

Cancer Center Greeter

Scripting for greeters at Cancer Centers for patients:

Given the issues surrounding COVID-19 (coronavirus) and for the safety of you as well as other patients and staff, I would like to ask you a few questions and I will be taking your temperature:

- Do you have or have you had a fever of 100.0, new or worsening cough, or any other respiratory symptoms? (Sore throat, shortness of breath/difficulty breathing)?
- Have you had chills or muscle pains in the last 24 hours?
- Have you taken any medicine to treat a fever in the last 24 hours?
- Have you experienced a loss of smell or taste that is new in the last 14 days?
- Have you or anyone in your household been recently tested for COVID?

***If yes to any above questions, ask the patient to return to their car and provide patient with instruction handout.**

We are now asking all patients to wear a mask when they are in a Northwestern Medicine building

- We are giving you one mask to keep and wear for all visits to the cancer centers.
- You are also being given a brown bag and we ask that you keep the mask in the bag between your visits.
- It is important that you reuse this mask for all of your visits so we are able to conserve masks and have them available to those providing direct care to patients with COVID.
- Thank you for helping to conserve these masks.

To help reduce the spread of infection, we are asking everyone entering the building to please use this hand sanitizer.

Scripting for greeters at Cancer Centers for patients and visitors:

We are following Northwestern Medicines no visitor policy and are asking visitors to wait in the car for their safety as well as the safety of patients and staff.

If asked for a visitor exception: Your care team will need to grant an exception in order to allow a visitor. I can contact your physician and/or nurse for you to discuss your needs.

If asked about mask replacement: (The bag provided with mask has detailed information) Wear your mask for as many days as it is usable, until it is soiled, wet, torn or it is hard to breathe.

Service recovery for upset patients/visitors: I'm sorry that these changes are impacting you. This policy is in place to help keep you and all of our patients safe. Is there anything you or your family member needs that I can help with?