

COVID-19 Family Communication

What You Can Expect

- An ER nurse or physician 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.
- A member of the care team will attempt to contact you daily. The care team member that might call will include physicians, nurses, and our care management team. Calls will be prioritized as required by your loved one's condition and every attempt will be made to ensure you are provided regular updates.
- 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 486 + 8 + the 3-digit room number. For example, if the room number is 446, you would dial 405.486.8446.
- If you do not have the room number, call the hospital main number, 405.755.1515, 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, Oklahoma City or Oklahoma City South.
- 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.