

Visitor Guidelines for Duke Health Hospital Locations

Updated March 21, 2022

Your safety and well-being are our top priority. We recognize these restrictions may be difficult for you and your loved ones. This is a challenging time, and these visitor guidelines are intended to provide additional safeguards for our patients, families, visitors and team members. Duke Health has modified its visitation guidelines based on recommendations from the CDC and our infectious disease experts.



Visiting Hours are from 8:00 a.m. to 9:00 p.m. daily

All Visitors:

- May be required to complete health screening at designated entry points
- Must adhere to infection control procedures, including wearing personal protective equipment
- **Must not have a fever or other symptoms of illness**
- **Are required to wear a mask over their nose and mouth at all times while on campus and in patient rooms** (Duke Health issued ear loop masks will be provided and are strongly encouraged. Bandanas and gaiters are not permitted.)
- Maintain 3 feet of distance from individuals outside visitor's household while eating or drinking (where eating and drinking is permitted)
- Will be asked to present photo identification when entering the building
- Must check-in at hospital information desk to receive a **visitor badge – a requirement to enter inpatient spaces**
- Must check out on departure using a kiosk or with information desk staff
- Must not leave minor visitors who accompany them unattended (where minor visitors are permitted)

We also encourage you to use virtual means to connect with your loved ones using FaceTime and Skype, in place of in-person communication when possible.

Inpatient - Adult

- COVID-19 patients:
 - 1 asymptomatic visitor age 18+ is allowed to visit in room; switching is allowed.
 - Exception may be granted to also permit a Compassionate Care Visitor.
 - No eating or drinking in patient rooms as this is a high-risk activity for the spread of infection.
 - Must remain in patient room and may not visit any other locations in the facility.
 - All visitors may be required to complete health screenings and adhere to infection control procedures, including wearing personal protective equipment.
- Non-COVID-19 patients:
 - 2 visitors age 12+ are allowed to visit in room (**minors must be accompanied by an adult 18+**); switching is allowed.
 - Exception may be granted to also permit a Compassionate Care Visitor.
 - 1 overnight visitor age 18+ is permitted; no switching allowed (exceptions may be made for end-of-life care and other compassionate care situations as determined by the patient's care team):
 - If visitor leaves the hospital, visitor will not be permitted to re-enter until visiting hours begin the following day at 8 a.m.
 - If a visitor stays overnight and would like to stay the following day, they must be re-screened and receive a new identification badge by noon the following day.
 - All visitors may be required to complete health screenings and adhere to infection control procedures, including wearing personal protective equipment.

Inpatient – Pediatric

- COVID-19 patients:
 - 1 designated asymptomatic visitor age 18+ allowed in patient room (minors must be accompanied by an adult 18+) and 2 designated asymptomatic visitors total allowed in hospital; switching is allowed.
 - Exception may be granted to also permit a Compassionate Care Visitor.
 - Must remain in patient room and may not visit any other locations in the facility.
 - No eating or drinking in patient rooms as this is a high-risk activity for the spread of infection.
 - 1 designated asymptomatic overnight visitor age 18+, unless parent or caregiver of patient, is permitted.
 - Must remain in the patient's room during overnight visit.
 - If visitor leaves the hospital, visitor will not be permitted to re-enter until visiting hours begin the following day at 8 a.m.
 - If a visitor stays overnight and would like to stay the following day, they must be re-screened and receive a new identification badge by noon the following day.
 - All visitors may be required to complete health screenings and adhere to infection control procedures, including wearing personal protective equipment.
- Non-COVID-19 patients:
 - 2 visitors age 12+ are allowed to visit; switching is allowed (**minors must be accompanied by an adult 18+**).
 - Exception may be granted to also permit a Compassionate Care Visitor.
 - 2 overnight visitors age 18 or older, unless a parent or caregiver of patient, are permitted.
 - Must remain in the patient's room during overnight visit.
 - If visitor leaves the hospital, visitor will not be permitted to re-enter until visiting hours begin the following day at 8 a.m.
 - If a visitor stays overnight and would like to stay the following day, they must be re-screened and receive a new identification badge by noon the following day.
 - All visitors may be required to complete health screenings and adhere to infection control procedures, including wearing personal protective equipment.

End-of-life Inpatient

- COVID-19 patients:
 - 2 asymptomatic visitors; switching is allowed.
 - Exception may be granted to also permit a Compassionate Care Visitor.
 - Must remain in patient room and may not visit any other locations in the facility.
 - No eating or drinking in patient rooms as this is a high-risk activity for the spread of infection.
 - All visitors may be required to complete health screenings and adhere to infection control procedures, including wearing personal protective equipment.
- Non-COVID-19 patients:
 - 4 designated visitors, where space permits; switching is allowed.
 - Exception may be granted to also permit a Compassionate Care Visitor.
 - All visitors may be required to complete health screenings and adhere to infection control procedures, including wearing personal protective equipment.

