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How is Van Diest Medical Center protecting patients and visitors?

Van Diest Medical Center and Van Diest Family Health Clinics are taking extra precautions during these unprecedented times to protect the health and well-being of our patients and visitors. The following steps are being taken to keep you safe during your visit.

Van Diest Family Health Clinics:

Van Diest Family Health Clinics have a very controlled and safe environment. It is important, now more than ever, for patients to stay healthy and keep up with preventative care.

- All patients screened over the phone before their appointment
- Patient and visitor screening upon entry (temperature and symptom check)
- All staff members are wearing face masks and face shields
- All patients and visitors are required to wear a mask or face covering
- Well and sick patients are separated into different waiting areas and seen in separate areas of the clinic
- One provider (wearing appropriate PPE) is designated each day to see all sick patients while other providers see well patients
- Sick individuals are taken to patient a room immediately and stay in that room their entire visit
- Sick patients are encouraged to come to their appointment alone if they are able
- Thorough cleaning of sick rooms between patients (standard practice prior to COVID-19)
- External COVID-19 testing site is used whenever possible, keeping potential COVID-19 patients out of the clinic

Emergency Department:

- Patient and visitor screening upon entry (temperature and symptom check)
- Only 1 visitor allowed with patient and they must stay in the patient's room
- All staff members are wearing face masks and face shields
- All patients and visitors are required to wear a mask or face covering
- If a patient has any COVID-19 symptoms, they are roomed immediately
- Physically distanced waiting area
- Thorough cleaning of rooms between patients (standard practice prior to COVID-19)

COVID-19 Testing Information:

- A COVID hotline is available for patients with general questions regarding COVID-19 by dialing 211
- Patients who have been tested for COVID-19 are notified as soon as possible with results and should follow guidelines to remain in isolation until results are received
- There is approximately a two day turnaround to receive test results
- Additionally, we are testing all patients before hospital admission

Safety is our top priority, and keeping you and your family healthy is important now, more than ever. We want to make sure you are getting the care you need to get healthy and stay well. Schedule your annual physical, physician visit, mammogram, procedure or outpatient surgery today.