



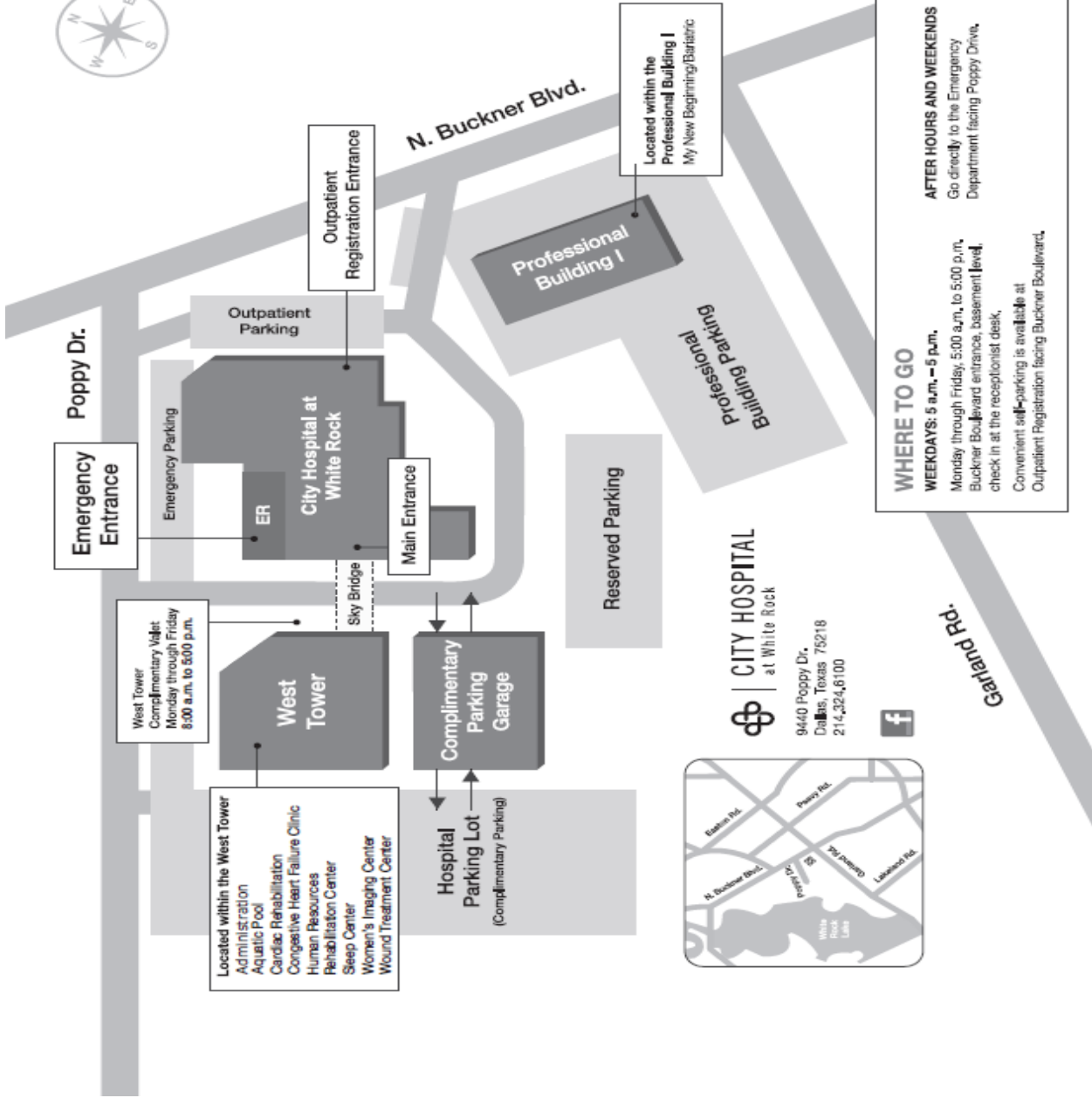
### Pre-op Testing Day Process

Patients need to be instructed to enter in through the Buckner Entrance. The sign on the building shows Outpatient Entrance.

Patients will be screened upon entry by the Registration clerk. The same questions listed on attachment 1 will be asked.

The patient will be provided a regular surgical mask and be asked to don the mask and wait until the DSU staff retrieves the patients.

Patients will be brought into the large room in DSU to be assessed, labs will be drawn, COVID19 swab testing will be performed, EKG's will be completed. Once these tests have been completed , if a chest xray is required, Radiology staff will be notified of the need, they will retrieve the patient, once it is completed, the patient will be taken back to the large room where the DSU RN's will complete the testing and provide information, written and verbalized, of the process the day of surgery.



**Emergency Entrance**

**Poppy Dr.**

Emergency Parking

Outpatient Parking

Outpatient Registration Entrance

**N. Buckner Blvd.**

Professional Building I

Located within the Professional Building I  
My New Beginning/Bariatric

Professional Building Parking

Reserved Parking

Main Entrance

City Hospital at White Rock

West Tower

West Tower Complimentary Valet  
Monday through Friday  
8:00 a.m. to 5:00 p.m.

Located within the West Tower  
Administration  
Aquatic Pool  
Cardiac Rehabilitation  
Congestive Heart Failure Clinic  
Human Resources  
Rehabilitation Center  
Sleep Center  
Women's Imaging Center  
Wound Treatment Center

Sky Bridge

Complimentary Parking Garage

Hospital Parking Lot  
(Complimentary Parking)

**CITY HOSPITAL**  
at White Rock

9440 Poppy Dr.  
Dallas, Texas 75218  
214.324.6100



**WHERE TO GO**

**WEEKDAYS: 5 a.m. – 5 p.m.**

Monday through Friday, 5:00 a.m. to 5:00 p.m.  
Buckner Boulevard entrance, basement level,  
check in at the receptionist desk.  
Convenient self-parking is available at  
Outpatient Registration facing Buckner Boulevard.

