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|--------------------------|-----------------------------------------------------|
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| Owner:                   | <i>Brian Patrick: Vice<br/>President of Nursing</i> |
| Area:                    | <i>Patient Care</i>                                 |
| Standards & Regulations: |                                                     |
| Tags:                    | <i>System-Wide</i>                                  |

## Visiting Policy/Procedure During COVID-19 Emergency

### PURPOSE:

To 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.

### Good Shepherd Medical Group

All clinics within Good Shepherd Medical Group allow one escort for adult patients (18+) and two escorts for minors (under 18).

Patients may also qualify for additional support persons pursuant to policy "Disabled Patients Right to Designate Support Persons".

### Good Shepherd Medical Center

#### Inpatient & Emergency Department

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.

Due to the current COVID-19 positivity rate in our community, **no visitors are allowed for patients admitted to the hospital or being seen in the Emergency Department.** One visitor per day may be allowed for:

- A. Children admitted to the hospital
  1. One parent/guardian of children admitted may stay with the minor child 24/7
  2. No infant/child patient under five years of age shall be left unattended
- B. Patients receiving end-of-life or palliative care

C. Other special circumstances, as needed

1. Special circumstances may be determined by the Nurse Manager, Nursing Supervisor, or Vice President of Nursing
2. Special circumstances shall be communicated to Patient Financial Services for access privileges and documented in the patients chart

Patients may also qualify for additional support persons pursuant to policy "Disabled Patients Right to Designate Support Persons".

If visitors have been approved due to a circumstance as outlined above, visitors must adhere to the following requirements:

- Visitors will be screened about their health before they are allowed to enter the hospital and will be required to wear a mask.
- The designated visitor 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 their 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.
- The visitor is encouraged not to sit on the beds.
- Any unruly visitor 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.

## Family Birth Center

**Maternity patients** may have **one** visitor with them through labor, delivery and the initial postpartum recovery time. This visitor 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.

## Treatment Center & Cancer Center

Due to the current COVID-19 positivity rate in our community, **no visitors are allowed for patients being seen in the Treatment Center or the Cancer Center.**

One parent/guardian may accompany a minor patient.

Patients may qualify for support persons pursuant to policy "Disabled Patients Right to Designate Support Persons".

## Ambulatory Surgical Services

Due to the current COVID-19 positivity rate in our community, **no visitors are allowed for patients in Surgical Services.**

One parent/guardian may accompany a minor patient.

Patients may qualify for support persons pursuant to policy "Disabled Patients Right to Designate Support Persons".

## Ancillary Services

Due to the current COVID-19 positivity rate in our community, **no visitors are allowed for patients being seen by ancillary or rehabilitation services.**

One parent/guardian may accompany a minor patient.

- Including but not limited to: Diagnostic Imaging, Laboratory, Speech Therapy, Cardiopulmonary Rehab, Diabetes & Nutrition Center, etc.
- Some services may have further restrictions depending upon procedure being performed.
- Escorts or Visitors will typically be requested to wait in the designated waiting areas or may depart the facility.

Patients may also qualify for additional support persons pursuant to policy "Disabled Patients Right to Designate Support Persons".

## Facility Entrance Screening Process for Visitor(s) and/or Support Person(s)

All visitors must answer "no" to all screening questions, and must be without any cold/flu symptoms or fever.

Screening Questions:

- Are you currently experiencing any of the following symptoms (cough, shortness of breath, headache, sore throat, muscle pain, diarrhea or vomiting, new loss of taste or smell)?
- Have you been tested or diagnosed with COVID-19 within the last 14 days?
- Are you here today to be tested for COVID-19?
- Have you had direct contact with someone who has known or suspected COVID-19 in the last 14 days?
- Have you traveled within the last 14 days to areas with widespread or ongoing COVID-19 community spread?

If a visitor answers "yes" to any question or has a temperature above 100.0 F, visitor may be denied entry to the facility. If any escort, visitor, or support person(s) are non-compliant with the screening process or refuse to wear a mask/face covering, they will not be permitted to enter the facility.

## Definitions

- Escort: An individual accompanying a patient to a scheduled clinic appointment or an outpatient ancillary service.
- Support Person: A family member, guardian, personal care assistant or other paid or unpaid attendant selected by the patient to physically or emotionally assist the patient or ensure effective communication with the patient.
- Visitor: A guest entering the facility to visit a patient; this person may or may not be actively involved in the patient's care as a support person.

## Reference:

CMS Guidance for Infection Control and Prevention of Coronavirus Disease (COVID-19) in Hospitals, Psychiatric Hospitals, and Critical Access Hospitals (CAHs): FAQs, Considerations for Patient Triage, Placement, Limits to Visitation and Availability of 1135 Waivers

## Attachments

No Attachments

## Approval Signatures

| Step Description        | Approver                                       | Date      |
|-------------------------|------------------------------------------------|-----------|
| Executive Team Approval | Jenny Sullivan: Service Excellence Coordinator | 1/13/2022 |
|                         | Brian Patrick: Vice President of Nursing       | 1/13/2022 |

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