

GOOD SHEPHERD HEALTH CARE SYSTEM
SYSTEM-WIDE POLICIES AND PROCEDURES
Patient Care

SUBJECT: 644 - Visiting Policy/Procedure During COVID-19 Emergency	ADMINISTRATIVE APPROVAL:	NO. 644
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DEPARTMENT RESPONSIBLE FOR POLICY MAINTENANCE: <i>Patient Care, Quality</i>	REVIEWED: See Overview Tab	
	FORMULATED: See Overview Tab	
REVISED DATE:	See Overview Tab	

PURPOSE:

The establish guidelines for visitation during the COVID-19 Emergency.

POLICY:

Good Shepherd Health Care System recognizes that visitation by family and friends can be an important therapeutic tool in the healing process. In order to promote this philosophy while also taking pandemic response measures into consideration, the following guidelines have been established.

We ask you to consider using phone calls or video chat (FaceTime, Zoom, etc.) as a way for you to visit your loved ones while they are in the hospital. We can help them access video technology, if needed.

Visiting Hours: 7:00 a.m. – 8:00 p.m.

Patients may have one visitor during their emergency or hospital stay. For suspected or confirmed COVID-19 patients, no visitors are strongly encouraged.

- Visitors will be screened about your health before you are allowed to enter the hospital and will be required to wear a mask.
- Designated visitors must be age 16 or older and healthy If you are the designated visitor, you must be age 16 or older and healthy (no cold or flu-like symptoms and no fever).
- Visitors must follow safety guidelines to limit the spread of COVID-19, including washing your hands, limiting the surfaces you touch and using any personal protective equipment required by the hospital.
- Visitors must remain in the patient's room except during certain care procedures.
- Unless medically indicated, any visitor/telephone restriction must be done with the consent of the patient.
- Visitors are encouraged not to sit on the beds.
- Any unruly visitors will be asked to leave by the nurse on duty. If visitors refuse to leave, the nursing supervisor will be notified. The night security/police may be called, if necessary.

Two visitors at one time may be allowed on a case-by-case basis for:

- a. Children admitted to the hospital
 - i. Parent/guardians of children admitted may stay with the minor child 24/7
 - ii. No infant/child under five years of age shall be left unattended in the patient's room

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- b. Patients receiving end-of-life or palliative care
- c. Other special circumstances, as needed
 - i. Special circumstances may be determined by the Nurse Manager, Nursing Supervisor, or Vice President of Nursing
 - ii. Special circumstances shall be communicated to Patient Financial Services for access privileges and documented in the patients chart

Maternity patients may have **one** support person with them through labor, delivery and the initial postpartum recovery time. This support person may not depart the hospital during the duration of the patient's hospitalization. If they depart, they may not return. Additional precautions may apply for the care of newborns.

Emergency patients: Visitors who arrive with a person needing **emergency care** either must remain in the same room with the patient, or should return to their car. All visitors may be restricted at the discretion of the Emergency Department staff. Special circumstances may alter this guideline.

Reference: [643 - Disabled Patients Right to Designate Support Persons](#)