



Hospice Brazos Valley

Comfort is our Specialty. Trust is our Promise.™

Bryan | Brenham | La Grange | Inpatient Facility

Message to our Hospice Brazos Valley and Palliative Care Patients and Families

In the midst of the Coronavirus (COVID-19) crisis, we at Hospice Brazos Valley remain committed to providing compassionate care and services to those who have entrusted us to care for their loved one. Our leadership team has created a COVID-19 Response Team dedicated to ensuring we stay abreast of the ever-changing situation we are facing, while ensuring that patient care and the safety of patients and staff remain our top priority.

Hospice Brazos Valley is following all updates and recommendations from all federal, state, and local authorities and is taking the following actions to combat the spread of COVID-19:

Home Care

Each patient and caregiver is screened regularly for the appearance of new risk factors and symptoms suspicious for infection, including COVID-19.

All office locations have enhanced sanitation measures in place and personal protective equipment and supplies are ready for use should the need arise.

Your assigned Case Manager will be discussing key hygiene and sanitation practices you can follow to best protect you and your loved ones during this crisis. Best practices, according the Centers for Disease Control (CDC), include:

- Frequent, thorough handwashing
- Use of hand sanitizer, if soap and water are not available
- Avoid touching your eyes, nose, and mouth
- Avoid close contact with others that are sick
- Practice social distancing per federal and local directives
- Clean AND disinfect frequently touched surfaces DAILY

Inpatient Facility

Hospice Brazos Valley operates the only hospice Inpatient Facility serving 17 central Texas counties. The Inpatient Facility serves the needs of the most critical and acute hospice patients and therefore requires an elevated level of protection. The following measures and precautions are currently in place at the Inpatient Facility:

- Limited access is in effect for both staff and visitors. The main entry door is locked with signage in place to ensure monitored entry.
- Each visitor is screened to assess for any known COVID-19 risk factors and/or symptoms.
- Patients are limited to two adult visitors over the age of 18 per patient, per day.
- Each patient visitor is screened and provided a badge to wear to identify that they are non-symptomatic.

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Senior Living Facilities

Many of our patients reside in senior living facilities which include a range of care options from independent or assisted living to skilled or memory care. CMS guidelines acknowledge the importance of end-of-life care and state that visitation restrictions do not apply to end-of-life care providers. However, many facilities are restricting access to visitors and providers (including Hospice Brazos Valley) in order to keep their residents safe. In those cases in which we are not allowed to provide our usual plan of care, we are contacting primary caregivers to make them aware of this unique circumstance while communicating with facility administrators and their staff as to how they can best serve our patients as a result of the restricted access.

As stated above, we as a team are committed to providing the highest level of compassionate care with dignity and resilience during these trying times. We join the health care community in responding to COVID-19, and are grateful for your support and understanding. Should you have any concerns or fears regarding the care of your loved one, please do not hesitate to reach out to your Case Manager – we are here to serve YOU!

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Quality/Infection Control