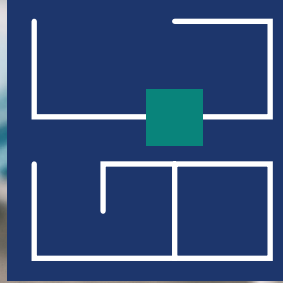


JHAH

Guest Guide



Dear guests,

For your safety and comfort during your stay, and to prevent the spread of the COVID-19 during quarantine, we need your cooperation and ask you to follow the instructions:

نحن نهتم
We Care



مرکز جونز هوبكنز
أرامكو الطبي
Johns Hopkins
Aramco Healthcare

1. General Instructions:

- You are **not allowed** to leave your rooms during the duration of your stay in Quarantine, *except when advised by medical staff or in the case of a fire alarm.*
- Smoking will delay your recovery and may lead to serious complications; please refrain from smoking during your stay.

2. Hygiene Instructions:

- Please maintain good personal hygiene.
- Please keep your immediate surroundings clean and free from waste.
- Wash hands often with soap and water for at least 40 to 60 seconds, or use hand sanitizer for at least 20 seconds.
- Maintain a space of one and a half (1.5) meters between you and others.
- Wear a protective face mask when you are:
 - Examined by medical staff
 - Instructed by medical staff to leave your room to have swabs taken.
 - Visited by the nursing staff for your twice daily assessment
- Please follow cough and sneeze hygiene, as shown on page 3.



Cover your cough or sneeze with a tissue. Dispose of the tissue responsibly.



Cough or sneeze into your upper arm if tissue is not available.



If you are sick, wear a mask in public to prevent the spread of infection to others.

Washing with Soap and Water

40-60
Seconds



Using Antiseptic Gel



3. Visits and Deliveries:

- Visits by friends or relatives while in quarantine are not permitted.
- Personal items can be sent to you, they will be received at the reception and brought up to your room.

4. Meals and Food Delivery

- Meals are served by the hotel, within the designated time periods for breakfast, lunch and dinner.
- Delivery services: **after** your first **48 hours**, you may order and have food delivered to you from outside companies. This will be delivered to the lobby of and be brought to your room.



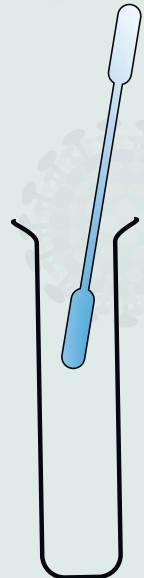
5. Health Instructions:

- If you experience a fever, cough, or shortness of breath, **please dial zero on the hotel room** phone, you will be connected to on-site medical staff.
- If you have pre-existing medical conditions, which require refill medications and follow up, please inform the medical staff. Our team will assist in arranging your medications and providing any care needed.



6. Care and treatment Plan

- Your care plan will be **individualized**, but in general, shortly after admission and before leaving the facility, a nose and throat swab will be taken to see if the virus is present. The return time for test results may vary. This is due to unprecedented demand, and it may take up four to six days. We will always try to communicate these with you as soon as we have information.
- If your test result is positive for the virus, the medical staff will meet with you and discuss your care options.



7. Emotional Wellbeing and Mental Health

- The quarantine period may cause fear and anxiety being away from family and friends. This is a normal reaction. If you feel that you need confidential psychological support do not hesitate to ask the medical staff

OR

- **Contact JHAH Emotional Help Line** which provides psychological support and counselling when needed.

The hours of service are **8:00 a.m. to 3:00 p.m.**,

Sunday to Thursday (013 870 1919).

Further support

If you have any other queries or needs do not hesitate to speak to the medical staff.

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