

COVID-19 (Coronavirus)

Updated as of 3:30 p.m., May 26, 2020

Gillette Children's Specialty Healthcare is doing all we can to respond to COVID-19 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 \(MDH\)](#) and the [Centers for Disease Control and Prevention \(CDC\)](#) for the latest updates.

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

Help Gillette Maintain a Safe Environment



Gillette is resuming care, including procedures and surgeries, as determined safe by you and your provider. Many of you are in the process of rescheduling an appointment at one of our facilities and may still have some questions and concerns. We understand and want you to know that your safety is the top priority at Gillette. Please review the information below about how Gillette will continue to care for patients and families in a safe environment. Some of our clinics hours and locations are still adjusted so check the [clinic page](#) for the latest information.

- **[Health and Wellness Screening](#)**

☐ All of Gillette's facilities require a wellness screening to check for signs of illness. Before entering our facilities, patients and visitors get their temperature checked and are asked questions about their symptoms, including cough, fever higher than 100° Fahrenheit, shortness of breath and other signs. Any visitor showing symptoms of illness will not be allowed into our facilities.

- **[Visitor Guidelines](#)**

☐ Visitors are limited to [two immediate family members or caregivers aged 18 and older per patient](#) on any

Gillette campus. [Please do not bring siblings or other children under 18 years old to a Gillette facility if they do not have an appointment.](#)

- **[Universal Masking](#)**

Just as providers and other staff members will be wearing masks and gloves (personal protective equipment), every patient who is able to, and every parent or caregiver must also wear a mask while visiting our facilities. 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 at our St. Paul campus. Any visitors who refuse to wear a mask will not be permitted on the facility.

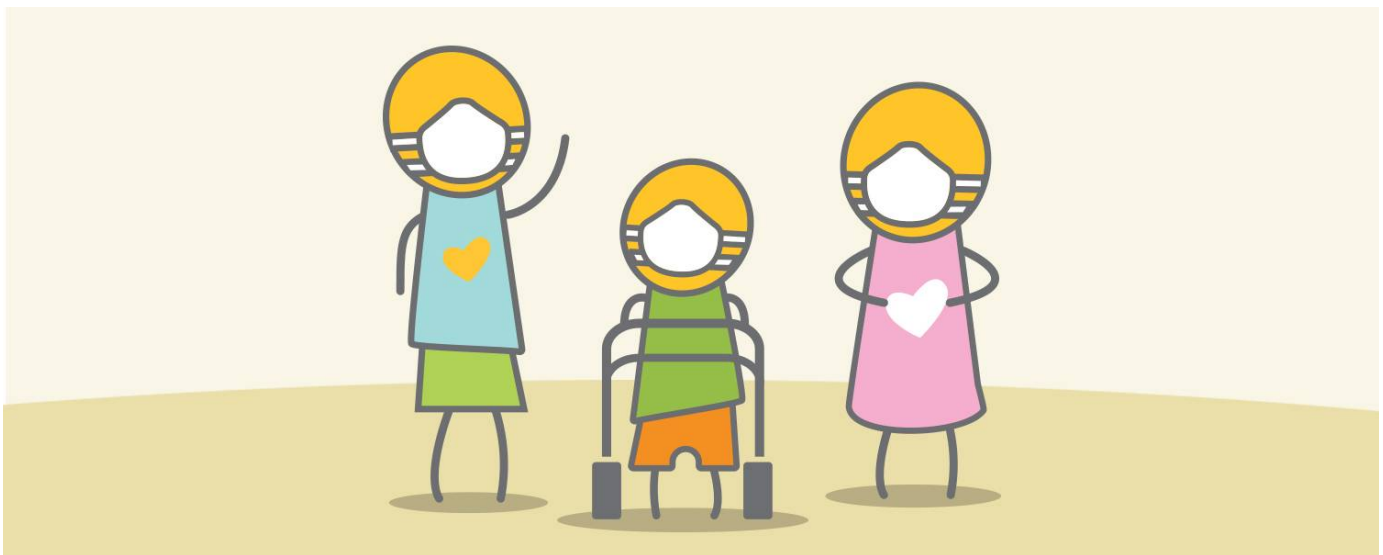
- **[Physical Distancing](#)**

We ask that everyone practice social distancing, which means staying six feet away from other patients and visitors. When you arrive for your visit, you may notice signs, including special floor decals, to help make sure everyone stands six feet apart. You may also notice that seating has been rearranged in our waiting areas to follow social distancing guidelines.

- **[Cleaning and Sanitizing](#)**

While maintaining a clean and safe space has always been a priority, [we have enhanced our cleaning measures](#). All public areas and clinic rooms are being frequently sanitized, and all counters are continuously being disinfected. We encourage visitors to wash their hands with soap and water for 20 seconds [or](#) use the hand sanitizer provided throughout our facilities.

In-Person Appointments



As more families return to our facilities for in-person appointments, we have taken a number of important steps to make our facilities and your appointment as safe as possible. These measures include rearranging seating in our waiting areas in order to follow social distancing guidelines, and frequently sanitizing surfaces, rooms and other high traffic areas. Please review the policies that have changed since your last visit: [\[link\]](#)

Visitors

Please do not bring siblings or other children under 18 years old to the medical center if they do not have an appointment. Visitors are limited to **two immediate family members or caregivers aged 18 and older per patient** on any Gillette campus.

Screening

Every person who enters a Gillette facility must go through a screening station. If there isn't one at the entrance you use, find the closest station or ask an employee for help locating one. This is where you will have your temperature taken with a no-touch thermometer, answer questions about any symptoms you may have, and receive a mask to wear during your visit. You **MUST** be screened before you go to any clinical areas.

