

Guidelines for Surgery Patients



Thank you for trusting Keck Medicine with your health care and upcoming surgery. We are taking every precaution to keep you, your family and our health care team safe. Your clinical team will discuss our current processes with you in depth. Below are reminders to keep handy before your procedure.



Pre-Procedural COVID-19 Testing

COVID-19 Testing Requirements

- Who: All patients having a procedure or surgery at Keck Medicine must get tested
- When: Testing window MUST be within 48-24 hours PRIOR to surgery
- Where: Keck Medicine location HIGHLY recommended to ensure turnaround time is adequate
- What Else: Patients must self-isolate between day of test and day of surgery

Keck Medicine Tent @ Health Sciences Campus

2266 Norfolk St.
Los Angeles, CA 90033
Hours: Mon-Fri 7 a.m. – 3 p.m.
Sat-Sun 7 a.m. – 3 p.m.

Keck Medicine Tent @ Arcadia

125 W. Huntington Drive, Building C
Arcadia, CA 91007
Hours: Mon-Fri 9 a.m. – 4 p.m.



- Patients who choose to obtain COVID-19 testing at a non-Keck Medicine facility are responsible for ensuring the following criteria are met:
 - Test must be molecular, or PCR; rapid antigen and antibody testing are not accepted.
 - Test must be within 48-24 hour window prior to the day of surgery.
 - Results must be submitted to the surgeon's clinical team the day before the surgery.

Tests obtained at outside facilities are discouraged. If results are not made available to the surgeon's team within the appropriate window, surgeries may be postponed or canceled.



Visitor Policy

Out of an abundance of caution, enhanced visitor restrictions are in place. Visitors will not be permitted to wait in the hospital with the patient, with the following exceptions:

- Patient is a minor or has neurocognitive deficits (i.e., memory loss, confusion, aphasia, dementia, etc.)
- Patient is pregnant and is at the hospital for labor and delivery services

Designated support person must be available to take calls and speak with the care team.

Keck Medicine of USC

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Surgery Patients' Frequently Asked Questions



Before my surgery, will I be able to talk to someone to answer any questions I have?

- Patient Experience will call the patient one day before the procedure to review visitor guidelines, confirm the designated visitor or primary point of contact, and answer any visitor-related questions at that time.
- Other helpful contacts are:
 - **Hospital Visitor Guidelines & Questions** — Patient Experience Team, (323) 442-9516
 - **General Billing Questions around COVID-19 Testing** — Keck Medicine Billing Team, (855) 532-5729
 - **Pre-Procedural COVID-19 Testing Requirements** — Contact your surgeon's clinical team
 - **COVID-19 safety and other general hospital questions** — Patient Experience Team, (323) 442-9516 or [KeckMedicine.org/patient-care](https://www.keckmedicine.org/patient-care)

Can I have a visitor on the day of my surgery?

- Exceptions to the Hospital Visitor Guidelines are made on a case-by-case basis. Requests for exceptions can be initiated by working with your surgeon's team for submission to the Hospital Leadership Team.

Why are COVID-19 tests not recommended at non-Keck Medicine locations? I live too far to travel to a Keck Medicine location within the testing window.

- Pre-op COVID-19 virus tests are not recommended at outside facilities due to unreliable and often extended processing times. If you are able to get a virus test within the 48-24 hour window, you are responsible for making sure your surgeon's clinical team has the result of the test, or the procedure may be postponed or canceled.

Will there be COVID-19 patients in the hospital while I am there? How far will they be from my room? Will my care team be treating COVID-19 patients at the same time as they are treating me?

- COVID-19 patients and dedicated care teams are isolated on separate floors of Keck Medicine hospitals and use exclusive walkways and elevators. Additionally, Keck Medicine has established extensive cleaning procedures to ensure the health and safety of both patients and the health care staff. For more information about those safety measures, please go to [KeckMedicine.org/patient-care](https://www.keckmedicine.org/patient-care).

Is it safe for myself and my loved ones to go to a Keck Medicine location?

- Throughout the COVID-19 pandemic, Keck Medicine has reported strong staffing levels, sufficient personal protective equipment supplies and regular, ongoing employee testing for COVID-19. Visitors and employees alike are subject to screening measures before entering any facility, including a temperature check, and are provided with a face mask. For more details about the safety measures, go to [KeckMedicine.org/patient-care](https://www.keckmedicine.org/patient-care).