



March 2021

## **Quarantine units: FAQ for friends and family**

### **What is a quarantine unit?**

The quarantine unit is where people receive treatment if they:

- Have symptoms or have been exposed to someone with COVID-19 – this is called a Person Under Investigation (PUI), or
- Have tested positive for COVID-19 – this is called a Person Under Monitoring (PUM) or “COVID-positive.”

Patients on these units receive testing, support and care away from other patients. This helps prevent the spread of COVID-19 within the hospital.

The length of time a patient is on a quarantine unit depends on:

- (PUI) — When and how they were exposed to COVID-19 and whether they experience any symptoms. Patients are moved off the unit when they do not have symptoms of the virus. Patients are required to test for COVID-19 on quarantine units.
- (PUM) — The date of exposure to COVID-19 and whether symptoms are present. Admission to this unit means a patient has tested positive for COVID-19, and no further COVID testing is required.

Most of the time, PUI and PUM units are combined on one unit with different wings. Separate halls are designated for those who are suspected of having COVID-19 and those who have tested positive.

### **Can my loved one leave their room while on a quarantine unit?**

To prevent the spread of COVID-19, patients may not move around freely, be around other patients, or leave the unit. One patient at a time may leave their room



each day to make phone calls, watch TV, and use the air court. Staff will schedule this time, which they may split to give more than one time per day for a patient to move about the unit. The amount of time each patient may leave their room depends on the number of patients on the unit. Patients are required to wear a mask when not in their rooms. To allow for sanitation, there will be a 20-minute gap between one patient returning to their room and the next patient leaving their room.

## **What kinds of activities are available to patients on quarantine units?**

Patients on the quarantine units cannot be around other people and have to stay in their rooms. Staff provide activities patients can do alone. They will have access to things like books, magazines, puzzles and crossword puzzles. Tablets are available to watch movies, play games and read. Patients can request to check out these items, which staff sanitize between each use.

## **Can I send mail and packages to someone on a quarantine unit?**

Yes. However, please note that items in packages received at the hospital will remain in storage until the patient is moved back to their 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 friend and family member during this time. Receiving mail while on a temporary unit is often the highlight of a patient's day.

## **Can I set up a video visit with my friend or family member?**

You may schedule video visits with unit staff. Video visits are scheduled during the patients' time out of their room. Any friend or family present during the call must be an OSH-approved visitor. Patients can work with staff on the unit, or you can call the unit to set up a video visit.

## **Can a patient make or receive phone calls while on a quarantine unit?**

- Patients on these units have limited access to make phone calls. They can make calls only during the time they are out of their rooms.
- Incoming phone calls on patient phones are not answered.
- Phones are sanitized after each use.

## **Will I be notified if my loved one is moved to another unit?**

OSH will not notify you if your friend or family member is moved to another unit. However, patients are encouraged to contact their friends and family to notify them if they are moved. If there is a COVID-19 outbreak on a regular unit (not quarantine), all patients on the unit may temporarily move to a PUI quarantine unit. This may make communication with patients more difficult. If you are having trouble contacting your friend or family member, please contact OSH Family Services at 503-947-8109 or [osh.familyservices@dhsosha.state.or.us](mailto:osh.familyservices@dhsosha.state.or.us).