



## Advocate Aurora Safe Care Promise Frequently Asked Questions/Scripting May 2020

### What is the Advocate Aurora Health Safe Care promise?

Your health and safety is our highest priority. The Advocate Aurora Safe Care promise provides additional measures to protect you. In person or online, we're here for you. We're committed to keeping you and your family safe while also providing the necessary services you need to stay healthy.

### What steps are you taking to keep people safe at your hospitals, clinics and outpatient sites?

Our Safe Care promise includes five proactive measures to keep you safe. The steps we are taking include:

1. **Screening:** Everyone goes through a COVID-19 screening before entering our locations.
2. **Masking:** Anyone who enters our locations wears a mask. If you don't have one, we'll gladly provide it.
3. **Social distancing:** Our newly designed waiting areas and staggered appointment times reduce traffic, minimizing contact and creating safe spaces for all.
4. **Virtual check-in:** Virtual check-in through the LiveWell app, provides for seamless, low-contact arrivals.
5. **Enhanced cleaning:** We've enhanced cleaning in all areas, including additional disinfectant for high-touch spaces.

### Can I cancel my appointment? I do not feel safe coming in given the COVID-19 pandemic.

We understand your safety is your No. 1 concern – and it is our top priority as well – which is why we've taken the appropriate steps to keep you and your family safe and healthy. We know caring for your health also is a priority, so we don't want you to delay necessary care. Our Safe Care promise – provides extra safety measures, including virtual check-ins, screening, masking, social distancing, and enhanced cleaning so you can feel safe and confident when you visit our clinics and hospitals.

### Is it safe to seek care at an immediate/urgent care center?

Our immediate/urgent care centers are open to serve your walk-in, immediate care needs. In response to the COVID-19 pandemic, some immediate/urgent care centers have been modified to serve those seeking immediate care who may also be experiencing COVID-19 symptoms or who think they have been exposed. Other nearby locations are designated to serve those without COVID-19 symptoms or exposure. In a few areas, centers may serve both populations,

but in separate spaces. We have made these changes to ensure you're able to get the care you need, when you need it, while keeping you and our teams safe.

**Is it safe to come to the hospital/ED?**

Our emergency departments and hospitals are safe and ready to care for you. As part of our Safe Care promise, we've taken additional measures to protect you including virtual check-ins, screening, masking, social distancing and enhanced cleaning.

**I don't want to come in for an in-person visit. How can I schedule a video visit with my physician?**

You can often schedule video visits with your primary care physician or other members of your care team. Call your physician's office to discuss options, which may include a video visit.

**What services can I access via the LiveWell app?**

- Quick Care Video Visits and e-visits 24/7
- COVID-19 Symptom Checker
- Online chat with your doctor
- Everyone you care for – in a single view
- Meditation exercises and health quizzes
- Trusted source for COVID-19 and health news
- Test results and notifications
- Prescription refills