Universal Masking

Every family member must wear a mask while visiting our facilities. 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. Any adult non-patient who refuses to wear a mask will be asked to leave the facility.

Surgeries and Procedures

Doctors at Gillette will decide whether to do a procedure based on the patient's individual needs.

What to expect before a procedure

All patients coming in for surgery or other procedures will be tested for COVID-19 before their procedure. Our pre-operative nursing staff is proactively reaching out to families who have a surgical procedure scheduled and are offering help in getting COVID-19 testing within 24-48 hours of their scheduled procedure. If you have questions or are unable to get your scheduled test, please **contact Telehealth Nursing at 651-229-3890**.

How do COVID-19 testing results affect procedures?

Based on the test results, the care team will evaluate the procedure and put appropriate protections in place. Your scheduled procedure may take place as scheduled or be postponed, as recommended by your care team. Emergency surgeries will not be delayed for testing.

What are risks of having a procedure during the COVID-19 pandemic?

Before any procedure, your provider will explain any additional risks associated with COVID-19 based on each

patient's testing result and health history.

Virtual Care



If you want to see your provider without coming in to a clinic, 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. Please visit our [virtual care page](#) for more information. [To schedule an appointment \(virtual or in-person\), please call 651-290-8707.](#)

Urgent and Emergency Care

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.](#)

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.

Other 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?

Gillette does not administer COVID-19 tests at any of their facilities. For those patients who need to be tested, Gillette will recommend a location close to you to complete your testing. 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.

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.

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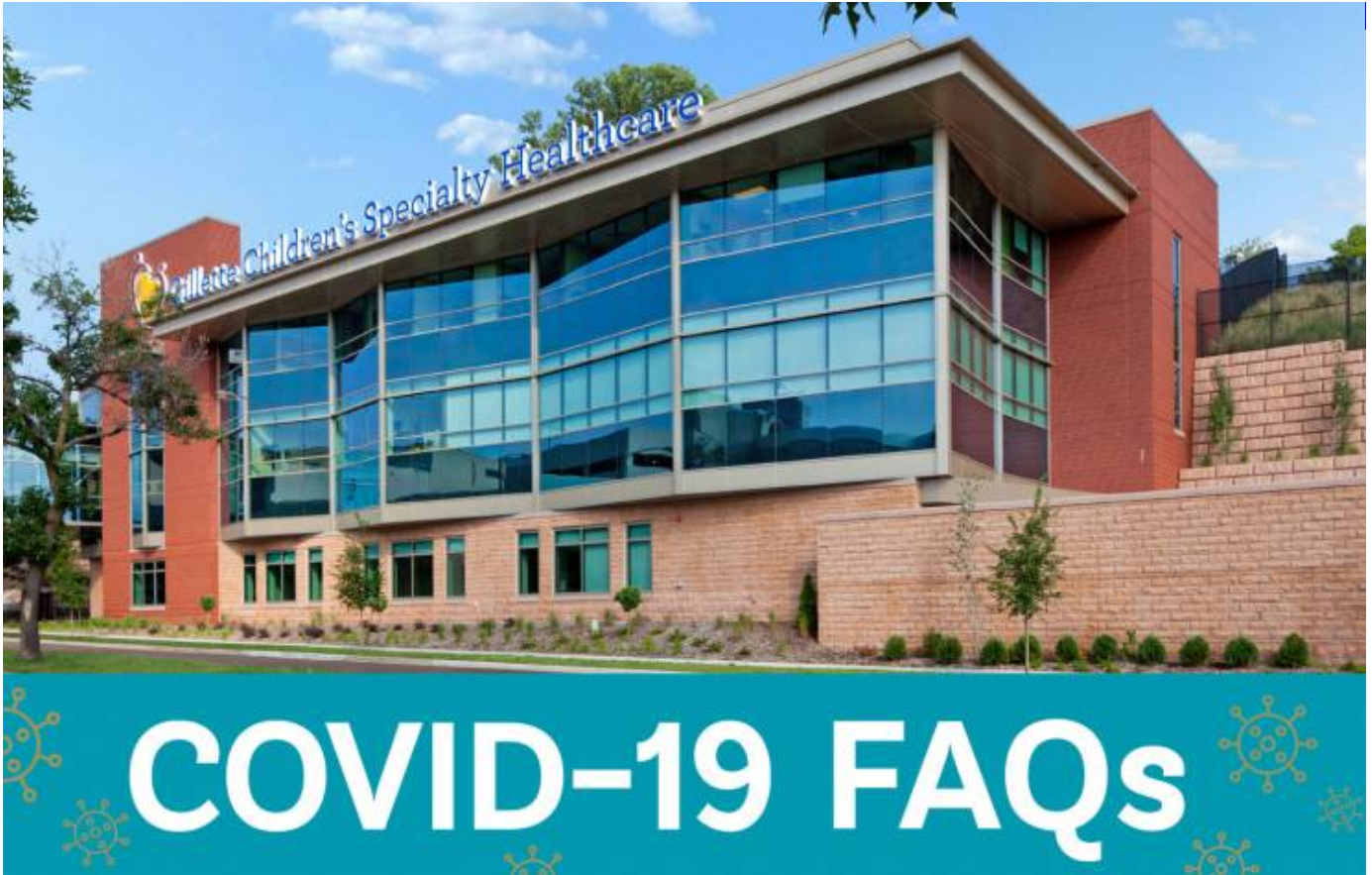
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March 19, 2020

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.



[March 17, 2020](#)

[COVID-19 FAQ](#)

[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.](#)

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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](#).