

Dear Benioff Children's Hospital Caregiver:

The wellbeing of your child and you are very important to us. Our hospital has strict guidelines to help keep you safe which are explained in this letter. These requirements may be different than what you are used to at home or in the community. Thank you for following our rules.

Due to your or your child's COVID situation, we need you to take additional precautions while visiting here at the hospital. Expert clinicians have reviewed your case, and here are the requirements for you to follow:

- Your child will be placed on novel respiratory isolation.
- Personal Protective Equipment—you must wear a surgical or N-95 mask, eye protection, gown and gloves at all times in your child's room. The nursing staff will teach you how to put on and take off this equipment safely. You must wear a surgical mask or N-95 at all times when coming and going from your child's room.
- Limit coming and going from the hospital—you may leave the hospital once per day. When you leave your child's room, you need to leave the hospital directly. You must have a surgical mask or N-95 mask in place at all times while entering and exiting the hospital.
- Do not spend time in common spaces such as the Center for Families, Family Lounge, gift shop, or cafeteria. Meal trays will be provided for you. If your child is in the intensive care unit, you can leave to go to the designated bathroom which staff will instruct you on how to access.
- Limit the number of caregivers visiting the hospital—we ask that you be the sole caregiver to visit during this time. If that is not possible, please talk to a member of your child's care team and they can follow our escalation process to raise your concern.
- Testing—you and/or your child will need a COVID test as you near the end of your quarantine period. We will help you arrange access to testing here on campus at days 7-9 from your last day of exposure to someone positive and infectious with COVID-19.
- Monitor for symptoms: COVID-19 symptoms include a scratchy/sore throat, nasal congestion or runny nose, fever or chills, body/muscle aches, headache, cough, loss or changes in taste or smell, trouble breathing, nausea or diarrhea. If you or your child start to develop any new symptoms, please report them immediately to your health care provider so we can schedule a COVID-19 test right away.

For information about COVID exposures in the community setting and how to keep loved ones safe in your home environment, please refer to this webpage:

<https://www.sfdph.org/dph/COVID-19/Isolation-and-Quarantine.asp#whatareIQ>

We recognize this is a stressful time and your child's healthcare team is available for questions. For other issues, contact Patient Relations at (415) 353-1936 or via email [patient.relations@ucsf.edu](mailto:patient.relations@ucsf.edu).