

SAFE IN OUR CARE



At Tidelands Health, we're taking extra precautions to keep you safe. It's our Safe in Our Care commitment, and you'll find it at every one of our more than 60 care locations across the region.



Safe Scheduling

When you call to schedule an appointment, we'll ask you questions about your health and any symptoms you may be experiencing. We'll collect additional information over the phone to reduce the amount of paperwork when you come in for your visit. And we'll remind you to wear a face covering or mask to your appointment. If you don't have a face covering or mask, one will be provided for you. All patients, visitors and team members are required to wear a face covering or mask in all Tidelands Health care locations.



Safe Care Navigators

When you arrive at a Tidelands Health care location, you'll be greeted by a Safe Care Navigator who will take your temperature, screen you for COVID-19 symptoms, provide sanitizer for hand hygiene and, if you don't already have a face covering, provide you a face mask. The Safe Care Navigator will also answer any questions you may have about our safety protocols.



Safe Check-in and Check-out

For your safety, plexiglass shields or glass doors are in place at our check-in and check-out areas. In addition, we have implemented contactless procedures to receive your insurance and payment information. When information in writing is required, ink pens, clipboards and other materials will be thoroughly disinfected after each individual use. We have also designated social distancing zones at our check-in and check-out windows to allow for adequate space between patients.



Safe Lobbies

Our lobbies and common areas, including high-touch items such as door handles, elevator buttons, tables and chairs, are cleaned and disinfected frequently throughout the day for your safety. All reading material and

brochures have been removed from our lobbies, and seating capacity has been limited to align with social distancing guidelines. You may also choose to wait in your private vehicle after checking in if you prefer.



Safe Hands

Good hand hygiene is essential for all team members, patients and visitors. When you come to a Tidelands Health location, you will be provided hand sanitizer at the door as you enter the building, before you enter the exam or procedure area and as you exit the exam or procedure area. Sanitizer will also be available for additional use as needed.



Safe Exam Rooms

Tidelands Health locations have always followed stringent cleaning protocols. For added safety, we have further enhanced those protocols for our patients' safety and peace of mind. Our exam rooms and procedure areas are thoroughly cleaned and disinfected between each patient visit. In addition, we're scheduling patient visits at reduced capacity at all of our care locations to allow extra time for enhanced cleaning between each patient encounter.



Safe Belongings

Your exam or procedure room will be thoroughly cleaned before you enter. However, we understand you may prefer added protection for your clothes and other belongings. A single-use bag will be available to hold your belongings during your visit if you'd like.



Safe-visits

Our physician offices and rehabilitation clinics now offer e-visits for our patients. If you'd prefer to see your care provider from the comfort of your home, please call your provider's office for more information.

**At Tidelands Health, you're safe in our care. Have a question or concern?
Call your health care provider's office, or dial 1-866-TIDELANDS.**