

# Patient Visitation Guidelines for COVID Crisis (6/10/2020)

## Visitation Exclusion Criteria:

A potential visitor will be denied visitation if:

- Visitor answers yes to any of the following:•
  - Symptomatic of fever, sore throat, runny nose, cough, shortness of breath, and body aches
  - International travel within the last 14 days to CDC Level 3 risk countries with restrictions on entry into the US (red on map).
    - (For updated information on restricted countries visit: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/map-and-travel-notices.html>)
  - Currently being tested for COVID-19, or diagnosed as COVID-19 positive.
  - Contact outside of a health care facility with known or suspected COVID-19 cases within the last 14 days.
  - Cruise ship travel within the last 30 days.

\*Note that exceptions MUST be made, even if they do not meet the criteria above, for the following if they are compliant with PPE rules and do not pose an unacceptable safety risk as determined by the care team:

- Close family member of a patient undergoing end of life care as determined by the medical provider in charge of patient's care
- Parent or legal guardian of a hospitalized child. If one parent or guardian meets screening criteria but the other does not, only the parent or legal guardian who meets screening criteria must be guaranteed access
- A caregiver or attendant of a patient who needs assistance due to a language barrier or the patient's disability, whether that disability is physical, developmental, intellectual, cognitive, behavioral or is related to altered mental status or communication, whose presence will assist the person with the disability in receiving treatment, ensure the safety of the patient or facility staff, or who must assist with activities of daily living.
- Patient being visited is COVID-19 positive or COVID PENDING
  - Exceptions may be made on a case-by-case basis by the care team (joint decision by Attending Provider, RN, and others familiar with the situation) based on safety considerations (whether the risk of the spread of COVID can be mitigated) and organizational availability of PPE. Approved visitors will be expected to keep entry and exit of patient's room to a minimum. Recommend special consideration be given to:
    - Close family and friends of end of life patients
    - Caregivers of patients with disabilities/special needs
    - Parents or guardians of pediatric patients
    - Support person for patient in labor
    - Patients and family/friends of patients who are suffering from great physical or emotional toll
- Potential Visitor would not be allowed to visit according to other established hospital policies

## **Visitation Inclusion Criteria:**

**All patients are allowed at least one visitor a day as long as that visitor can meet screening criteria and follow hospital safety rules.** There is no requirement that the visitor must be the same person across different days.

The following are guaranteed visitation, even if they do not meeting screening criteria, as long as they follow hospital PPE rules and staff do not have serious safety concerns about the visitor.

- More than one close family member of a patient undergoing end of life care as determined by the medical provider in charge of patient's care. This is based on unit leadership decision and is subject to social distancing considerations.
- Parent or legal guardian of a hospitalized child. If one parent or guardian meets screening criteria but the other does not, only the parent or legal guardian who meets screening criteria must be guaranteed access
- A caregiver or attendant of a patient who needs assistance due to a language barrier or the patient's disability, whether that disability is physical, developmental, intellectual, cognitive, behavioral or is related to altered mental status or communication, whose presence will assist the person with the disability in receiving treatment, ensure the safety of the patient or facility staff, or who must assist with activities of daily living.

## **Visitation Guidelines:**

- Any and all visitation will be subject to social distancing considerations, as determined by unit leadership.
- Encourage video visits for those who cannot visit in person
- Unit specific operational standards will be acknowledged (i.e. visitation practices that affect efficient unit operation or safety). Otherwise no length of stay restrictions will be imposed.
- If there are more qualifying individuals wishing to visit than is allowed for the day, decision of who will be permitted will be made by the patient, or the patient's authorized decision maker if patient is unable to make decisions. Patient or family/friends of patients can request an exception consideration from unit leadership.
- No visitation is permitted during aerosolized generating procedures such as extubation, code blues, etc.
- Visitors should be encouraged to utilize their personal face mask covering. In the event that the visitor did not possess a personal face mask covering the hospital would provide one droplet mask and reinforce this expectation at the screening station.
- Efforts will be made to communicate expectations to the visitors:
  - Visitation may be temporarily suspended for safety concerns during procedures.
  - Visitors are asked to please limit movement within the hospital and remain in patient's room when possible. Bathroom visits and visits to dining facilities are allowed.
  - Visitors will be screened and have their temperature taken prior to being allowed to visit. If they do not pass the screening process, they may not be allowed to visit.
  - Visitor must wear appropriate PPE while in facility and patient room and follow safety instructions

- Hand hygiene: before entering a patient room and after leaving a patient room, all individuals shall wash hands with soap and water for 20 seconds, or clean hands with alcohol-based hand sanitizer.
  - Use of good respiratory etiquette: covering coughs and sneezes with the elbow and proper use and disposal of tissue.
  - Avoid touching your own face.
- Failure to adhere to guidelines may lead to removal from premises and revocation of visitation privileges
- Prescreening for symptoms, travel and contact history by telephone prior to scheduled appointments is allowed.
- In lieu of screening outside medical personnel and emergency responders upon entry to a facility, the facility may meet its screening requirement by accepting documentation from an employer of outside medical personnel or emergency responders that indicates all employees are screened before the beginning of every shift using criteria that are at least as stringent as those required by the facility.

### **Appeals and Exceptions Process:**

- Individuals who believe they are inappropriately being restricted from the facility will be provided information on how to contact Patient Advocates as well as information regarding the hospital's grievance procedures.
- Patients and families who believe that the guidelines have been applied incorrectly and wish to appeal will be referred to Patient Advocates or House Supervisor if outside of normal business hours.
  - Appeals will be reviewed to ensure these guidelines as written have been applied correctly
- Unit leadership are empowered and encouraged to consider and grant exceptions to any patient visitor as long as the following hold:
  - PPE usage is at a sustainable level organizationally (or visitors can provide their own relevant PPE)
  - Proper social distancing can be maintained for number of visitors
  - Visitation can be done in a safe manner for all involved
- Staff and providers who wish for clarification of guidelines or extra support can:
  - Contact Patient Advocate during normal business hours (M-F 8-4:30) and House Supervisor if after hours (Evenings, Weekends, Holidays)
  - Contact Visitation Review Committee through incident command if issue does not require immediate resolution (2-3 business days)