Inpatient – Maternity Inpatient/Nursing Mothers

- COVID-19 patients:
 - 1 designated asymptomatic visitor age 18+ is allowed to visit in room; no switching allowed
 - Exception may be granted to also permit a Compassionate Care Visitor.
 - Must remain in patient room and may not visit any other locations in the facility.
 - All visitors may be required to complete health screenings and adhere to infection control procedures, including wearing personal protective equipment.
 - 1 designated asymptomatic overnight visitor age 18+, unless parent or caregiver of patient; no switching.
 - Exception may be granted to also permit a Compassionate Care Visitor.
 - If visitor leaves the hospital, visitor will not be permitted to re-enter until visiting hours begin the following day at 8 a.m.
- Non-COVID-19 patients
 - 2 visitors age 12+ are allowed to visit in room, unless exception granted (minors must be accompanied by an adult 18+); switching is allowed.
 - Exception may be granted to also permit a Compassionate Care Visitor.
 - Limit of 1 visitor in Labor & Delivery Operation Room.
 - 2 overnight visitors age 18+, unless parent or caregiver of pediatric patient; no switching allowed.
 - Exception may be granted to also permit a Compassionate Care Visitor.
 - If visitor leaves the hospital, visitor will not be permitted to re-enter until visiting hours begin the following day at 8 a.m.
 - If a visitor stays overnight and would like to stay the following day, they must be re-screened and receive a new identification badge by noon the following day.
 - All visitors may be required to complete health screenings and adhere to infection control procedures, including wearing personal protective equipment.

Emergency Department

- 1 asymptomatic visitor age 12+ is allowed to visit in room (**minors must be accompanied by an adult 18+); switching is allowed**
 - Exception may be granted to also permit a Compassionate Care Visitor.
- 1 asymptomatic visitor age 12+ is allowed to wait in the lobby (minors must be accompanied by an adult 18+); switching is allowed.
 - Exception may be granted to also permit a Compassionate Care Visitor.

Inpatient: Hospital Perioperative Procedural/Inpatient Surgical Area – Adult

- 2 visitors age 18+ with 1 in clinical area; switching is allowed
 - Exception may be granted to also permit a Compassionate Care Visitor.

Inpatient: Hospital Perioperative Procedural/Inpatient Surgical Area – Pediatric

- 2 visitors age 18+ (unless parent or caregiver of pediatric patient) with 2 adults in clinical areas; switching is allowed.
 - Exception may be granted to also permit a Compassionate Care Visitor.



Outpatient: Hospital Perioperative Procedural/Outpatient Surgical Area – Adult

- 2 visitors age 18+ with 1 in the clinical area; switching is allowed.
 - Exception may be granted to also permit a Compassionate Care Visitor.

Outpatient: Hospital Perioperative Procedural/Outpatient Surgical Area – Pediatric

- 2 visitors age 18+ (unless parent or caregiver of pediatric patient) in either the designated waiting area OR in clinical area; switching is allowed.
 - Exception may be granted to also permit a Compassionate Care Visitor.

Outpatient: Other - Ambulatory (Ambulatory Surgery Center/Clinics/Doctor's Offices) – Adult

- 1 visitor age 12+ in either the designated waiting area OR in the clinical area; switching is allowed **(minors must be accompanied by an adult 18+)**
- Exception may be granted to also permit a Compassionate Care Visitor. Exceptions to this policy include:
 - An additional aide, assistant or caregiver may accompany a patient when their presence is required.
 - A child/sibling under the age of 12 may accompany a patient when a caregiver has no other reasonable option for childcare **(minors must be accompanied by an adult 18+)**.
 - An additional child/sibling may accompany the patient when a caregiver has no other reasonable option for childcare.
 - Any prior location/clinic-specific restriction may continue to apply.

Outpatient: Other - Ambulatory (Ambulatory Surgery Center/Clinics/Doctor's Offices) – Pediatric

- 2 visitors age 12+ either in designated waiting area OR in clinical area; switching is allowed **(minors must be accompanied by an adult 18+)**.
- Exception may be granted to also permit a Compassionate Care Visitor.
- Exceptions to this policy include:
 - An additional aide, assistant or caregiver may accompany a patient when their presence is required.
 - A child/sibling under the age of 12 may accompany a visitor when visitor is patient's caregiver and has no other reasonable option for childcare **(minors must be accompanied by an adult 18+)**.
 - An additional child/sibling may accompany the visitor when visitor is patient's caregiver and has no other reasonable option for childcare.
 - Any prior location/clinic-specific restriction may continue to apply.

Definition of Compassionate Care Situation

Compassionate Care Visitors: Individuals who request to visit a patient who is experiencing any of the following circumstances: (a) end-of-life situations; (b) the patient was living with his or her family before recently being admitted to the facility and is struggling with the change in environment and lack of physical family support; (c) the patient is grieving after a friend or family member recently passed away; (d) a patient who needs cueing and encouragement with eating or drinking, previously provided by family or caregivers, is experiencing weight loss or dehydration; or (e) the patient used to talk and interact with others, but is experiencing emotional distress, seldom speaking, or crying more frequently when the patient rarely cried in the past. A patient's care team shall determine whether a patient is entitled to Compassionate Care Visitors. Patients have the right to withdraw or deny their consent to one or more Compassionate Care Visitor at any time.

Contact information

The persons and agencies tasked with investigating violations of hospital patient visitation are: Duke University Hospital (Patient & Visitor Relations: 919-681-2020), Duke Regional Hospital (Patient & Visitor Relations: 919-470-4747), Duke Raleigh Hospital (Patient & Visitor Relations 919-862-5848) and North Carolina Department of Health and Human Services 919-855-4800.

We continue to monitor the prevalence of Covid-19 in our community and may update these guidelines as may be necessary to provide safe care to our patients and as may be required by applicable state and federal rules, laws, regulations and guidelines. Thank you for your understanding and support of our commitment to safety.