Doylestown Health

| Your COVID-19 Frequently Asked Questions

We are pleased to welcome you back for services at Doylestown Health, and assure you that we have taken every precaution to keep you safe. We strive to keep you updated on our response to the evolving guidelines related to the coronavirus.

How do I get a COVID-19 test?

Doylestown Health has established a dedicated drive-thru testing site at 584 Swamp Road (Route 313, just south of the intersection with Ferry Road). In order to use this service, you must:

- Have been screened by a physician to determine if testing is appropriate
- Have a physician order for the coronavirus test
- Be pre-registered by a Doylestown Hospital scheduler
- Timed reservations are scheduled Monday through Friday, from 8 am to 3:30 pm and Saturdays 8 am to 1 pm.

To schedule a drive-thru test, please call **267.810.1730.**

Test Results

Results may be available in a matter of hours to a few days. Patients who were tested and experiencing any symptoms should stay home while awaiting results.

How much does a COVID-19 test cost?

The price varies depending on your insurance. Contact the Billing Department at **215.345.2182** for more information.

Am I responsible for the co-pay for COVID-19 testing?

Per Medicare and major insurance carrier rules, there is no co-pay for physician-ordered COVID-19 lab testing.

What does a COVID-19 test cost if I don't have insurance?

For self-pay patients (i.e. those without insurance), federal waiver 1135 has provided for hospital reimbursement for the COVID-19 lab test. Currently Doylestown Health does not bill self-pay patients; instead, we submit our COVID-19 claims to the federal government in compliance with the federal waiver.

What should I do while I wait for my result?

Per the PA Department of Health:

- Self-isolate at home. If you live with others, isolate in a private room and use a private bathroom whenever possible
- Wear a mask when you enter general living areas
- Interact with others as little as possible
- If symptoms worsen, contact your healthcare provider

Is staff tested for COVID-19?

Following CDC guidelines, staff across the Doylestown Health system (i.e. Doylestown Hospital, Doylestown Health Urgent Care, all Doylestown Health owned specialty and primary care practices) is screened daily (see "screening process" below) for symptoms of COVID-19.

Because the availability of coronavirus test kits continues to be limited, lab testing is reserved for those who have exhibited symptoms of COVID-19.

What is the COVID-19 screening process?

Screening includes a temperature check and questions such as:

- Have you had close and/or prolonged contact with an individual who has tested positive for coronavirus?
- Have you recently experienced a cough, shortness of breath, loss of smell or taste, fever, chills, muscle pain, headache or sore throat?

What is the mask policy?

All those who enter any Doylestown Health facility must wear a mask at all times. This includes staff, patients and visitors.

Will a mask be provided if I don't have one?

Yes, but to preserve our supply we ask that you bring your own mask if you have one.

Does Doylestown Hospital practice social distancing?

Yes. We enforce social distancing by removing and separating chairs in our waiting areas, and have installed physical barriers where feasible. Appointments are staggered to reduce the flow of patients and allow time for staff to sanitize equipment and exam rooms between patients.

Can I now get outpatient testing or lab work?

Yes! To provide a safe and comfortable experience, we encourage patients to schedule an appointment for radiology studies and therapy services by calling Central Scheduling at **215.345.2274.** Routine lab tests do not require an appointment and are accepted on a walk-in basis.

Will my care team have enough Personal Protective Equipment (PPE)?

Absolutely! Patient safety is our number one priority, and it begins with equipping staff with the resources necessary to care for patients. In addition to an adequate supply of PPE, Doylestown Hospital also employs a unique decontamination process to conserve and extend PPE.

Do you still offer valet parking?

Valet parking has been discontinued at this time.

What is the inpatient visitor policy?

To keep our patients and community safe, there are no visitors allowed for any patient (inpatient or outpatient) with the following few exceptions:

- **Maternity Department:** 1 support person per patient who must remain in the patient's room at all times
- **Pediatric Department:** 2 parents/guardians who must remain in the patient's room at all times
- **End-of-Life Care:** 1 visitor at a time who must remain in the patient's room at all times
- **Outpatients with Significant Disability (e.g. Cognitive):** 1 support person who must stay with the patient at all times

Visitors are not permitted in the COVID unit.

Can I bring someone with me for outpatient services?

Visitors are not permitted to accompany most outpatients; however, one support person is permitted for the following:

- Patients with significant disability (e.g. cognitive)
- Pediatric patients

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