

# CAMC EXPANDED VISITATION QUICK REFERENCE GUIDE

## ➤ PHASE 1A: OSC AND AMBULATORY CLINICS/PHYSICIAN OFFICES

- Timeline for implementation: June 15, 2020

### GENERAL VISITATION GUIDANCE

- One (1) adult will be permitted to accompany a patient to his/her appointment or procedure.
- Waiting room areas will be marked for social distancing. If waiting room area capacity is limited, visitors may be asked to wait in their vehicle until the appointment concludes.
- All patients/visitors will wear masks. CAMC will only provide a mask to a patient, not the visitor. Visitors not wearing masks will be asked to wait in their vehicle and will not be allowed to stay.
- Visitors are not allowed in our adult cancer centers or infusion centers where care is being delivered to potentially immunocompromised patients, unless the presence of a caregiver is needed for infusion to be completed (i.e., dementia/patients with cognitive or behavioral impairments). Visitors can wait in the car until the appointment concludes.
- Patients/visitors will be screened at the entry point and provided with a visitor pass with the day's date on it as a visual validation that screening has been completed.

## ➤ PHASE 1 LIMITED VISITATION: INPATIENTS, ED, OUTPATIENT SURGERIES/PROCEDURES

- Timeline for implementation: June 22, 2020

### GENERAL VISITATION GUIDANCE:

- Visitation will be limited to one (1) adult per patient per day from noon to 6 p.m. Additional visitation may be allowed for OB, pediatric, neonatal and end of life as set forth below.
- No switching of visitors per patient per day will be allowed during the visitation hours.
- Visitors will be screened before being permitted to enter the hospital.
- Visitors must wear a mask or face/nose covering before entering the hospital and for the entire duration of their visit until they exit (cloth masks are acceptable).
- Visitors must provide their own mask.
- Visitors must not congregate in waiting room areas and must maintain social distancing.
- Visitors should wash their hands with soap and water for 20 seconds or apply hand sanitizer upon entry and departure from patient rooms and the facility.

### INPATIENT

- Visitors are to present their entrance screening visitor pass at the nursing desk to validate that they have been through the entry checkpoint before being allowed into the patient's room.
- Visitors without a visitor pass will be redirected to the screening areas.
- Visitors must stay in the patient's room for the duration of the visit and not roam around the hospital.
- The patient care team reserves the right to cancel visitation or delay visitation based on clinical conditions or situations requiring interventions in the unit.

### EMERGENCY DEPARTMENT

- ED patients may have one (1) adult accompany them into the facility who must remain in the room with the patient during his/her ED visit.
- Pediatric patients may be accompanied by two (2) caregivers (parents or guardians only).

- If the waiting room capacity limits maintenance of social distancing, visitors may be asked to wait in their vehicle or other locations and will be notified if patient is in a room.

### **OUTPATIENT SURGERIES/PROCEDURES**

- Adult patients, having an outpatient procedure or surgery, may have one (1) designated adult accompany them to the facility through the registration process and only up to pre-op holding area.
- In the event that the waiting room capacity exceeds our ability to maintain social distancing, visitors for patients with shorter surgery times may be asked to wait in their vehicle during the procedure and will be notified by staff throughout the procedure with updates and when it is time for them to return to receive discharge instructions.
- Pediatric patients having a procedure or surgery may have two (2) caregivers (parent or guardian only) accompany them into the facility and remain with the patient until the procedure.

### **OBSTETRIC PATIENTS**

- One (1) designated adult visitor is allowed for labor/delivery and mother/baby for the mother's entire hospital stay.
- Once the designated visitor arrives, that visitor must remain in the patient's room as much as possible and wear a mask.
- If the designated visitor leaves the hospital during the day, he/she must return to the hospital prior to the closing of main entrance doors at 7 p.m.

### **PEDIATRIC and NEONATAL PATIENTS**

- One (1) parent or caregiver may remain with the patient for 24 hours.
- Parent/caregiver can switch out ONCE between the hours of 7 a.m. – 7 p.m. (i.e., when the hospital main entrance is open).
- Children may have one additional person per day during visiting hours (for a total of two people), which may be another parent.

### **PATIENTS UNDER INVESTIGATION OR LAB-CONFIRMED COVID-19 PATIENT**

- No visitors for Covid-19 positive patients.
- For suspected Covid-19 patients waiting on rule out, the visitor will leave the hospital until the Covid-19 results are available.
- For suspected Covid-19 patients who are determined to be Covid-19 negative, the designated visitor can return to the hospital to be with the patient.
- Consider alternative mechanisms for patient and visitor interactions (i.e., Facetime). Patients can request staff to help facilitate Facetime or another type of video conference.

### **EXCEPTIONS TO THE VISITATION POLICY**

- Exceptions for end of life, compassionate care considerations and complex discharge planning may be made on a case-by-case basis through the nurse manager.
  - **End of Life/Compassionate Care Considerations**
    - Two (2) visitors at a time will be allowed at bedside i.e., immediate family
    - Once the two visitors leave the bedside, two additional visitors may enter
    - Visitation for End of Life does not require that a patient is on comfort care measures or has a DNR order
    - Visitation under compassionate care should be considered when a patient may be in a critical condition and/or has a significant change in condition with uncertain prognosis.

- **Complex Discharge Planning**
  - Specific discharge teaching or instructions that cannot be handled during routine visitation times will be considered on case by case basis.
- **Language Interpreter and Communication Assistance/People with a mental health disability**
  - One (1) additional person may be allowed to stay with the patient requiring language interpretation or communication assistance i.e., deaf or hearing impaired as well as patients with a mental health disability.
- For the behavioral health unit (General Hospital, 6-East), only one (1) visitor is permitted on the unit from 6 p.m. to 7:30 p.m. to ensure that enough staff is on the unit to monitor visitation as patients often have unpredictable behaviors. If a visitor is unable to visit during normal visitation hours, special arrangements may be made by the attending physician and charge nurse.
- **CLERGY VISITATION**
  - One (1) clergy will be allowed to visit per patient per day at each hospital location
  - Clergy will not visit multiple patients within the same hospital but can see one patient at each hospital location per day

**FED EX/UPS/USPS DELIVERIES:** Entry will be allowed for package deliveries with reminder to delivery personnel that they must wear masks when entering our facility. We will not accept delivery packages at the screener stations.

**FOOD AND FLOWER DELIVERIES:** The visitor may leave the patient room to go to the cafeteria or to meet food delivery personnel in the lobby. Screeners will notify the unit to pick up flower deliveries for patients on their unit.