



## **PATIENT SUPPORT VISITOR GUIDELINES**

***(Effective: June 25, 2020)***

In order to continue to care for our patients, visitors and our own caregivers in both the *safest and kindest* way possible, we are implementing the following guidelines for our “Patient Support” visitors.

As of June 25<sup>th</sup>, the Main Campus is allowing ONE support person per patient, arriving for **Outpatient Surgery, Cath Lab** procedures or for an in-patient already admitted to Strater, Biewend or ICU.

**The Emergency Department, along with other outpatient areas, including Imaging and provider practices, will continue with our current policy, which does not allow support persons at this time.**

- **Exceptions:** Circumstances that require assistance for the patient due to the patient’s inability to communicate or understand. These circumstances are to be communicated and approved by the specific department.

**Please screen all persons upon entry.** This will include taking their temperature, asking the most up to date screening questions, handing them a mask (if they do not have one already) and asking them to sanitize their hands. Additionally, if a person is arriving at the hospital from any state other than Maine, New Hampshire or Vermont, they may not act as the patient’s support visitor.

### **INPATIENT SUPPORT PERSONS**

- One person is allowed to visit throughout the patient’s entire stay
  - This person will arrive through the York Hospital Main Entrance
    - Concierge Staff will maintain a log with the names of the support person for each patient
    - The support person will sign in. It will then be explained they are able to stay as long as they wish but once they leave that day, they are not able to return.
  - They will be given a pass that should be worn to easily identify them as “Patient Support Visitor” to all staff.
  - They will remain in the patient’s room at all times, as inpatient waiting areas are currently not in use.
  - If they wish to order food, please advise them to call Dining & Nutrition, (x-3663) from the phone in the patient’s room to place their order. They should provide the room number, and food will be delivered for a flat fee of \$10, with payment expected upon delivery. (cash & checks only, no credit/debit cards accepted)
  - When the support person leaves, please advise them to exit via the main entrance, sign out with the front desk, and return their pass. They should be reminded they are not

able to return that day *unless there are extenuating circumstances that warrant a return visit which will have been approved by leadership beforehand.*

- Should someone arrive insisting they have been approved to visit, please reach out to the Nursing Supervisor if there is any question or concern.
- **Any request for a change in the support person can only be approved by Greg Dalzell, Charity Neal, Joel Nicolo or Rob Slaughenhoup**
  - If a nursing supervisor is asking to allow another person to visit, it must be approved by one of the above and notation should be made in the support person log.

### **CATH LAB SUPPORT PERSONS**

- CATH LAB patients are admitted through the main entrance
  - At the time of admittance, the name and contact number of the support person will be collected by the concierge. This will be logged into the support person binder
  - If the chosen support person is with the patient, he/she should be escorted to the Cath Lab area with the patient.
    - Please give the support person the flyer that provides details of expectations during their time within the hospital
  - Once the patient goes in for their procedure, the support person should be encouraged/directed to return to the Main Lobby by the Cath Lab staff. Cath Lab staff should contact the support person when the patient has been admitted to his/her room or ready for post-procedure discharge.
    - If possible the support person should leave and return when called by the Cath Lab once the patient has been admitted to his/her room
    - If the support person is unable to leave he/she can also be directed to either the Main Lobby or Cafeteria to await their call from the Cath Lab staff.

### **EMERGENCY ADMITTANCE**

- ED Registrar will review the *Release of Information Consent* with the patient prior to admittance as usual.
  - Additional information to request, and added to this release, is the name of the one person the patient is authorizing as their support person for the duration of their stay. It is one person for the entirety of their admission. They may NOT list multiple people.
    - List the full name and a contact number for this support person on consent form.
  - ED Registrar will communicate the patient name, room number and details of the support person to the Concierge (x-2094)
  - If the person is unable to communicate this information, be sure this is noted on the release of information consent so that the nursing staff can address on the floor and pass this along to Concierge (x-2094) once available.

## **SURGICAL PATIENT SUPPORT PERSONS**

The Surgery Lobby chairs are arranged to provide safe distancing, and should be cleaned between patients and support staff as often as possible.

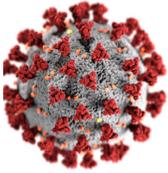
**Upon arrival:** Please let the surgery patient know they are able to have one support person for the duration of their stay at the hospital (in-patient or out-patient), and ask who that person will be. As this may not always be the same person dropping them off, please be sure to clarify, writing down their full name and contact number.

If a patient is scheduled for admission following surgery, please be sure they understand that the chosen patient support person will be *the only one* granted access during the patient's entire stay.

***Multiple visitors are not permitted.***

- Ask the name and contact number of this person, and write this information down on the schedule for future reference.
- Please screen both the patient and support person, provide them a mask and ask that they sanitize their hands.
- The patient support person will be given an "access pass" that should be worn at all times to easily identify them as "Patient Support Visitor" to all hospital staff.
- The support person must wear their mask and access pass during their stay at the hospital.
- Both the patient and support person will be escorted to their assigned room in the ASU.
- ASU staff will escort the support person back to the lobby when the patient is ready for surgery.
- The support person should check-in with the surgical lobby staff when leaving for any reason.
  - If they leave the premises, they should return their "access pass", and confirm their contact number so they may be called when it's appropriate to return.
  - If they opt to remain, they may visit the Cafeteria and/or Apothecary
- If the patient is being admitted after their surgical procedure, hospital lobby staff should contact the Concierge (x-2094) or Switchboard (x-1002) to provide them the name of the patient, along with the name and number of the person authorized as the support person.
- Please provide the room number to the Concierge and Switchboard when it becomes available.

# What you should know about COVID-19 to protect yourself and others



## Know about COVID-19

- Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person.
- The virus that causes COVID-19 is a new coronavirus that has spread throughout the world.
- COVID-19 symptoms can range from mild (or no symptoms) to severe illness.



## Know how COVID-19 is spread

- You can become infected by coming into close contact (about 6 feet or two arm lengths) with a person who has COVID-19. COVID-19 is primarily spread from person to person.
- You can become infected from respiratory droplets when an infected person coughs, sneezes, or talks.
- You may also be able to get it by touching a surface or object that has the virus on it, and then by touching your mouth, nose, or eyes.



## Protect yourself and others from COVID-19

- There is currently no vaccine to protect against COVID-19. The best way to protect yourself is to avoid being exposed to the virus that causes COVID-19.
- Stay home as much as possible and avoid close contact with others.
- Wear a cloth face covering that covers your nose and mouth in public settings.
- Clean and disinfect frequently touched surfaces.
- Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer that contains at least 60% alcohol.



## Practice social distancing

- Buy groceries and medicine, go to the doctor, and complete banking activities online when possible.
- If you must go in person, stay at least 6 feet away from others and disinfect items you must touch.
- Get deliveries and takeout, and limit in-person contact as much as possible.



## Prevent the spread of COVID-19 if you are sick

- Stay home if you are sick, except to get medical care.
- Avoid public transportation, ride-sharing, or taxis.
- Separate yourself from other people and pets in your home.
- There is no specific treatment for COVID-19, but you can seek medical care to help relieve your symptoms.
- If you need medical attention, call ahead.



## Know your risk for severe illness

- Everyone is at risk of getting COVID-19.
- Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more severe illness.

