

VNH Services During COVID-19

What to Expect & How to Stay Safe

Your safety is our priority. We will continue to do everything we can to ensure that you can receive safe and exceptional care during this time. We are actively making sure that VNH staff are healthy when they enter your home. Whenever possible, we will be utilizing phone and video calls.

WHEN WE ARE IN THE HOME, WE WILL:

- Ask questions to determine if there is a chance that you have COVID-19
- Limit the number of people in the room
- Keep a 6-foot distance from everyone other than you (the patient)
- Remain standing and limit touching items in the home
- Wear a surgical mask and face shield during every visit
- Ask that your pets be placed in another room
- Recommend keeping all supplies needed for the visit in one spot (by where they will be used)

HOW YOU CAN HELP:



Call VNH if you develop symptoms

- If you develop NEW symptoms such as a fever, cough, or shortness of breath, please call your doctor first and then VNH at 1-888-300-8853.



Clean and disinfect

- If surfaces are dirty, use detergent or soap and water prior to disinfection.
- Clean AND disinfect surfaces daily that are touched often (i.e. tables, hard-backed chairs, doorknobs, light switches, remotes, handles, desks, toilets, sinks).



Clean hands often

- All household members should wash hands often with soap and water for at least 20 seconds, especially after you have been in a public place, or after blowing your nose, coughing, or sneezing. Do not touch your eyes, nose, and mouth with unwashed hands.
- If soap and water are not readily available, use an alcohol-based hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.



Cover coughs and sneezes

- Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Throw used tissues in the trash and immediately wash your hands.



Prohibit visitors

- Do not allow visitors who do not have an essential need to be in the home.