

Visitor Restriction FAQs

- 1. What are the requirements for designated visitors for inpatients?**
 - a. Visitors are allowed during visitor hours from 1 p.m. to 9 p.m.
 - b. Visitors must show a form of photo identification upon arrival at the hospital.
 - c. Visitors must be 18 years old or older.
 - d. Visitors will undergo daily screening.
 - e. Visitors are required to wear a mask at all times in our facility and on our campus.
 - f. Designated visitors who pass the daily screening will be given a color-coded wristband or badge to quickly identify them as approved visitors for the day.
 - g. Visitation in these times when we are continuing to deal with COVID-19 should be considered a special privilege for the enhancement of our patients' care and recovery. Non-compliance with requirements will disqualify a person from being approved as a visitor in the future.

- 2. Do the previous visitor exceptions go away with the June 24 update to the visitor restrictions?**
 - a. No. The previous special exceptions are still applicable and can be administered by the Operations Administrator or the Incident Commander.

- 3. If I am admitted from the Clinic or Emergency Department, does the person with me have to be my designated visitor for my admission?**
 - a. No. When you are admitted, you can select someone else as your one designated visitor for the duration of your admission. This person must be at least 18 years old and will be required to undergo a screening each day and wear a mask at all times while at our facility.

- 4. Can I switch out my designated visitor during my hospital stay?**
 - a. No. The Visitor Management process permits only ONE designated visitor for the length of stay unless special circumstances apply. Pediatric inpatients may have two designated parent/guardian visitors.

- 5. Can the visitor information in the flag be changed in extenuating circumstances?**
 - a. Yes. The new person will become the ONE designated visitor for the remainder of the inpatient stay. For example, if a patient's designated visitor becomes ill and cannot visit, the patient can select a different person as a replacement. The patient would not be permitted to switch back to the original visitor at a later date.

- 6. If I am admitted to the hospital again, do I have to choose the same designated visitor as before?**
 - a. No. With each separate admission to the hospital, you can designate a new visitor for the duration of your stay. Maestro Care will delete the previous name in the visitor field upon discharge to help prompt the team processing each admission to complete the designated visitor flag.

- 7. Can visitors leave the patient's room to go to the cafeteria?**
 - a. Yes. Designated visitors may leave to go to the cafeteria; however, they are discouraged from unnecessary travel throughout the facility. Visitors are also discouraged from leaving and re-entering the hospital during visiting hours.

8. **When inpatients are taken for a surgery or procedure that will last longer than one hour, does the visitor need to leave for the day, go to the surgical / procedural waiting room, or stay in the inpatient room?**
- Patients may have one designated visitor on the inpatient unit. If patient is already in single occupancy inpatient room, the visitor may wait in the inpatient room while patient is having surgery during visitor hours if the patient is planned to return to the same room. Surgical updates will be communicated via text message to the visitor and the surgeon will call post-operatively.
9. **Why are we allowing visitors now?**
- We recognize that patients' loved ones are important members of their care team. For hospitalized patients, the presence of a family member or close friend is valuable to their recovery. Over the last several weeks, we have continually monitored the state's phased re-opening and CDC recommendations, as well as consulted with our infectious disease experts and other area health systems. The safety of our patients and team members remains our top priority, and we are making changes to our visitation policies only to the extent that we feel confident we can maintain that commitment.
10. **Are there specific times that a patient's designated visitor may visit the hospital?**
- Yes. Visiting hours are 1 p.m. – 9 p.m. each day. Visiting hours do not apply to visitors in pediatric areas, the emergency department or for laboring mothers or for mothers who have given birth.
11. **If a visitor refuses to wear a mask, should we call security?**
- Yes. Our universal masking policy is mandatory and is designed to keep everyone safe from the risk of infection spread. If necessary, we will engage hospital security to ensure compliance.
12. **Can a patient leave the unit if accompanied by their designated visitor (during visiting hours) – to go to the hospital cafeteria or on a short walk, for example?**
- For everyone's safety and to prevent the spread of infection, patients must remain on their assigned unit unless medically necessary and they are escorted by the appropriate medical personnel. Patients who leave the unit and travel past the security checkpoint will be considered discharged against medical advice and may not return to their previously assigned unit. They will have to visit the hospital emergency department for any needed medical screening and treatment.
13. **What age requirement are in place visitors in our facilities?**
- One visitor is allowed to accompany each patient in an outpatient clinic setting. This visitor must be **over the age of 12**.
 - One visitor is allowed to accompany each adult patient in an inpatient setting. This visitor must be **over the age of 18**.
 - Two parent/guardian visitors are allowed to accompany each patient in a pediatric area of the hospital. These visitors must be **over the age of 18**.

14. Are visitors allowed to bring in food for patients?

- a. Yes. Visitors may bring in food.

15. For patients who require some form of isolation, what are the different scenarios and how does this affect visitation?

- a. See graph below.

Scenario	PPE Required	Visitation Allowed (Yes / No)?
Contact Isolation from private home	Ear loop mask, gown, gloves	Yes
Droplet Isolation from private home	Ear loop mask	Yes
Special Contact and Droplet Isolation from a private home (i.e., when rule-out or positive for some other respiratory viral illness)	Ear loop mask, gown, gloves	Yes
Special Contact and Droplet Isolation from congregate living facility (all COVID-negative patients from this group are on this type of isolation)	Ear loop mask, gown, gloves	Yes
Airborne Isolation from private home	Alternate N95	Restricted*
Airborne Isolation from congregate living facility (non-COVID infected patients but being ruled out for TB, disseminated zoster, measles necessitating airborne; will look like special airborne contact isolation because they are coming from congregate living and will need gown/gloves in the PPE)	Alternate N95, face shield, gown, gloves	Restricted*
Special Airborne Contact from private home	Alternate N95, face shield, gown, gloves	Restricted*
Special Airborne Contact from congregate living facility	Alternate N95, face shield, gown, gloves	Restricted*

*Evaluate these cases for visitor exceptions (e.g., end-of-life care, pediatrics, etc.).