**AFTER HOURS AND WEEKENDS**

Go directly to the Emergency  
Department facing Poppy Drive.

**Garland Rd.**



## Visitation Process

As we are working through the COVID19 pandemic our visitation process has been updated. Effective Tuesday March 24, 2020 City Hospital at White Rock will be transitioning to a Limited Visitation policy. This means that no visitors will be allowed for the majority of our patients. No visitors will be allowed in our Emergency Department unless a life threatening situation or illness exists.

We do however have some exclusions to this process:

- Patients who are expiring
- Laboring patients may have one visitor
- Patients undergoing surgery may have one visitor

**Other exceptions may be made on a case by case basis with approval by the nursing director.**

Visitors who enter the hospital will still have to meet our current visitation screening process and will receive an armband once cleared as well as a surgical mask. We ask that visitors wear the mask throughout the duration of their stay. The screening process involves being screened for flu-like symptoms such as fever, cough, or sore throat. Any visitor with obvious signs of illness will be asked to kindly leave. Any visitors will also be encouraged to remain six feet away from patients at all times and wash or sanitize their hands before and after exiting the patient room.

We are adhering to Social Distancing as recommended by the CDC and the Texas Department of Health and Human Services recommendations. Hospital staff may ask the person accompanying you to exit and remain in their car. Staff will ask for a primary contact person and their phone numbers. In the event this occurs we will make every effort to communicate updates as often as possible to this person. In the event visitors remain with a patient in the preoperative area we ask that visitors remain with the patient until the time the patient is taken to surgery.

City Hospital is utilizing many forms of communication. Telehealth is one of the tools we utilize throughout the hospitalization. Our Providers are able to communicate in an interactive, virtual face to face process, via I-Pads and cellular phones. Providers are able to call into your phone via Facetime or Zoom in order to provide updates to you while also allowing you the opportunity to ask questions.

On the day of surgery, the person you determine to be your primary contact person will be provided a mask upon entering the facility. They will be allowed to accompany you in the Outpatient area. Once you are taken to our Surgery area, we will ask for a primary phone number from your contact person. If you are being admitted for an overnight stay, your primary contact person will be escorted to your room. We ask that they remain in the room and not roam the



hospital, otherwise they will be asked to return at a later time. Updates will be provided to them during the surgery process. Once your surgery is completed, your surgeon will communicate with your primary contact person about the surgery and how you are doing. Once you are recovered, your primary contact person will be notified of your room number, if you are being admitted, or that you have arrived back in the outpatient area. Discharge instructions will be provided to your contact person. When you are ready to go home our Outpatient staff will notify your primary contact that you are ready to go. You will be taken by wheelchair out to the same area where you were dropped off (Outpatient Entrance off of Buckner Road) and you will be assisted into the car. Your discharge instructions as well as your prescriptions will be given to you and your primary contact person at this time.



### Day of Surgery

1. Patients will be screened at the entrance by the Registration clerk. The questions on attachment 1 will be asked again.
2. The patient and primary contact person if present will be provided a regular surgical mask at that time and asked to don the mask.
3. Patients will be taken to 3N by the DSU RN.
4. DSU RN's will take the patient to the available room on 3N. The patient will change into a gown, have their IV started, and be prepped for surgery.
5. Once the patient has been prepped and is ready for surgery. DSU RN's will call PACU to ensure we have an available RN in the holding area.
6. The patient will be taken, by stretcher, to the Holding area in the Surgery department. The chart must accompany the patient. Please ensure the H&P is no more than 30 days old or has been updated by the Surgeon, Consents are signed, and all accompanying diagnostic testing information is available-in Cerner or on the chart.
7. Ensure an accurate phone number for their primary contact is placed on the front of the chart (sticker on front of chart) which will ensure the surgeon is able to provide post-operative information to the primary contact after surgery.
8. Anesthesia will complete their assessment in the holding area.

### Completion of Surgery Process DSU

Once surgery is completed and the patient has met Phase 1 Recovery criteria the following will occur:

1. The patient's mask should be in place prior to transfer out of PACU
2. The patient will be taken, by stretcher, to the following areas:
  - a. 3N for the completion of Phase 2 Recovery
  - b. The inpatient bed assigned by the House Supervisor
3. Once the patient meets criteria, please ensure all prescriptions are made available to the patient, all discharge instructions are reviewed by the patient.



4. Call the Primary contact for patient pick-up once all required information has been provided to the patient and their primary contact and ensure all questions have been answered. Please ensure the discharge paperwork (all instructions in written form) are given to the primary contact person picking up the patient.
5. Escort the patient, by wheelchair, to the Outpatient Entrance for discharge home.

Attachment 1 COVID19 Pre-Op Questions:

Are you feeling well today?

Have you been running a fever?

Have you had a fever in the last two weeks?

Do you have a persistent cough?

Have you been exposed to COVID19 or been exposed to someone who has tested positive with the COVID19 Virus within the last two weeks?

*If yes, explain to the patient that you will be contacting the anesthesia provider for further evaluation and that you will call them back very soon with information.*

*Note: If yes to any of the above questions please contact the on-call Anesthesia Provider and pass on the information for them to review and give guidance in moving forward. The anesthesia provider will consult with the surgeon to determine next steps.*