

## Instructions for parents and carers access to the Hospital

During the Covid-19 health emergency period, the hospital has increased several hygiene and protection measures, redesigned spaces and reconfigured some rooms to ensure a safer access to the structure for patients and their carers.

Together with the responsible behaviours from each of us, the following rules may be useful for you to get well-prepared to a safe access and stay at Meyer. At the entrance you can count on a helpful staff who will be available to give you more information and will show you the path to reach the services you are going to.

### Respect the timetables

To avoid crowds inside the Hospital, it is important to respect the appointment time. We ask you to come to the Hospital only **20 minutes before** the appointment, if you arrive too early you will have to wait outside the building where a covered area has been set up. We advise you to keep your health card ready to check the health service.

### Temperature check and mask

Entering the Hospital you will need to wear the surgical mask correctly, covering your nose and mouth. This rule will be applied to children aged 6 and over. If it is possible, it is advisable to have it worn even by younger children.

At the entrance, the staff will check the body temperature of both child and carer and it cannot be higher than **37.5 degrees**.

### Sanitize your hands

Inside the Hospital you will find hand **sanitizer** dispensers. Avoid touching eyes, nose and mouth with your hands. Sneeze or cough on the disposable handkerchief or the crease of the elbow. We advise you to accustom children to **wash their hands often** with soap and water when they're at home and in other life contexts.

### Only one carer

Every child or young person, if underage, can enter with **only one** parent/carer for his/her specialist medical examination or diagnostic examination. This rule also applies to hospitalization. Visits from relatives and friends are suspended, but the visits are always guaranteed to one parent during the child's hospitalization. Different indications, with change of parents, are valid for long hospitalizations and in the critical areas (Intensive Care Unit, neonatal Intensive Care Unit, sub-intensive Care Unit).

We advise you to prepare yourself and your child to understand that this procedure is aimed at ensuring everybody's safety, to avoid or reduce anxiety and fears.

## Physical interpersonal distancing

Waiting rooms in the Hospital are meant to guarantee a safe separation among parent/child spaces. We advise you to respect the distancing even when you stand in a line or go to the Hospital cafeteria. We advise you to explain to your children that interpersonal distancing is just physical and not emotional and it is not a lack of sympathy.

## Swabs

The nasal/oropharyngeal swab, to diagnose the possible presence of the virus, in the Hospital is provided only in case of hospitalization, scheduled surgery or in case of emergency operations or invasive procedures that require sedation.

## Remote assistance

You could be offered a remote service of assistance. The remote assistance allows you to ensure the **continuity of care** for your children if the case they are already included in the follow-up schedule. It is a medical diagnostic act activated by the specialist and conducted by the doctor who will remotely interacts with the patient and can prescribe medicines or treatments.

If they offer you to use it but you don't know how it works, don't hesitate to ask for more information and take a look at the web page [www.meyer.it/cura-e-assistenza/televisita](http://www.meyer.it/cura-e-assistenza/televisita)

## Emergency Room

In case it is necessary to go to the Emergency Room, the Hospital has **set up two different paths**, one dedicated to children or young people whose symptoms are suggestive of SarsCov2 infection and one dedicated to all other needs. These separate paths allows us to ensure safety for everyone: patients, carers and healthcare professionals.

It is necessary to respect the rules of physical distancing, hand hygiene and correct use of the mask in these paths as well.

For info and reports write to [urp@meyer.it](mailto:urp@meyer.it)