

PLAN AHEAD: ENSURING YOUR SAFETY IN THE MEDICAL IMAGING DEPARTMENT

Welcome to our hospital. While you are here, your safety is our priority.

We know that you might be worried about returning to the hospital but please know that we are committed to providing a safe environment for you and health care providers. To help ensure you are prepared and comfortable, please follow these simple steps before, during and after your appointment.

PLANNING AHEAD

- Where permitted, you may be allowed to bring one person with you for the appointment.
- To help determine if it is safe for you to come, we will be contacting you (and the additional person if permitted) to ask you some questions about recent travel or symptoms you or your family may have.
- Ahead of your appointment, contact information for the Medical Imaging Department and instructions for your medical imaging test will be shared with you.

You are welcome to contact us at any time if you have further questions or are worried about your visit and appointment.

ARRIVING FOR YOUR APPOINTMENT

Once at the hospital, there are simple and effective ways to help stop the spread of germs.

- Consider the use of your own non-medical mask during your visit.
- Practice good hygiene: wash your hands when you enter the hospital and regularly during your visit (there are hand sanitizer stations throughout the hospital) and avoid touching your face.
- There may be staff greeting you at the hospital entrance to ask further questions and ensure that only one additional person is coming with you.
- If you arrive early, please wait in your car, the main lobby of the hospital or designated waiting area.
- To help minimise the number of people in the waiting room, please arrive in the Medical Imaging Department only five minutes before your appointment.

DURING YOUR APPOINTMENT

- Medical Imaging staff may be wearing personal protective equipment (PPE): surgical masks, face shields, gloves and disposable gowns.
- Always protect yourself and others by practicing physical distancing. Stay two meters (or one hockey stick length) away from others. The Medical Imaging Department has arranged the waiting room space to support this.
- Like the grocery store, the Medical Imaging Department will have stickers and signs regarding physical distancing rules.
- Do not bring food, beverages or reading materials to your appointment.

LEAVING YOUR APPOINTMENT

Before you leave the department, make sure you have the information you need to be safe on your return home.

- Please leave the hospital right after your appointment.
- Wash your hands on your way out of the hospital and when you arrive home.
- Your medical imaging report will be available within a week. Contact your primary care provider for test results.

ADDITIONAL INFORMATION

The BCCDC website is the best source of information on COVID-19.

- For information and tips on preventing COVID-19:
<http://www.bccdc.ca/Health-Info-Site/Documents/COVID19-Prevention.pdf> for more COVID-19
 - For information on face masks:
<http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/masks>
 - Essential visitors guidelines:
<http://www.bccdc.ca/Health-Info-Site/Documents/COVID19-NoVisitorsPoster.pdf>
 - To learn more about how your local hospital has been responding to COVID-19, visit:
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Be calm, be kind, be safe. Thank you for doing your part in flattening the curve.