



March 2021

Admission units: FAQ for friends and family

What is an admission unit?

Every new patient is admitted to one of the hospital's admissions units. This helps:

Patients get used to the hospital environment.

Prevent the spread of COVID-19 throughout the hospital.

Patients are tested for the virus and monitored for symptoms before moving to a regular unit. Admissions units operate on a 21-day cycle. Depending on what day of the week a patient is admitted, they will be on this unit between 14 and 21 days.

Do patients receive a COVID-19 test?

Patients are strongly encouraged, but not required, to be tested for COVID-19 when they are admitted. If a patient declines testing, they are required to stay in their room for 14 days, and staff will monitor them for COVID-19 symptoms during this time. Patients may also request a test at any time. If their test results are negative, they are not required to continue isolating in their room.

What happens if a patient has had possible exposure or symptoms of the virus, or a positive COVID-19 test?

OSH is committed to ensuring the safety of all patients and staff. Any patient who is suspected of having been exposed to COVID-19, who shows specific symptoms of COVID-19, or who tests positive for the virus is moved to a quarantine unit to prevent the spread of COVID-19.

Can patients leave their rooms?

If the patient had a COVID-19 test, and the results were negative, they may move around the unit and be around other patients. Patients are encouraged to maintain



distance between themselves and others. If a patient declines a COVID-19 test, they are required to stay in their room for 14 days. However, if they request a test any time within that 14-day period and the results are negative, they will no longer be required to stay in their room.

What kinds of activities are available to patients on admission units?

Activity coordinators and other staff provide a range of activities for patients on the unit. The activity schedule is posted on the unit calendar for patients to read.

For patients required to stay in their rooms, staff provide activities they can do alone. These include but are not limited to listening to music, reading books or magazines, exercising and creating art.

Can a patient make or receive phone calls on these units?

Patients who have been tested for COVID-19 are able to use the patient phones to make and receive phone calls during the day and into the evening. Staff turn off phones at night to ensure quiet during late-night hours. They also sanitize phones after each use.

Patients who have not consented to a COVID-19 test will have limited access to make phone calls. Patients may request times to use the phone.

Can patients and their friends and family have video visits?

Video visits are available for patients who have been tested for COVID-19. Any friend or family present during the call must be an OSH-approved visitor. Patients can request a video visit by talking to unit staff, or you can call the unit to set up a video visit.

Can I send mail and packages to my loved one?

Yes. However, please note that items in packages received by the hospital will remain in storage until the patient is moved to a regular unit. OSH encourages friends and family to wait to send packages until the patient has moved. Letters and cards are a wonderful way to communicate with your loved one during this time. Receiving mail while on a temporary unit is often the highlight of a patient's day.