

## **Best Start Client Care During COVID-19**

July 7, 2020

We are committed to caring for you and are implementing these practices to keep your families healthy during the COVID-19 outbreak:

1. Please call the midwife on-call line, and do not come into the birth center if you have a:

- fever >100.4 F (38 °C)
- cough/shortness of breath,
- runny nose, diarrhea or any other symptoms of illness

2. **Masks or Cloth face coverings are required when seeking healthcare at Best Start Birth Center.** Our team is masking, and we ask that you do too! In order to preserve our low risk status and keep everyone safe we ask that you wear a mask at the birth center and allow space for social distancing. Our midwives and staff are doing their part to keep our mamas and families safe and we ask that you reciprocate so we can remain healthy and continue to serve our community! Please let us know if you don't have a mask or face covering and we will provide you one. A cloth face covering is a material that covers the nose and mouth, can be secured to the head with ties or straps or simply wrapped around the lower face and can be improvised from household items, such as bandanas, cloth napkins, scarves, t-shirts, sweatshirts, or towels.

3. Clinic visits and appointments: starting Monday March 30, 2020, we will be limiting in-person clinic visits to: Initial visits for new clients, clients needing lab work, clients who are 36 weeks or further in their pregnancy, and all postpartum appointments. Additional clients who are having acute problems may also be seen if the midwife feels it is necessary.

**We are offering Telehealth** to give you support from the comfort of your home!

- a. If you are less than 36 weeks and do not need lab work you can have an appointment with a midwife via video.
- b. We are requesting that you come to routine prenatal appointments alone. Partners are welcome at initial new client appointments and early postpartum visits.
- c. All clients will have their temperature taken prior to entering their appointment. We ask that everyone washes their hands as soon as they enter the birth center.
- d. Please note routine gynecological appointments will be postponed and acute problems will be triaged via Telehealth

4. Birth: The center is open as normal for clients in labor. You may have 1 support person/partner at your birth and a doula. These support people must be healthy (no symptoms for 2 weeks) and cannot have travelled in the last 2 weeks. You should still call the midwife on call for labor triage. Waterbirth: We are still offering water birth, but only the birthing person can be in the tub, partners must provide support from outside of the tub.

5. Classes: Instructors are working to create video classes that will be live on the Zoom platform. If you have not received instructions on how to attend a class, please email your instructor.

6. Support Groups: San Diego lactation consultants are offering a virtual group please see: [www.sdbfc.com/calendar](http://www.sdbfc.com/calendar). Call the midwife on-call line with immediate concerns.

7. Staff: Employees who are working at the center, including clinical and administrative personnel, will be screened for fever each day. No one is allowed to come to work sick. We will also be minimizing client contact. All staff will wash their hands upon entering the birth center and in between seeing clients. All staff will also wear a mask at all times while at the birth center.

8. Cleaning: we have increased our sanitation between clients and throughout the day to decrease risk of contracting the virus from surfaces.

9. Children: to decrease transmission of COVID-19, we are asking that you leave your children at home for any in-person appointments or during birth.

10. New client tours and orientation: In person group tours are postponed until further notice. Please watch our virtual tour prior to your first appointment.

Our goal is always to be proactive instead of reactive, and our hope is to keep our birth center free of COVID-19 and operating as close to usual as possible so that we can continue to offer safe out-of-hospital birth. Please continue to check our website and social media (Facebook and Instagram) for updates and helpful tips. If you have further questions or concerns please call us. We are here for you!

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Clinical Director