

Visitor Guidelines for Duke Health Hospital Locations

Updated January 12, 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 9:00 a.m. to 9:00 p.m. daily

All Visitors:

- Must complete health screening at designated entry points
- Must adhere to infection control procedures, including wearing personal protective equipment
- **Must not have 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 6 feet of distance from individuals outside visitor's household while eating or drinking (where eating and drinking is permitted)
- Must show a form of photo identification upon 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)
- Age 65 or older, pregnant or immunocompromised are discouraged from visiting

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 designated asymptomatic visitor age 18 or older is allowed to visit in room; 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 (See definition of Compassionate Care Situations at end of document)
 - 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
- Non-COVID-19 patients:
 - 2 designated asymptomatic visitors age 18 or older are allowed to visit in room at a time; 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
 - 1 designated asymptomatic overnight visitor age 18 or older is permitted (exceptions may be made for end-of-life care and other compassionate care situations as determined by the patient's care team):
 - Must complete health screening at hospital's designated entry points by 9 p.m.
 - If visitor leaves the hospital, visitor will not be permitted to re-enter until visiting hours begin the following day at 9 a.m.
 - Overnight visitation is not permitted in shared patient rooms
 - 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

Inpatient – Pediatric

- COVID-19 patients:
 - 1 designated asymptomatic visitor allowed in patient room and 2 designated asymptomatic visitors total allowed in hospital; switching allowed in 24-hour intervals
 - Visitors must be age 18 or older, unless parent or caregiver of patient
 - Exceptions may be made for end-of-life care and other compassionate care situations as determined by the patient's care team
 - 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 symptomatic overnight visitor age 18 or older, unless parent or caregiver of patient, is permitted
 - Must complete health screening at hospital's designated entry points by 9 p.m.
 - 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 9 a.m.
 - Overnight visitation is not permitted in shared patient rooms
 - 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
- Non-COVID-19 patients:
 - 2 designated asymptomatic visitors age 18 or older, unless parent or caregiver of patient, are allowed to visit at a time; no switching
 - Exceptions may be made for end-of-life care and other compassionate care situations as determined by the patient's care team
 - 2 designated asymptomatic overnight visitors age 18 or older, unless a parent or caregiver of patient, are permitted
 - Must complete health screening at hospital's designated entry points by 9 p.m.
 - 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 9 a.m.
 - Overnight visitation is not permitted in shared patient rooms
 - 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

End-of-life Inpatient

- COVID-19 patients:
 - 2 designated asymptomatic visitors; 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
 - 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
 - Visiting hours do not apply
- Non-COVID-19 patients:
 - 4 designated asymptomatic visitors; switching allowed
 - Exceptions may be made for end-of-life care and other compassionate care situations as determined by the patient's care team

- Visiting hours do not apply

Maternity Inpatient/Nursing Mothers

- Before birth: 2 designated asymptomatic visitors (one may be a Doula) allowed to visit at a time; no switching allowed; visiting hours do not apply
 - Exceptions may be made for end-of-life care and other compassionate care situations as determined by the patient's care team
- After birth: 2 designated asymptomatic visitors for length of stay; no switching allowed; visiting hours do not apply
 - Patient may choose to rescind Doula as one of patient's designated visitors and replace with another visitor
 - Exceptions may be made for end-of-life care and other compassionate care situations as determined by the patient's care team
- Age 18 or older, unless exception granted
- 1 designated asymptomatic overnight visitor age 18 or older, unless exception granted, is permitted
 - Exceptions may be made for end-of-life care and other compassionate care situations as determined by the patient's care team
 - Must complete health screening at hospital's designated entry points by 9 p.m.
 - If visitor leaves the hospital, visitor will not be permitted to re-enter until visiting hours begin the following day at 9 a.m.
 - Overnight visitation is not permitted in shared patient rooms
 - 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

Outpatient: Emergency Department

- 1 asymptomatic visitor age 18 or older, unless parent or caregiver of pediatric patient or other exception granted, is allowed to visit in room (as space allows); switching allowed
 - Exceptions may be made for end-of-life care and other compassionate care situations as determined by the patient's care team
 - 1 additional asymptomatic visitor age 18 or older (unless parent or caregiver of pediatric patient or other exception granted) is allowed to wait in the lobby (as space allows); switching allowed
 - Exceptions may be made for end-of-life care and other compassionate care situations as determined by the patient's care team

Inpatient: Hospital Perioperative Procedural/Inpatient Surgical Area – Adult

- 1 designated asymptomatic visitor age 18 or older (unless parent or caregiver of pediatric patient or other exception granted) in the designated waiting area; 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
- 2 designated asymptomatic visitors age 18 or older (unless parent or caregiver of pediatric patient or other exception granted) when patient is placed in patient room; 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

Inpatient: Hospital Perioperative Procedural/Inpatient Surgical Area – Pediatric

- 2 designated asymptomatic visitors age 18 or older (unless parent or caregiver of pediatric patient) in either the designated waiting area or in the clinical area; 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

Outpatient: Hospital Perioperative Procedural/Outpatient Surgical Area – Adult

- 1 designated asymptomatic visitor age 18 or older (unless parent or caregiver of pediatric patient) in either the designated waiting area or in the clinical area; 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

Outpatient: Hospital Perioperative Procedural/Outpatient Surgical Area – Pediatric

- 2 designated asymptomatic visitors age 18 or older (unless parent or caregiver of pediatric patient) in either the designated waiting area or in clinical area; 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

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

- 1 designated asymptomatic visitor age 18 or older, unless exception granted, in either the designated waiting area or in the clinical area; 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
- 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
 - 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 designated asymptomatic visitors age 18 or older (unless parent or caregiver of pediatric patient or other exception granted) either in designated waiting area or in clinical area; 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
- 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
 - 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 situations include, but are not limited to, the following: (a) patient who was living with his or her family before recently being admitted to the facility is struggling with the change in environment and lack of physical family support; (b) a patient who is grieving after a friend or family member recently passed away; or (c) a patient who needs cueing and encouragement with eating or drinking previously provided by family or caregivers, is experiencing emotional distress, seldom speaking, or crying more frequently when the patient had rarely cried in the past.

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.