

COVID-19 RESPONSE

Talking Points for Employees, Physicians & Office Staff

Protecting the health and safety of our employees, physicians and patients is paramount as Houston Methodist Sugar Land Hospital re-opens the services that have been closed due to COVID-19.

Please feel free to use this information in conversations with patients, family and friends who may be scared to seek medical help.

Hospital Safety Measures

- Screening all employees and patients for high temperatures and other symptoms is required at all entrances.
- Face covering/mask required for everyone, including patients and essential visitors.
- Strict visitor policy, which allows only one essential visitor if criteria is met.
- Minimal waiting in public areas:
 - In-car check-ins and virtual waiting rooms for select services is minimizing patient contact.
 - Scheduling adjustments and changes to waiting rooms allow us to create proper social distancing inside the hospital.
- Thorough cleaning in between each exam. In fact, the hospital has increased housekeeping hours for expanded disinfecting procedures.
- Our ventilation and air conditioning system is designed to constantly bring in new, clean air from outside rather than recycling existing air. We also utilize special filters that capture many airborne viruses including COVID-19 and other contaminants.
- Studies show reduced transmission rates for respiratory illnesses, including COVID-19, in areas with higher humidity and temperatures. We have adjusted our air conditioning system to raise temperature humidity levels in all our buildings.

Our Emergency Room Is Safe

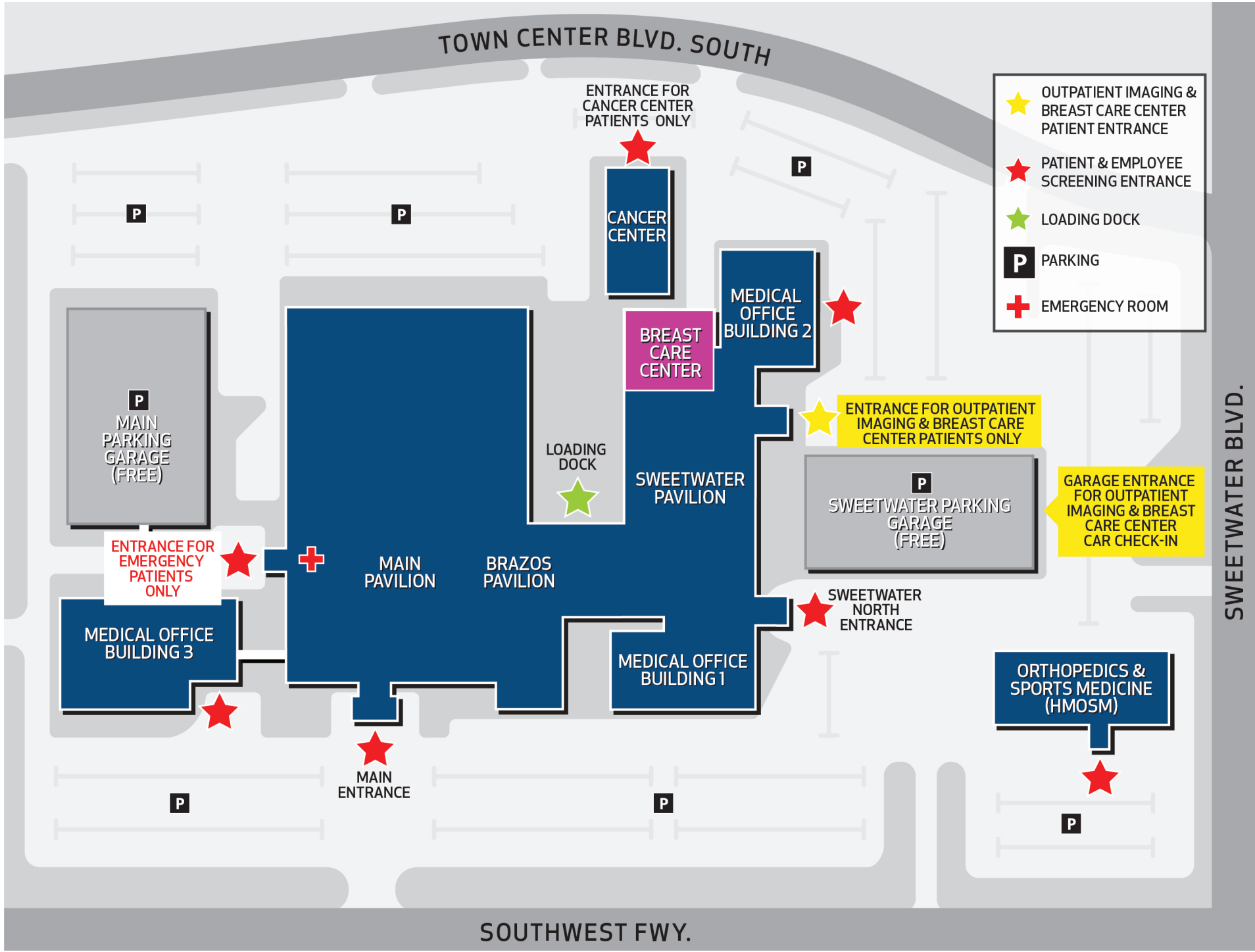
Isolating contagious patients and thoroughly disinfecting rooms, workspaces and surfaces is not new for Houston Methodist Sugar Land, but the emergency department and emergency care center are taking extra precautions to ensure that ERs are safe, including:

- Screening all employees and patients for high temperatures and other symptoms before they enter the building.
- Asking all patients to wear a mask before arriving, and providing a mask if patients need one as soon as they arrive.
- Isolating suspected COVID-19 patients in a separate area.
- Thoroughly disinfecting patient rooms and all surfaces in common areas and employee workspaces.
- Ensuring social distancing in waiting rooms.

Houston Methodist Sugar Land's COVID-19 Response

- Employees and physicians did what they are trained to do, and they did it well – from organizing our response, obtaining needed supplies, internal training, facility restructuring, bedside care and more.
- We were able to maintain the highest level of care thanks to our physicians and employees and their commitment to the community. We take our roles as caregivers seriously and we were more than willing and able to step in wherever we were needed. We responded as we would to any challenging situation, with expertise, teamwork and skill.





TOWN CENTER BLVD. SOUTH

ENTRANCE FOR
CANCER CENTER
PATIENTS ONLY

CANCER
CENTER

BREAST
CARE
CENTER

MEDICAL
OFFICE
BUILDING 2

ENTRANCE FOR OUTPATIENT
IMAGING & BREAST CARE
CENTER PATIENTS ONLY

SWEETWATER
PAVILION

SWEETWATER PARKING
GARAGE
(FREE)

GARAGE ENTRANCE
FOR OUTPATIENT
IMAGING & BREAST
CARE CENTER
CAR CHECK-IN

ENTRANCE FOR
EMERGENCY
PATIENTS
ONLY

MEDICAL OFFICE
BUILDING 3

MAIN
PAVILION

BRAZOS
PAVILION

SWEETWATER
NORTH
ENTRANCE

MEDICAL OFFICE
BUILDING 1

ORTHOPEDICS &
SPORTS MEDICINE
(HMOSM)

MAIN
ENTRANCE

SOUTHWEST FWY.

SWEETWATER BLVD.

- ★ OUTPATIENT IMAGING & BREAST CARE CENTER PATIENT ENTRANCE
- ★ PATIENT & EMPLOYEE SCREENING ENTRANCE
- ★ LOADING DOCK
- P** PARKING
- ✚ EMERGENCY ROOM