

Responding to COVID-19



What is COVID-19?

COVID-19 shares several symptoms with influenza, but is treated differently. COVID-19 infection may appear two (2) to 14 days after exposure and can include fever, cough and shortness of breath or difficulty breathing.

What is a COVID-19 Screening?

Screening involves asking a series of questions recommended by the Centers for Disease Control (CDC) that can alert us to your risk of COVID-19 as well as taking your temperature. We are screening everyone who enters an Arkansas Children's facility.

What is a COVID-19 Test?

Testing involves sending a specimen to a certified lab to be tested for an official COVID-19 positive or negative diagnosis. Arkansas Children's is following the testing guidelines set by the Arkansas Department of Health.

What should I do to prevent the spread of COVID-19?

As we continue to work to prevent the spread of COVID-19, we ask that you:

- Avoid touching your eyes, nose and mouth with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds.
- Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.
- Follow all CDC guidelines for social distancing and avoid group gatherings of more than 10 people.

How do I talk with my child about COVID-19?

Visit our website at [archildrens.org/covid19](https://www.archildrens.org/covid19) for helpful tips on how to talk with your child about COVID-19. Visit [archildrens.org/tips](https://www.archildrens.org/tips) for a video interview with Child Life & Education Director Renee Hunte on how to talk with your children about COVID-19 to reassure them.

Do you have COVID-19 related concerns for you or your child?

If you have concerns for your child, please call our 24/7 Pediatric Hotline at **1-800-743-3616**. If you believe you have been exposed to COVID-19 and need to be screened or tested, our partners at UAMS are offering a free online screening tool available 24/7 at [UAMSHealth.com/healthnow](https://www.UAMSHealth.com/healthnow).

During Your Stay



What is the visitor policy?

In order to keep our patients, families and team safe, we have updated our visitor guidelines:

- Visiting hours are 9 a.m.– 9 p.m.
- Only one (1) adult per patient is allowed at any time.
- Visitors under the age of 18 are not allowed,
- Only one caregiver may spend the night. Overnight visitors must be rescreened DAILY at the unit level.

Why are Arkansas Children’s staff wearing personal protective equipment (PPE)?

Physicians, nurses and staff are wearing PPE (masks, gowns and gloves) in an effort to keep team members, patients and families as safe as possible. Arkansas Children’s follows the guidelines published by the Centers for Disease Control Prevention.

Why do my child and I have to wear masks?

We are taking additional steps to protect children and their families from potential exposure. We are requiring all patients and their accompanying parent or guardian wear masks in our facilities. If you have cloth masks, please bring and wear them while you are here. If you do not have a mask, we will provide a new, unused mask at the door. If your child is under 2 years old, or cannot put on or a remove a mask without help, they should not wear a mask.

What activities are available for my child during our stay?

Since group activities are restricted, Arkansas Children’s is proud to provide a virtual child life experience on Channel 35, which includes programming such as BINGO, painting demonstrations and science demonstrations. Arts and crafts, books and coloring sheets are also available for in-room activities.

What are my food options?

Per state guidelines, Arkansas Children’s adjusted food service to provide a takeout-only option. Please ask your nurse for directions to these locations.

- Capital Café: 7 a.m.–10 a.m. breakfast and 11 a.m.-8 p.m. lunch and dinner (2nd Floor, Main Hospital)
- Riverbend: 7 p.m.– midnight (1st Floor, Sturgis Building)
- Daily Grind: 6 a.m.–7 p.m. (1st Floor, Main Lobby)

How was my child’s room cleaned?

We use a 10-step cleaning process with a disinfectant effective against COVID-19. We give extra attention to high-touch surface areas, including light switches, sink faucets, restroom door handles, toilet and flusher, bedrails, bedside table, shower handle/rail, telephone and call button.

Important Request: A Word About Social Distancing

Social distancing (i.e. remaining 6-feet away from others, staying home) is key to preventing the spread of COVID-19. **While you are in the hospital, we ask that you please remain in your room as much as possible.** Thank you for your patience and understanding.