



## **BROAD REACH** Family Check-In Calls at Liberty Commons **HEALTHCARE** During Visiting Limitations

Due to Covid-19 visitation restrictions, higher than usual call volumes are expected. Keeping you informed is important to us and we ask for your patience during this temporary restriction.

### **You can help us serve you better by:**

- Dialing directly to the room to speak with your patient/resident:
  - Short-term rehab: 508-945-1611 and then the extension.
  - Long-term care: Dial the resident's private number.
- Designating one family member for phone call updates from the clinical team and set up these calls in advance.
- Leaving your name, number and questions with the reception staff so the clinical team can be most efficient when returning calls.
- Avoiding calls at change of shift for nursing (6:30am – 7:30am; 2:30pm – 3:30pm; 10:30pm – 11:30pm)

To set up alternative or “virtual” visits, contact Steve Franco, Activities Director at 508.945.1611 x 245 or email him at [SteveFranco@BroadReachHealth.org](mailto:SteveFranco@BroadReachHealth.org) .