

# COVID-19

## Standards for Family Communication During Restricted Visitation

APRIL 28, 2020



### Staying Connected

UAMS is committed to keeping our patients connected with their friends and family during this challenging time. Our staff is available to help patients make phone calls and use video chats. They can help make sure phones are charged and within reach and can help patients learn to use new technology.

#### **How to Stay Connected with a Patient**

- Each patient room has a phone you can call anytime. If you do not know the phone number for the patient's hospital room, call the hospital operator at 501-686-7000. They can connect you and give you the number to call the room directly.
- You can use the patient's personal cell phone for calls and video chats using applications such as FaceTime or Zoom. We also have smartphones patients can use if they do not have one of their own. Call or email the patient's care team to make arrangements.
- You can send the patient an e-mail at <http://go.uams.edu/patient-email>. Messages sent before noon will be delivered that day.
- You can send cards and letters to the patient. Mail is delivered daily.

UAMS Medical Center

Patient first and last name

Room number including wing (such as F437)

4301 West Markham

Little Rock, AR 72205.

#### **How to Stay Connected with the Care Team**

- Each patient's care team will call the patient's primary contact two times a day. One call will be from the physician team, and one will be from the nursing team. We will try to make these calls around the same time every day.
- You can send an e-mail to the nursing team at the unit's email address. This is the Wing number and Floor number followed by @uams.edu. For example, to reach the care team for a patient in room F437, send an email to [F4questinfo@uams.edu](mailto:F4questinfo@uams.edu). We will try to respond within 24 hours.
- You may call 501-686-7000 and ask to be connected to the patient's unit for urgent requests. For example, ask to be connected to the F4 nurses desk for a patient in room F437.
- Our care teams will also call you if they have questions or if there are any changes in the patient's health condition.