

VISITOR/PATIENT SUPPORT GUIDELINES

(Updated Sept. 8, 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 Visitors/Patient Support persons.

Visitor is defined as a person visiting any patient for social reasons, which may not be essential to the patient's medical care.

Patient Support is defined as a person needed to assist a patient with intellectual, developmental, physical or cognitive impairments. A Patient Support person must be considered essential to the patient's medical care.

The Main Campus is allowing ONE support person per patient, arriving for **Emergency Department, Surgical Patients, Cath Lab** procedures or for an **inpatient**.

Emergency Department Considerations:

Adult patients arriving to the emergency department will be allowed ONE support person to accompany them into the room.

Patients under the age of 18 will be allowed ONE caretaker at a time. Every effort should be made to avoid switching of caretakers during a pediatric patient evaluation.

Conditions for visitation or support (Emergency Dept. & hospital-wide):

1. Visitors/Patient Support are subject to universal temperature checks and health screening questions upon entry. Entry to this facility may be refused based on the results of this screening.
2. Visitors/Patient Support who are allowed entry will be provided a surgical mask and asked to sanitize their hands. They should wear a mask at all times while in any area of the hospital and may be refused entry or asked to leave the hospital if refusing to wear a mask.
3. Visitors/Patient Support who have been tested for SARS-CoV-2 (COVID-19) and are awaiting results of this test will not be allowed entry to the hospital unless that person is the sole available caretaker for a pediatric patient. COVID-19 PUI precautions must be used for the patient/caretaker under these circumstances.
4. Visitors/Patient Support to the Emergency Department will be escorted to the patient's room by a member of the clinical staff or registrar.
5. Visitors/Patient Support to the Emergency Department must remain in the patient's room at all times, with the exception of bathroom privileges.
6. Visitors/Patient Support may not leave and re-enter, unless they are leaving to retrieve medical documentation, medications or medical devices that are needed for the patient's ongoing care. Permission to retrieve these supplies must be obtained from clinical staff before patient re-entry will be allowed.

Exceptions: Circumstances that require assistance for the patient due to the patient's inability to communicate or understand. These circumstances will be reviewed and approved by the specific department.

INPATIENT SUPPORT PERSONS

- One person is allowed to visit throughout the patient's entire stay
 - Concierge Staff will log the name of the support person for each patient
 - The support person will sign in. It will 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 to wear identifying them as "Patient Support Visitor".
 - Food can be ordered by calling ext. 3663 from the phone in the patient's room. 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)
 - The support person will exit via the main entrance, sign out with the front desk, and return their pass. They should be reminded they are not allowed to return that day *unless there are extenuating circumstances previously approved by leadership.*
 - **Any request for a change in the support person must be approved by Greg Dalzell, Charity Neal, Joel Nicolo or Rob Slaughenou.**

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

SURGICAL PATIENT SUPPORT PERSONS

Upon arrival: Please let the patient know they can have one support person for the duration of their stay at the hospital (in-patient or out-patient). Be sure to clarify who the support person is and write 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.**

- The patient support person will be given an "access pass" to wear that easily identifies them as "Patient Support Visitor".
- 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.

WALK-IN AND OUTPATIENT SITES PATIENT SUPPORT PERSONS

No visitors are allowed in any outpatient setting. Patients needing a Patient Support person (as defined above) will be allowed One Patient Support per person. The Patient Support person must remain with the patient at all times, with the exception of bathroom privileges.

Patient Support may not leave and re-enter, unless they are leaving to retrieve medical documentation, medications or medical devices that are needed for the patient’s ongoing care. Permission to retrieve these supplies must be obtained from clinical staff before patient re-entry will be allowed.

Patients under the age of 18 will be allowed ONE caretaker at a time. Every effort should be made to avoid switching of caretakers during a pediatric patient evaluation.

END OF LIFE VISITATION:

Patients who are at the end of life and not expected to survive the next 24 hours will be allowed up to TWO visitors at a time and no more than FOUR visitors in total. Visit times will be managed by the care team.

- If the patient is suspected or confirmed to have COVID-19 visitors are required to follow droplet and contact precautions, wearing a mask, face shield, gloves and gown. Clinical staff will assist visitors in appropriate donning and doffing of PPE. Visitors will be made aware of the risk of COVID-19 transmission prior to entry to the patient’s room. Visitors will not share PPE.
- If an aerosolizing procedure had been performed in the emergency department or any other hospital inpatient area, and COVID-19 is suspected or confirmed, visitors will NOT be allowed until the patient has been moved from that room. (Aerosolizing procedures include but are not limited to the use of a fan, nasal cannula oxygen >6 LPM, CPAP/BiPAP, nebulized treatments or procedures such as intubation, CPR or deep suctioning.)
- **Visitation by telephone or video conferencing should be offered as an alternative when available.**