

SAFE FOR YOU FAQ

At Glens Falls Hospital, we have worked hard to prepare for and respond to the evolving COVID-19 pandemic. We want to assure you that we are taking extraordinary precautions to protect our communities and minimize the disease's impact on the people we serve. Our patients are at the forefront of everything we do. That's why we're taking extra precautions to ensure the safety and well-being of our patients, and our staff.

Is it safe to come to the hospital and go to the doctor?

Yes. Glens Falls Hospital facilities are safe places for patients and employees. We have advanced screening, sterilization and cleaning processes in place, a team of environmental service experts working diligently, adequate supplies, and all necessary materials to support your health and safety.

What safeguards are in place for patients scheduled for surgery or an outpatient procedure?

In our continuing efforts to protect patients and employees, and in accordance with government guidelines, here's what patients can expect prior to their surgery:

- All patients will undergo a prescreening and a COVID-19 test within three days of their scheduled surgery or procedure. For added safety, patients will receive detailed instruction upon scheduling and will be encouraged to follow additional precaution guidelines 14 days prior to their procedure.
- When a patient receives a negative test result, they're notified of their surgery or procedure time. If their test is positive, their case is canceled, and they're advised of the next steps.
- Patients will be instructed to wear a mask as they come to the Hospital.
- Upon arrival at the hospital or surgery center, patients can expect to be screened upon entry to the facility, and will receive additional screenings before their procedure. This ensures everyone's safety.

When will services that were previously canceled start again?

Given the sustained reduction in the rate of new COVID-19 cases, and following guidance from state and national government officials, we are pleased to share that Glens Falls Hospital can immediately resume select surgeries and procedures that were previously postponed due to the pandemic. GFH is following the guidance of the American College of Surgeons, the Centers for Disease Control and Prevention (CDC), and the New York State Department of Health as we return to our prior level of service, meeting our community's healthcare needs. Be sure to check out the Glens Falls Hospital Website for the latest information on the re-opening of some of our medical centers and specific services lines.

What if I'm still nervous about going to the doctor?

Telehealth remains a viable option for many patients. However, not everything can be treated through a video visit and we want our patients to know we're here for them if they need to be seen in person. We are taking every precaution to prioritize the safety of our patients and colleagues. We encourage you to use our on line informational resources for answers to your questions. Your healthcare team is also available to help address your specific fears or concerns.

What if I have an emergency?

Patients should NOT delay emergency care. When early symptoms are ignored, health conditions can worsen quickly and lead to lasting damage. Our team has gone to great lengths to ensure that our Emergency Department is a safe environment that will allow us to provide lifesaving care. We want patients to know they can turn to our team for safe emergency care today. We have incorporated COVID-19 safety measures into our everyday operations, which include separate triage and treatment zones for COVID-19 patients within our Emergency Department, to ensure all patients receive the safest care possible.

