

# SAFE CARE PLEDGE

Patient safety is always our top priority, and now more than ever, Western Reserve Hospital continues to be vigilant in creating the safest possible environment as we welcome back patients to our facilities. This pledge to the community means we have taken a comprehensive approach to safe care as the State of Ohio reopens. I, and our entire team of caregivers, look forward to serving you.

  
Dr. Robert Kent, President and CEO



**We screen everyone who enters our facilities.** Upon entering our facilities, all individuals, including physicians, nurses, staff and patients, are screened for fever, new cough and/or shortness of breath, and other flu-like symptoms. If the individual has symptoms, they will be advised on what to do based on the severity of the symptoms. Additionally, as another safety screening, patients will be contacted by Western Reserve Hospital 24-48 hours prior to their scheduled surgery or procedure to check on their health. We want to be sure our patients are not experiencing, or have had, any COVID-19 symptoms.



**We provide personal protective equipment.** All individuals are requested to wear a mask or face covering while in our facilities. All staff are provided masks and required to wear the mask while in the hospital. This includes all physicians, nurses, and other staff members, including those on our food and cleaning services teams. If a guest does not have a mask, one will be provided to them before they enter the building. Additionally, all physicians, nurses and clinical care staff wear higher levels of personal protective equipment, based on patient precautions, which may include masks, face shields, gloves and gowns.



**We thoroughly clean and disinfect.** Our comprehensive cleaning practices ensure that all surfaces and equipment are cleaned both before and after patient use with appropriate disinfection cleaning agents. Ultraviolet sterilization is used in the patient care areas after all surgeries, procedures and patient discharge. Shoe cleaning stations are in place in high-risk patient care areas throughout our facilities for all staff to use as an added layer of disinfection, and Purell® hand cleaning stations are located at every hospital entrance and exit, as well as throughout the facility.



**We follow social distancing.** Social distancing policies are in place throughout our facilities, with visible signage to assist patients, guests and staff of the need to maintain a 6-foot distance in all public situations, where possible. This includes limiting the number of people on the elevators and in all common areas. As an added layer of safety for the highest level of total facility safety, Western Reserve Hospital has temporarily suspended valet parking services and has implemented online medical records requests and some curbside pharmacy services.



**We limit visitors.** To protect our patients, visitor restrictions are in place at this time. To keep family and loved ones informed, surgeons/physicians will contact a designated family member before a patient is discharged to provide them with an update following any surgical or diagnostic procedure. We understand that our patients and their family members may experience some anxiety without a loved one present. In an effort to relieve any unease, a remote visitation program that utilizes iPads (supporting Apple and Samsung phones) allows patients and family members to communicate “face-to-face” following any surgeries or procedures, or daily updates while admitted to the hospital. Our clinical care team will assist patients and family members with instructions on this easy-to-use program.



**We educate our committed staff.** Every member of the Western Reserve Hospital staff has knowledge of the above safety, quality and infection control policies and procedures and is held accountable for following these guidelines that keep our facility clean and safe for our patients care.



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Proudly Physician Owned