

Dear Friends –

The COVID-19 pandemic has challenged all of us in ways we never expected. As a community, we worked hard to prepare, we remain vigilant and we are resilient. We are grateful for all of the support we have received in the form of meals, flowers, masks and messages to our incredible team. We stand together with all of you.

As Baylor Scott & White Medical Center – Lakeway schedules surgeries and procedures, we want you to know that the safety of our patients and members remains our top priority. I wanted to personally reach out and make you aware of the COVID-19 Safe Care plan, which includes new preventive measures and innovative care options to help keep our patients safe while receiving the care they need.



The plan includes:

- **COVID-19 testing of patients** deemed appropriate through individual case review prior to in-hospital surgeries; patient swabs collected via convenient drive-thru locations
- **Virtual waiting rooms**, allowing the companion of a hospital or surgery center patient to receive updates about their care via calls and text messaging, minimizing time in common areas
- **Virtual care options** provided to patients before and after surgeries and procedures when appropriate, simplifying the experience
- **Masking of all patients, patients' companions, visitors and staff** in hospitals, surgery centers and clinics; masks provided upon entry
- **Enhanced cleaning and touch-free protocols** in hospitals, surgery centers and clinics including UV-light disinfection and paperless registration
- **COVID-19 Home Monitoring Digital Care Journey**, enabled through our MyBSWHealth app or website, to be offered to those diagnosed with COVID-19 so they can be supported by our care teams while quarantined

We want Lakeway and the broader community to have confidence that their safety is our top priority and to feel peace of mind when scheduling care. For more information about our COVID-19 Safe Care and to schedule a visit, go to BSWHealth.com/SafeCare or simply download our MyBSWHealth app by texting SAFECARE to 88408. You can also call 888-4-BSW-SAFE to learn more, schedule a visit or speak with a nurse.

Healthcare as we know it has been forever changed by COVID-19, but our Commitment to serving patients and members—and our collective resolve to make healthcare safer, more convenient, easier to navigate and more affordable—has never been stronger.

Please share this information with your employees, patrons and friends. We are in this together.

Stay Well!

Philippe Bochaton

President

Baylor Scott & White Medical Center - Lakeway

