

COVID-19 Family Communication

What You Can Expect

- An ER nurse or provider will update you if your family member is being admitted to the hospital.
- If your loved one is admitted, the nurse on the unit will call you as soon as possible once your loved one is stabilized, settled and has a treatment plan initiated. While this process does take time, the nature of your loved one's condition may require their care team's full attention.
- Caring for our patients is Mercy's top priority. To avoid confusion and allow us to focus on patient care, **please choose one single point of contact** to receive updates during your loved one's stay. We cannot honor requests from multiple family members for information related to your loved one.
- **For patients in units other than the ICU, nursing will call daily between 11 a.m. and 3 p.m.** They'll discuss the plan of care for the day, any new updates, answer any questions, or review any topics you'd like to discuss further with the provider.
- The provider will attempt to call you daily, most likely in the afternoon, to check in, provide an update and answer any additional questions. There may be days when your loved one's provider isn't able to call, or you may be called by a different provider on the care team, but they'll make every attempt and will be working daily with nursing and care management to make sure you're updated.
- You'll also receive additional updates about discharge planning from the care management team. There will be an initial call to establish some baseline information and then additional calls as the team plans for discharge.
- If your loved one has a change in status or we have any concerns that need to be addressed quickly, please know that the care team will contact you immediately.
- *Although we will do our best to reach you daily, we are not able to make multiple attempts. Please ensure your ability to answer the phone daily at the hours above. Sometimes, the numbers can show up as Spam or No Caller ID. Please answer just in case this is your family member's team trying to reach you.*

Thanks for the privilege of caring for your loved one.



How to stay connected to your loved one.

Telephones

All patient rooms are equipped with telephones. Patients may place a call at any hour. However, to avoid disturbing patients, incoming calls are accepted between 6 a.m. and 10 p.m.

- To call patient rooms directly from outside the hospital, dial 260+4 and the 3 digit room number. For example, if the room number is 446, you would dial 405.260.4446.
- If you do not have the room number, call the hospital main number, 405.282.6700, and provide the full legal name of the patient. You will be given the room number and connected to the patient room phone.

Send Well Wishes at [Mercy.net/EmailPatient](https://mercy.net/EmailPatient)

As visitor limitations are placed for the safety of our patients, our care teams and our communities, we encourage you to send electronic well wishes to family and friends when you can't visit the hospital in-person.

- Go to mercy.net/EmailPatient to complete the form. You will need the patient name and room number. Use the drop-down arrow to select the hospital, Guthrie.
- Messages will be hand-delivered to patients each weekday morning. Any messages received after 9 a.m. will be delivered the following morning. Messages received over the weekend or a holiday will be delivered on the next available weekday.