

March 25, 2020

Dear expectant family,

We understand expectant mothers and families who are planning to deliver at Lions Gate Hospital may have concerns about possible exposure to COVID-19, particularly about entering through the emergency department (ED) after-hours.

A great deal of consideration has been given to how to safely deliver care to all of our patients. I want to assure you that staff are well-prepared, and there are protocols in place to ensure that any patient that presents to a hospital with symptoms of COVID-19 does not pose a risk to others. These rules are in place to ensure the safety of all patients, staff and physicians.

From 5:30 a.m. to 8:30 p.m., you may enter through our 15th Street entrance. Outside of these hours, the emergency department entrance will continue to be the main point of entry for all patients, including maternity patients.

All patients are assessed prior to reaching the ED entrance and anyone with respiratory symptoms will be placed in a separate area of the ED. When you arrive at the hospital, please go directly to elevators and go to the third floor where you will be registered (see attached map). You do not need to register in the ED.

Before arriving at the hospital, we ask that you call your care provider (doctor/midwife) as well as Lions Gate Hospital's main line 604-988-3131. You will be transferred to the labour and delivery nursing desk and this will alert us that you are on your way. If you are asked to return home after being assessed, please call the hospital line for any return visits to give them advance notice.

If you are in labour and experiencing COVID-19 symptoms (cough, fever, difficulty breathing), it is especially important that you call us and your doctor/midwife ahead of time. This ensures we will have safety measures in place to protect you, our staff and physicians and other patients.

Please also note that the Ministry of Health has currently restricted visitors to all hospitals. For maternity patients, you are allowed to have one support person with you for your birth. Friends and family will not be permitted to visit with you and your baby while you are in hospital. If your support person is not feeling well, they will not be permitted to come in, and you must find an alternate person.

We appreciate that the COVID-19 pandemic has raised concerns for people in our community and around the world. Please know that the safety and well-being of the people we serve is paramount, and we are confident the safeguards we have put in place will protect the people who rely on us. We are part of your community—on behalf of all the staff at LGH, you are our friends, our neighbours, and our family. We will take good care of you.

Sincerely,



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# Basement

