

# Frequently Asked Questions Nebraska Medicine Procedures

## COVID-19 FAQ

**Does my patient need to be screened for COVID-19?** Yes. All patients must be tested 72 hours prior to their scheduled procedure and must self-isolate for 72 hours following the test. No exceptions.

**What type of COVID-19 testing should my patient have?** Patients are required to submit a sample for the COVID-19 by PCR test. Specimen collection includes the nasopharyngeal swab (NPS), a flexible, fine-shafted swab that is inserted through the nostril into the nasopharynx and gently rotated. The swab is then placed into a sterile bag and delivered to the lab.

**Who is responsible for ordering the COVID-19 test?** The surgeon must place and sign/release the appropriate order for COVID-19 screening. This ensures all results are returned to the surgeon. After you have been scheduled, a Nebraska Medicine staff member will give you instructions on how to be tested.

**How will the patient COVID-19 testing policy be communicated?** Nebraska Medicine will notify the patient of the requirements at the time of scheduling.

**Does my patient need to social distance?** Yes. Time allowing, all procedural patients will be asked to socially distance for two weeks prior to COVID testing and will be asked to self-quarantine from time of testing until the day of the procedure.

**What if the test results are not back in time?** If the patient's condition allows, we will reschedule the procedure.

**What if my patient test is positive?** If the patient needs the procedure and it cannot be postponed, is urgent or an emergency, Nebraska Medicine staff will follow full PPE guidelines including N95 + face shield/goggles or PAPR/CAPR, gown, double gloves, and augmented PPE if it's an ultra-high-risk procedure.

**Will my patient be exposed to COVID-19 confirmed or suspected positive patients?** No. Inpatient coronavirus patients are cared for in isolated units designed to prevent the spread of respiratory illness.

**Where does my patient go to be tested?** Nebraska Medicine has several testing sites. When we schedule your patient's procedure we will work with them on the best location to send their COVID-19 testing order.

Nebraska Medicine Collection Sites	Collection Hours	Order/Patient Instructions
Nebraska Medicine Drive Through	Monday - Friday 9:00 a.m. - 3:00 p.m. Saturday - Sunday 9:00 a.m. - 12:00 p.m.	Nebraska Medicine provider will place order and Nebraska Medicine team directly schedules the appointment and provides patient instructions.
Nebraska Medicine Primary Care Clinics Brentwood, Chalco, Elkhorn,	Monday - Friday 8:00 a.m. - 5:00 p.m.	Nebraska Medicine provider will place order and Nebraska Medicine team directly schedules the appointment and provides patient instructions.
Nebraska Medicine Immediate Care Clinics Eagle Run, Midtown	Saturday - Sunday 12:00 p.m. - 4:00 p.m.	Nebraska Medicine provider will place order and Nebraska Medicine team directly schedules the appointment and provides patient instructions.
Nebraska Medicine Campus	Monday - Friday 8:00 a.m. - 3:30 p.m.	Nebraska Medicine provider will place order and Nebraska Medicine team directly schedules the appointment and provides patient instructions.
Nebraska Medicine Lauritzen Outpatient Center	Monday - Friday 8:00 a.m. - 3:30 p.m.	Nebraska Medicine provider will place order and Nebraska Medicine team directly schedules the appointment and provides patient instructions.
Other Community Collection Sites	Collection Hours	Order/Patient Instructions
Lincoln University Health Center	Monday - Tuesday 7:00 a.m. - 7:00 p.m. Wednesday - Thursday 8:00 a.m. - 6:00 p.m. Friday 8:00 a.m. 5:00 p.m.	Nebraska Medicine provider will place order. University Health Center will call patient to schedule and provide instructions.
Grand Island Grand Island Health Center	Monday - Friday 7:00 a.m. - 5:00 p.m.	Nebraska Medicine provider will place order. GI Health Center staff will call patient to schedule and provide instructions.
Beatrice Beatrice Community Hospital	Monday - Friday 5:30 p.m. - 6:30 p.m.	Nebraska Medicine provider will place order. Beatrice hospital staff will call patient to schedule and provide instructions.
Columbus Columbus Community Hospital	Hours to be provided at time of scheduling Open Saturday mornings	Nebraska Medicine provider will place order. Columbus hospital staff will call patient to schedule and provide instructions.
Hastings Mary Lanning Hospital	Monday - Friday 1:00 p.m. - 4:00 p.m.	Nebraska Medicine provider will place order. Mary Lanning Hospital staff will call patient to schedule and provide instructions.
Norfolk Faith Regional Health Services	Hours to be provided at time of scheduling	Nebraska Medicine provider will place order. Faith Regional Health Services staff will call patient to schedule and provide instructions.
North Platte Great Plains Health	Hours to be provided at time of scheduling	Nebraska Medicine provider will place order. Great Plains Health staff will call patient to schedule and provide instructions.

