Covid-19 (Coronavirus)

Updated as of 3:30 p.m., April 29, 2020

Gillette Children's Specialty Healthcare is carefully monitoring and preparing for COVID-19 (the disease caused by the coronavirus) and taking all necessary steps to ensure the safety of our patients and employees. Below you will find the latest information on our efforts, but we also encourage you to visit the [Minnesota Department of Health (MDH)](https://www.mdh. state.mn.us) and the [Centers for Disease Control and Prevention (CDC)](https://www.cdc.gov) for the latest updates.

We will continue to update this page as new information is made available.

**Temporary Clinic Changes**

Our outpatient services remain important to our patients and the state as a whole. The unprecedented pandemic has created a need for us to alter our operations. These changes are intended to be temporary and will be regularly evaluated. Please visit your clinic location page for more information.

There are several options to continue to receive care at Gillette. **During this time, your options to receive care or answers to your questions include:**

- If you need to see your provider in-person, be assured that we are taking extensive precautions to maintain a safe environment, including: arranging our clinics to allow social distancing, following recommended masking procedures and screening all visitors and staff for COVID-19. To schedule an appointment, please call 651-290-8707.

- If you want to see your provider virtually, virtual appointments allow you to talk with your provider face-to-face from your home using a mobile device. Sometimes, these visits can also take place via telephone if you do not have access to a video-enabled device. We also offer virtual visits for physical therapy, occupational therapy and speech therapy. To schedule an appointment, please call 651-290-8707.

- If you need care and are unsure of what to do or if you have an urgent medical question, please contact Telehealth Nursing at 651-229-3890 and we will assist you in finding the best option.

- If you have an emergent medical need or experience a medical emergency, go to your nearest Emergency Room or call 911.

**Scheduled Clinic Appointments and Procedures**

In an effort to ensure we are taking all necessary steps to protect our patients during this time, Gillette providers and staff are reviewing all visits and appointments to ensure we are protecting our patient community, particularly those at high risk as determined by Centers for Disease Control Guidelines. If any changes are recommended to your care and if delaying scheduled procedures or appointments is needed, someone from Gillette Children’s will be contacting patients and families to discuss.
We are also evaluating those appointments that we’re able to conduct virtually via video during this time. During these virtual consults, you will be able to see, hear and interact with our providers from the comfort of your home, or wherever is most convenient for you, as long as you have a mobile device or PC. Learn more about our virtual care program.

If you are not contacted prior to your appointment date, we are not suggesting any changes to your upcoming visit. Please come in as scheduled. If you have questions, please do not hesitate to contact us at 651-229-3890.
Updated Visitor Policy

All Gillette patients and visitors are required to wear face coverings at all Gillette campuses effective immediately. This includes when patient and visitors are in non-clinical areas. You are encouraged to bring in your own homemade cloth face covering, but if you don’t have one, you can pick one up at our screening desk.

**No children or infants under the age of 18** will be allowed to accompany Gillette patients to outpatient or inpatient appointments. Visitors have to be 72 hours fever free without fever-reducing medications.

Visitors can only be **two immediate family members or caregivers aged 18 and older per patient** on any Gillette campus.

We realize that this may cause an inconvenience, but this is an important precaution we’re taking to better ensure the safety of our patients, their families and our staff.

Visitors who have a cough, shortness of breath or fever within the last **72 hours** will not be permitted in any Gillette Children’s facilities. If an exception needs to be made for a legal guardian/decision-maker for a child, this will be considered on a case by case basis. Additionally, individuals who have traveled outside of the United States in the last 14 days will not be permitted on any Gillette campus.

Changes to Patient Movement, Food Ordering

In an effort to help curb the spread of COVID-19, we’re asking inpatient and outpatient families to adhere to new restrictions on movement and ordering food in the main hospital.

Monday through Friday families should stay within Gillette inpatient rooms and designated spaces for outpatient appointments on our 3rd and 4th floor. On Saturdays and Sundays families may move freely throughout the Gillette...
spaces. Patients should speak to Gillette inpatient staff about ordering trays of food from Regions.

Ginkgo Coffee is adjusting its hours temporarily due to low traffic. New hours will be 7:00 a.m. - 3:30 p.m. Monday through Friday. Ginkgo will no longer accept cash for purchases.

**Hospital and St. Paul Clinic Parking Update**

The University Avenue entrance to Gillette Children’s is now closed due to visitor screening for COVID-19 and access to both Gillette and Regions Hospital has been restricted to protect our patients, visitors, and staff.

If you come to Gillette Children’s with an oversized vehicle or utilize a mobility service through Metro Transit or other providers, please use the Regions Hospital West Entry located off of Jackson Street.

