

MODIFIED VISITATION QUICK REFERENCE GUIDE 9/6/2020

LIMITED VISITATION: OSC AND AMBULATORY CLINICS/PHYSICIAN OFFICES/OUTPATIENT SURGERIES/PROCEDURES

GENERAL VISITATION GUIDANCE

- One (1) adult will be permitted to accompany a patient to their 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 the car until the appointment concludes and they will be called back in.
- All patients/visitors will wear masks. We will only provide a mask to a patient not the visitor. Visitors who are not wearing masks will be asked to wait in their car 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.

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
- 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 one (1) parent or guardian to accompany them into the facility and remain with the patient until the procedure.

NO VISITATION: INPATIENTS, EMERGENCY DEPARTMENT

GENERAL VISITATION GUIDANCE

- **No visitors are allowed.**
- No visitors for Covid-19 positive or suspected patients
- Visitation may be allowed for OB, Pediatric, Neonatal and End of Life as set forth below
- Consider alternative mechanisms for patient and visitor interactions i.e., Facetime. Patients can request staff to help facilitate Facetime or other video conference.

OBSTETRIC PATIENTS

- One (1) designated adult visitor for Labor/Delivery and Mother/Baby for the mother's entire hospital stay
- Once the designated visitor arrives, designated visitor should remain in the patient's room as much as possible and wearing a mask.
- If the designated visitor leaves the hospital during the day, they have to 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 can remain with the patient
- 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)

EXCEPTIONS TO THE VISITATION POLICY

- Exceptions for End of life* (details below), 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.

Patients Requiring Additional Assistance

- On a case by case basis, additional visitation may be allowed when, due to the patient's condition, it is necessary for his/her health and safety to have a constant caregiver that is known to him/her (e.g., patients with intellectual disabilities). This additional visitation may include overnight stays as appropriate and applicable. Additional visitation may also be appropriate for patients needing communication assistance on a case by case basis

OTHER CONSIDERATIONS

FED EX/UPS/USPS DELIVERIES: Entry will be allowed for package deliveries with reminder to delivery personnel that they have to wear masks when entering our facility. We will not accept delivery packages at the screener stations. No deliveries will be accepted if delivery staff are not masked.

FOOD AND FLOWER DELIVERIES: Screeners will notify the unit to pick up food and flower deliveries for patients on their unit.

CLERGY VISITATION: A clergy may visit one (1) patient per day within the same hospital.

ASCOM PHONES: Each screener stations have ASCOM phones if there is a need to contact them with the numbers as follows:

General:

Main Entrance - 43929

Memorial:

Main Entrance – 43004

MSOB – 43005

Women and Children's:

Main Entrance – 44478

MSOB – 44479

Teays Valley Hospital:

Main Entrance - 253