



HEALTH CARE

Safety Ambassadors: Educating the Community about Safety Precautions

The onset of the coronavirus pandemic has created fear and anxiety about seeking care at hospitals and other medical facilities. Now more than ever, our community is looking to us for reassurance they will receive safe care in our facilities.

Part of our responsibility at McLaren is to care for our staff and patients' emotional wellbeing. During the coronavirus pandemic, this means easing fears and anxiety by reinforcing our safety precautions for patients needing care in our facilities. All of us need to embrace our role as **Safety Ambassadors** now and into the future. It is our job to ensure that those in need of health care know how we are protecting our staff and patients.

Thank you for putting added attention to detail into your interactions with our patients and community to reinforce that McLaren is here for their health needs, and ready to provide safe, compassionate care. Here are some key safety messages to remember when engaging with our community:

- **We are screening everyone who enters our facilities** – McLaren is screening all patients, visitors, and our own staff for signs and symptoms of the coronavirus before they enter our facilities. Anyone experiencing symptoms is prohibited from entering and directed to the appropriate level of care.
- **We are testing patients before surgery** – McLaren has instituted proactive testing of patients prior to their procedure to identify patients who are COVID-19 positive but not displaying symptoms.
- **We are separating patients with symptoms** – McLaren has dedicated units where we are caring for COVID-19 positive and suspected positive patients. COVID-19 patients are only cared for on those units, maintaining a safe separation from patients in need of other care. We are immediately isolating patients experiencing COVID-19 symptoms when they arrive for care.
- **We have additional sanitizing processes in place** – McLaren has added cleaning processes throughout our facilities to enhance our already robust sanitization protocols.
- **We are supporting social distancing** – McLaren is limiting seating in certain areas to create space between those waiting for care to support social distancing. In addition, our emergency department offers the ability to check-in online and wait at home or nearby for patients seeking care for non-life-threatening conditions.
- **We are following personal protective equipment guidelines** – McLaren caregivers and support staff are wearing additional protective equipment to keep patients and themselves safe when providing care. We are also providing protective masks to patients as an enhanced safety precaution. Visitors are encouraged to bring their own masks.
- **We have a dedicated website with updates on our safety measures** – For more information on ways McLaren is keeping our patients and staff safe, visit www.mclaren.org/safecare.