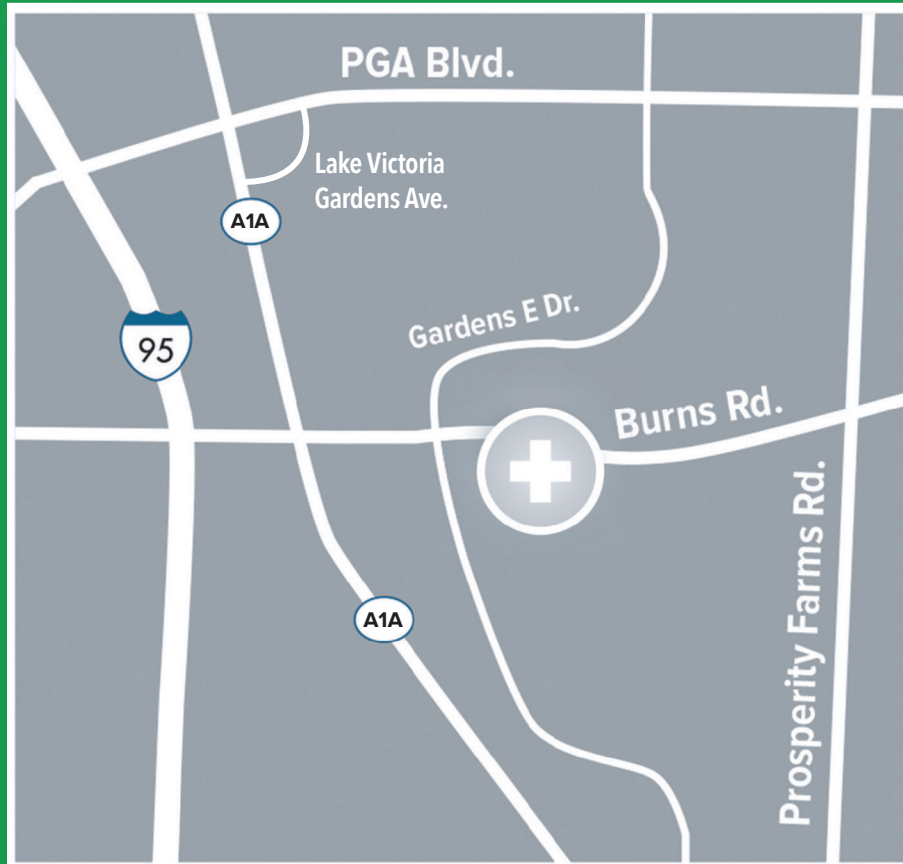
SAFE PRACTICES PRIOR TO ANY VISIT

- Self-monitor your temperature daily.
- Practice social distancing and wear a face covering in public spaces.
- Wash your hands often with soap and water.
- Call your physician immediately if you have a fever, cough and difficulty breathing.

OTHER IMPORTANT INFORMATION TO KNOW

- Our hospital is safe.
- All staff are screened daily and have appropriate Personal Protective Equipment.
- COVID-19 patients are cared for in dedicated units – a separate and safe environment.

For additional information or questions, please call: 561-495-3155
For late arrivals or cancellations, please call: 561-495-3155



Directions from I-95

Take Exit 79A to go east on PGA Blvd.
Turn right onto Lake Victoria Gardens Ave.
Turn left onto A1A.
Turn left onto Burns Road.
Palm Beach Gardens Medical Center is on the right, just past Gardens E Drive.