**My patient does not live in Omaha, how can they be tested?** Please see the testing sites below.

Other Community Collection Sites	Collection Hours	Order/Patient Instructions
Lincoln University Health Center	Monday - Tuesday 7:00 a.m. - 7:00 p.m. Wednesday - Thursday 8:00 a.m. - 6:00 p.m. Friday 8:00 a.m. 5:00 p.m.	Nebraska Medicine provider will place order. University Health Center will call patient to schedule and provide instructions.
Grand Island Grand Island Health Center	Monday - Friday 7:00 a.m. - 5:00 p.m.	Nebraska Medicine provider will place order. GI Health Center staff will call patient to schedule and provide instructions.
Beatrice Beatrice Community Hospital	Monday - Friday 5:30 p.m. - 6:30 p.m.	Nebraska Medicine provider will place order. Beatrice hospital staff will call patient to schedule and provide instructions.
Columbus Columbus Community Hospital	Hours to be provided at time of scheduling Open Saturday mornings	Nebraska Medicine provider will place order. Columbus hospital staff will call patient to schedule and provide instructions.
Hastings Mary Lanning Hospital	Monday - Friday 1:00 p.m. - 4:00 p.m.	Nebraska Medicine provider will place order. Mary Lanning Hospital staff will call patient to schedule and provide instructions.
Norfolk Faith Regional Health Services	Hours to be provided at time of scheduling	Nebraska Medicine provider will place order. Faith Regional Health Services staff will call patient to schedule and provide instructions.
North Platte Great Plains Health	Hours to be provided at time of scheduling	Nebraska Medicine provider will place order. Great Plains Health staff will call patient to schedule and provide instructions.

**Can my patient use a Test Nebraska location?** No. Test Nebraska COVID-19 specimen collection sites and results are not being accepted for pre-surgical screenings.

**Will you provide instructions to my patient?** Yes. Nebraska Medicine will notify the patient of the requirements at the time of scheduling.

### Scheduling FAQ

**How is my patient going to be scheduled?** We are actively reaching out to your patients to reschedule any procedures that were on hold. If you or your patient does not hear from us, you can follow your normal referral process or call 800.922.0000.

**Can I schedule new patients?** Yes. If you have a patient that needs care please follow your normal referral process or call 800.922.0000.

**What can my patient expect when they enter the building?** Your patient can expect screening questions at the entry point, masks and hand washing stations.

**Can a family member take the patient to their appointment?** Only patients will be allowed inside. We ask that friends or family members wait in the car.

**Can patients have visitors?** To protect our patients, staff and the community from the risks associated with COVID-19, Nebraska Medicine does not allow visitors in our hospitals or clinics.

### **Procedure Prioritization FAQ**

**What variables are you basing the approval to schedule procedures?** There are many variables that we will continually evaluate and adjust through the pandemic. These variables include:

- Total and ICU bed capacity
- Ventilator capacity
- PPE availability
- COVID-19 surge
- Workforce
- COVID-19 testing

**How are procedures prioritized?** They are prioritized by PPE availability, PPE reuse capability and testing capacity.

**What if it is an emergency?** If some emergency and urgent cases may don't have the proper requirements with respect to testing and social distancing; appropriate PPE and workflow will be mandatory.

**What if there are changes to the procedure triage?** The Perioperative/Procedural leadership will constantly monitor and communicate to doctors and operational leaders.

**What if we hit a COVID-19 positive patient surge?** We have a Perioperative/Procedural leadership team that constantly monitors the pandemic. We are moving carefully to ensure the safety of our patients and staff. If the need arises we will reduce or place procedures on hold.

**Is there enough PPE and staff to perform procedures? Yes.** We are confident we have enough personal protective equipment and ventilators to meet the needs of the community, and care for all patients.