

Webinar Toolkit Talking Points

Overall Messaging:

- Patients want to hear from the doctors they trust
- Help patients understand what the new normal will be; such as screening, testing, and social distancing
- Address the risks of delaying care
- Build trust and credibility with experts
- Answer the questions patients are actually asking (SEO can help)
- Don't overpromise

Talking Points:

These are approved talking points from leadership. Patients who are receiving care from your department will have specialized needs and concerns, and it is important to address them directly and build confidence. Adhere to these talking points closely so that our message is consistent, but make sure your patients are getting the specific information they want and need.

Don't Put Your Health Care on Hold

From routine appointments to emergency services, it's important to get the care you need—when you need it. But we understand you may be delaying your visit over concerns about safety. At Mount Sinai, our doctors, nurses, and staff members are working diligently to ensure the health and safety of each patient who depends on us for care. Throughout our health system, we're protecting our patients with rigorous protocols:

Before Your Appointment

Phone Screening: We will call you prior to your visit to ask if you have any COVID-19 symptoms.

Online Check-In: To reduce your wait time and contact with others, as much of your check-in as possible will be handled electronically before you come in.

When You Arrive

Symptom Screening: All patients will be screened for COVID-19 symptoms, including temperature checks. Patients showing symptoms will be referred for appropriate care.

Mandatory Masking: Throughout your visit at Mount Sinai, all patients and staff are required to wear face coverings, as well as appropriate protective equipment. Patients and visitors will be provided with a mask, if needed.

Visitor Policy: We are now welcoming visitors into our hospitals with guidance from New York State. Please visit our website at mountsinai.org for the most up-to-date information.

During Your Visit

Hand Hygiene: During your visit, there's no better time to emphasize the importance of hand hygiene. We recommend that you wash your hands with soap and water at least for 20 seconds frequently. We also will make alcohol-based hand sanitizers readily available for our patients and staff throughout our health system in case you don't have access to soap and water.

Social Distancing: We're minimizing contact between patients by spacing furniture, minimizing the number of patients in waiting areas, and scheduling more time between appointments. We are monitoring the number of patients in elevators. You will also see visual aids of our elevator safety guidelines. We also encourage the guidelines for social distancing, which is to keep six feet between people.

Behind the Scenes

Continuous Cleaning: All areas are rigorously disinfected, including waiting rooms, patient rooms, operating rooms, and high-touch surfaces. Patient rooms receive a ceiling-to-floor cleaning after a patient has been discharged and before a new patient is admitted, which takes approximately two hours and includes several quality assurance checks. In our outpatient practices, examination and treatment rooms are disinfected between patient visits. And high-touch surfaces such as door knobs and kiosks are continually cleaned.

Staff Screening: Staff are monitoring themselves for signs and symptoms of COVID-19 twice daily and being tested for exposure to COVID-19.

Separation of COVID-19 Patients: All of our patients who are being treated for COVID-19 are isolated from others.

Scheduling your Next Appointment

Now is the time to see the doctors you need, at the health system you trust. To schedule an appointment, please call your provider directly, log into [MyChart](#), or search for your provider using our [Find-a-Doctor](#).

If you don't need an in-person visit, you can connect with a Mount Sinai doctor remotely through online consultation, video call, or text with [Mount Sinai NOW](#).

Elective Surgery Now Approved

As of June 9, 2020, the state of New York is now allowing elective surgeries which were halted due to the COVID-19 crisis to resume. Elective surgeries can now take place at all Mount Sinai Health System hospitals, doctor's offices, and ambulatory surgery centers. Teams from across the Health System are working to ensure a safe environment, so that patients can be confident in coming in to get the care they need.

Mount Sinai Visitor Policy

(As of June 21, 2020)

Before Your Visit

- All visitors must be 18 years of age or older.
- All visitors will be screened for symptoms of COVID-19 when they arrive at the hospital. Anyone who has symptoms of COVID-19 or who has been around someone with COVID-19 will not be allowed to enter.
- All visitors must wear a face covering or mask during their visit. A mask will be provided if the visitor does not have one.
- After completing the symptoms screening, visitors will be asked to provide their name, contact information and the name of the patient being visited.
- Visitors will be directed to the Nurse's Station on the floor where their loved one is staying.
- Visitors must wash their hands with soap and water, or use hand sanitizer, before entering and exiting their loved one's room.
- If needed, visitors will be provided with personal protective equipment (PPE) to wear. Visitors must wear the appropriate PPE at all times and will be shown the correct way to wear it, including how to put it on and take it off.

During Your Visit

- Patients are allowed only one visitor at a time.
- Patients are allowed a total of four hours of visitation each day.
- Visitors must stay in the patient's room throughout their visit unless asked to step out by hospital staff.
- If needed, the hospital reserves the right to restrict the total number of visitors based on the needs of needs of other staff and/or patients occupying the room.
- Visitors may not be present during procedures and recovery room except for childbirth, pediatrics, and patients with an intellectual, developmental, or other cognitive disability.

Visitors who do not follow these requirements will be asked to leave.