

Dear Friends –

As the number of confirmed cases of COVID-19 continues to increase in the Travis county region, I want to provide you with a brief update about ongoing efforts at Baylor Scott & White Health and share some guidance for those who have questions or concerns about their risk of infection with COVID-19.

Our hospital is here to serve the people of Lakeway with an unwavering commitment to the health of our patients, our staff, and the community.

Our hospital and clinic teams regularly receive education and training for the identification and treatment of high-consequence infectious diseases, in accordance with the Centers for Disease Control and Prevention (CDC) guidelines and recommendations. This includes rapidly identifying and isolating patients whose symptoms and contact history are consistent with COVID-19.

We have been continuously evaluating opportunities to build additional capacity in our hospitals in anticipation of future needs related to the treatment of patients diagnosed with COVID-19. As a result, we have been cancelling or rescheduling clinically non-emergent procedures and surgeries as appropriate – balancing our ability to respond to patients in need with preparedness efforts needed to sustain our service to the community during this time.

To protect the safety of our patients and staff, and in accordance with new local regulations surrounding the COVID-19 pandemic, we recently moved to a **no visitor** policy. We will be offering limited exceptions to the policy, including **one** parent, spouse or caretaker over the age of 16 for a pediatric or NICU patient, laboring/post-partum patient, patients with disabilities or impairments, patients requiring surgery or other medical procedures and patients requiring end-of-life care. You may notice that our main entrance is now closed so that we can direct visitors and patients to our emergency department entrance where they must be **screened** before entering the facility.

A number of educational resources are available online at BSWHealth.com. We now have an online screening questionnaire that you can find on the MyBSWHealth app and online at MyBSWHealth.com. Simply **text BETTER to 88408** to have the app sent to your phone.

This screening questionnaire is for patients not experiencing a medical emergency. In the event of an emergency, we ask patients to call 911 or visit the nearest emergency room.

The results of this questionnaire may give reassurance about low risk with recommendations for hygiene and social distancing or may recommend further evaluation for those with more significant risk.

If you receive notification to seek additional evaluation, MyBSWHealth gives options for next steps. For example, between the hours of 8 a.m. and 8 p.m., e-Visits with providers can be conducted on the MyBSWHealth app and online at MyBSWHealth.com.

If a provider advises that testing for COVID-19 is necessary, specimen collection can be arranged. However, it is important to note that in line with CDC guidelines, patients who are experiencing mild symptoms suspected to be related to COVID-19 infection are being given guidance to treat at home with rest and hydration and to take precautions for distancing and isolating from others, when possible.

At Baylor Scott & White Health, there is nothing more important to us than the well-being of our patients and staff and the broader health of our communities. An unprecedented community effort is necessary to slow the transmission of the virus. Please follow the guidelines of the CDC and health and government officials. These guidelines are there to not only protect you, but some of the most vulnerable members of our community.

During this time of great uncertainty, we are here to care for you. *We are in it together.* Please do not hesitate to reach out if my team and I can help address some of your concerns.

With much appreciation,

Philippe Bochaton

President

Baylor Scott & White Medical Center - Lakeway

