

CONNECTICUT CHILDREN'S COVID-19 HOTLINE IS OPEN 24/7

If you can't find the answer to your question below, call **1.833.226.2362** to speak with one of our clinicians. The hotline is open 24 hours a day, 7 days a week.

Q: How is this coronavirus outbreak affecting children?

So far, coronavirus cases in children have been rare. The majority of confirmed cases have been adults. The limited number of children who were affected experienced mild symptoms, similar to a common cold. Learn more at connecticutchildrens.org/coronavirus.

Q: My child is a patient at Connecticut Children's. How are you protecting them from getting the virus?

To prevent the spread of illness, we are enforcing strict visitor restrictions at all Connecticut Children's locations. (See next question for details.)

We are asking individuals to self-quarantine if they have

- had close contact with someone who had the coronavirus;
- traveled in the past 30 days to a high-risk area; or
- current respiratory symptoms including fever, runny nose or cough.

On our inpatient floors, we're cohorting patients to keep like patients together. We don't have any COVID-19 patients right now, but caregivers who are taking care of suspected COVID-19 patients only take care of those type of patients. The same goes with any other specialty during this time.

Q: What are the visitor restrictions?

Visitor restrictions are now in effect at all Connecticut Children's locations.

- **Inpatient:** Only parents and legal guardians are permitted on inpatient floors. No children are permitted on these floors.
- **Outpatient:** A maximum of two parents, legal guardians or designated adults will be allowed per patient, and no children under the age of 12 may accompany the visit.
- We are limiting certain elective procedures and non-urgent clinic appointments. We are actively reviewing all scheduled appointments and procedures on a case-by-case basis.
- We are conducting temperature screenings of patients and families at the first floor entrance to the Medical Center at 282 Washington St., Hartford. Our second floor entrance will be closed until further notice.

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- If you have questions about COVID-19 and your upcoming appointment, please call your specialty clinic. If you are coming to Connecticut Children's for care, please call your provider about any possible exposure or symptoms prior to your appointment.

Additionally:

- We are temporarily stopping all nonessential vendor access, including food delivery, to inpatient rooms.
- There will be no community access to the United Technologies Family Resource Center.
- Volunteer programs are suspended.
- We cannot currently accept toy or handmade donations at our 282 Washington Street location.

Q. I have a child who is an inpatient at Connecticut Children's. How can I stop the spread of coronavirus while I'm at the hospital with them?

- Please note the current visitor restrictions (see above). Do not visit if you are feeling sick.
- Wash your hands with soap and water or alcohol-based hand rub every time you walk into or out of a patient room.
- If you are a rooming-in parent who is experiencing any cough, fever, sneezing, vomiting or diarrhea, please make alternate overnight plans. We will look forward to welcoming you back when you are feeling better.
- If you are a parent or guardian who is sick and already here at Connecticut Children's, please stay in the patient room, stay out of community spaces such as the family pantries, cafeteria, playroom and gift shop, and wear a mask as you exit the building.
- Talk to your nurse or physician if you have any questions about preventing coronavirus.

Q. My other children are not sick. Why aren't they allowed to visit or accompany their sibling's appointment?

We are committed to keeping all children healthy, including the siblings of our patients. The current visitor restrictions minimize the risk of infection for your child who is our patient, as well as your other children and family members.

Some infections – including flu and respiratory illnesses – can be contagious for a day (or more) before they show symptoms. This means a child may feel and act completely fine, but still spread the illness to others.

Q: I have a child who has an upcoming appointment at Connecticut Children's. With the current visitor restrictions, what do I do if I have no childcare for my other children?

We're trying to notify parents about visitor restrictions at least 48 hours before their child's appointment to allow time to arrange childcare. We will assess urgent situations on a case-by-case basis.

Q. When will the visitor restrictions be lifted?

We closely monitor the prevalence of coronavirus, flu and other respiratory viruses circulating in the community. We will lift visitation restrictions as soon as we safely can.

Q: My child has an elective procedure/outpatient appointment at the hospital. Should I cancel?

We are limiting certain elective procedures and non-urgent clinic appointments. We are actively reviewing all scheduled appointments and procedures on a case-by-case basis.

A non-urgent appointment is defined as being for

- an acute issue, appropriate for telemedicine or phone advice
- lab or wound care or new diagnosis that doesn't need to be evaluated for two weeks
- a vaccination that can be delayed for a set period of time

If your child's procedure or appointment is canceled, we will reach out starting April 17 to provide an update on rescheduling.

Q: If my child and I come in for an appointment, do you have masks for us?

If anyone visits with a cough or fever then we will provide masks for them. Unless you are already sick with symptoms of a respiratory illness, or wear a mask for another health reason, you should not wear a face mask.

Q: Are you offering testing?

Connecticut Children's is not a testing site. We are not offering testing, but are working to identify testing sites for pediatrics with numerous partners.

Q: Should I bring my child to the Emergency Department if they are experiencing COVID-19 symptoms?

You should only come to the emergency department if your child is unstable or if they require hospitalization. The emergency department is not a testing site for COVID-19.

Q: Are you still offering valet service at the medical center at 282 Washington St., Hartford?

Yes, we are still providing valet service.

Q: I heard there are telehealth visits. How can I set one up?

We are currently providing telehealth visits in several specialties. Please contact the department you wish to visit, and we will work with you to see if a telehealth appointment is available.

Q: Where can I find more information?

Connecticut Children's COVID-19 Hotline is open 24/7: Call 1.833.226.2362 to speak with one of our clinicians.

- For the latest information about Connecticut, call 211, text CTCOVID to 898211, or visit ct.gov/coronavirus.
- Visit the CDC's website for the latest news and advice from public health experts: cdc.gov/coronavirus.
- Visit our website to get info from pediatric experts: connecticutchildrens.org/coronavirus.