

Responding to COVID-19



What is COVID-19?

COVID-19 shares several symptoms with influenza, but is treated differently. COVID-19 infection may appear two (2) to 14 days after exposure and can include fever, cough and shortness of breath or difficulty breathing.

What is a COVID-19 Screening?

Screening involves asking a series of questions recommended by the Centers for Disease Control (CDC) that can alert us to your risk of COVID-19 as well as taking your temperature.

What is a COVID-19 Test?

Testing involves sending a nasal swab specimen to a certified lab to be tested for an official COVID-19 positive or negative diagnosis. Arkansas Children's is following the testing guidelines set by the Arkansas Department of Health.

What should I do to prevent the spread of COVID-19?

As we continue to work to prevent the spread of COVID-19, we ask that you:

- Avoid touching your eyes, nose and mouth with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds.
- Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.
- Follow all CDC guidelines for social distancing and avoid group gatherings of more than 10 people.

How do I talk with my child about COVID-19?

Visit our website at [archildrens.org/covid19](https://www.archildrens.org/covid19) for helpful tips on how to talk with your child about COVID-19. Visit [archildrens.org/tips](https://www.archildrens.org/tips) for a video interview with Child Life & Education Director Renee Hunte on how to talk with your children about COVID-19 to reassure them.

Do you have COVID-19 related concerns for you or your child?

If you have concerns for your child, please call our 24/7 Pediatric Hotline at **1-800-743-3616**. If you believe you have been exposed to COVID-19 and need to be screened or tested, our partners at UAMS are offering a free online screening tool available 24/7 at [UAMSHealth.com/healthnow](https://www.UAMSHealth.com/healthnow).

During Your Visit



What is the new visitor policy?

In order to keep our patients, families and team safe, we have updated our visitor guidelines:

- Visiting hours are 9 a.m.– 9 p.m.
- Only one visitor per patient is allowed.
- Visitors under the age of 18 are not allowed, including siblings.

Who is screened at entrances?

All persons (patients, visitors and staff) are screened before entering any Arkansas Children's facility. This includes temperature screening. Those with temperatures above 100.3 degrees will not be admitted. While everyone is screened, we are only testing children who meet the qualifying criteria set by the Arkansas Department of Health.

Why are my child and I being asked to wear masks?

Due to COVID-19, we are taking additional steps to protect children and their families from potential exposure. We are requiring all patients and their accompanying parent or guardian wear masks to all appointments and surgeries. We will be screening at the door and making sure you have a mask. If you have cloth masks, please bring and wear them while you are in our facilities. If you do not have a mask, we will provide a new, unused mask at the door. If your child is under 2 years old, they should not wear a mask.

Why are Arkansas Children's staff wearing personal protective equipment (PPE)?

Physicians, nurses and staff are wearing PPE (masks, gowns and gloves) in an abundance of caution and in effort to keep our patients and families as safe as possible. Arkansas Children's follows the guidelines published by the Centers for Disease Control and Prevention. Remember, wearing PPE helps protect against spread of COVID-19, but is warranted in only specific situations.

Why are there limited food options?

Per state guidelines, Arkansas Children's has adjusted food service to provide a takeout-only option. Please ask your nurse for directions to these locations:

- Capital Café: 7 a.m.–10 a.m. breakfast and 11 a.m. - 8 p.m. lunch and dinner (2nd Floor, Main Hospital)
- Riverbend: 7 p.m.– midnight (1st Floor, Sturgis Building)
- Daily Grind: 6 a.m.–7 p.m. (1st Floor, Main Lobby)

Important Request: A Word About Social Distancing

Social distancing (i.e. remaining 6-feet away from others, staying home) is key to preventing the spread of COVID-19. **While you are in the hospital, we ask that you please remain in designated visitor areas as much as possible.**

Thank you for your patience and understanding.