Additionally, below are the entrances to Gillette Children's and Regions Hospital that will remain open during regular visitor hours (8:00 a.m. – 8:00 p.m.):

- 4th Floor Gillette Main Entrance / Level ‘D’ of the West Parking Ramp
- Regions Hospital West Entrance
- Regions Hospital South Entrance

Look for more information as we develop additional resources for our families.

**Frequently Asked Questions**

Please call Gillette Telehealth Nursing (651-229-3890) for questions regarding the specific health needs of your child. We encourage families to visit the Minnesota Department of Health (MDH) and the Centers for Disease Control and Prevention (CDC) websites for further questions.

**My child may be exhibiting symptoms of COVID-19, what should I do?**

If you are experiencing a fever, or cough or shortness of breath, or think you may have been exposed to COVID-19, please stay at home and contact your primary care provider.

**Should I come to Gillette Children's to be tested for COVID-19?**

No. If you or your child are exhibiting symptoms of COVID-19, please contact your primary care provider, let them know that you have symptoms and they should be able to provide you with additional resources.

The MDH recently announced that testing, for now, will be restricted to hospitalized patients, health care workers, residents of long-term care facilities, and others at highest risk for spreading the virus or suffering the worst complications from it. For more on the announcement, visit their website.

**What can I do to protect my child if they have a complex medical condition or compromised immune system?**
The Minnesota Department of Health (MDH) is urging children who have complex medical conditions or who have compromised immune systems to practice social distancing—staying six-feet or more away from another individual—and to keep your child home if they are sick.

The State of Minnesota has also closed K-12 public schools through March 27 in an effort to slow the spread of COVID-19.

Children who have compromised immune systems should also avoid public gatherings or other situations with potential exposure, including travel.

You can also reach out to your Gillette Children’s provider with specific questions.

What is “social distancing” and how can I practice it?

The MDH encourages you to limit interaction with others and avoid sustained close contact to others. Social distancing encourages you to keep 6 feet apart from other people as much as possible. Shopping for groceries and other items is not affected by these recommendations, although it is a good idea to limit close contact when doing so—and people who are sick should not be shopping or using transit. They should stay home until they recover.

What is “self-quarantine” and what does it mean?

Self-quarantine means staying away from other people, as much as is possible, for a period of 14 days. You should stay in a specific room and away from other people in your home and use a separate bathroom, if available.

How do I know if I should self-quarantine?

Individuals who are at high risk of having or developing COVID-19 (the disease caused by coronavirus) are advised by the CDC to self-quarantine. The CDC has identified two groups of individuals who fit this description:

- If you recently traveled back from a Level 3 country (for example: China, Iran, most of Europe and South Korea).
- If you live with, or are intimate with, someone who has been diagnosed with coronavirus and you have taken no steps to protect yourself.

If you determine that you are at high risk for having or developing symptoms of COVID-19, self-quarantine immediately and contact your primary care provider.

COVID-19: Prevention and Preparation

Gillette providers are advising families to take precautions. To start:
COVID-19
What you can do

Avoid close contact with people who are sick
Avoid touching your eyes, nose, and mouth
Stay home as much as possible
Cover your cough or sneeze with a tissue
Clean and disinfect frequently touched objects
Wash your hands often with soap and water for at least 20 seconds
For the latest updates, please visit [Minnesota Department of Health (MDH)](https://www.health.state.mn.us) and the [Centers for Disease Control and Prevention (CDC)](https://www.cdc.gov). You can also call MDH's COVID-19 Hotline at 651-201-3920 or 1-800-657-3903. The hotline will be staffed 7 a.m. to 7 p.m.

Related Kids Health Matters Posts

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The COVID-19 outbreak poses new concerns, especially for children who have complex medical conditions. Gillette Children's Specialty Healthcare complex care pediatrician, Art Beisang, MD answers some frequently asked questions (FAQ) from parents concerned about caring for a child who has special medical needs.

COVID-19 – Staying Safe Without Going Stir-Crazy

Many of us will be spending more time at home during the outbreak of COVID-19 (the disease caused by coronavirus), and for those with young children, you may have to get a bit creative to keep them entertained during this time. To try to help, we sat down with the Child and Family Services Team at Gillette Children’s Specialty Healthcare to get some tips on ways you can practice proper social distancing, stay home and safe without going completely stir-crazy in the coming weeks.
April 21, 2020

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Make An Appointment 651-290-8707

This information is for educational purposes only. It is not intended to replace the advice of your health care providers. If you have any questions, talk with your doctor or others on your health care team.

If you are a Gillette patient with urgent questions or concerns, please contact Telehealth Nursing at 651-229-3890.