

VISITOR/SUPPORT PERSON GUIDELINES

(Updated March 4, 2021)



In order to continue to care for our patients, visitors and caregivers in the *safest and kindest* way possible, we are implementing the following guidelines for Visitors/Support persons.

In situations when in-person visitation is not permitted, we encourage alternatives to include videoconference (i.e. Facetime, Zoom, etc.) or telephone calls.

Please Note Updated Visitor Guidelines Effective 9am Friday, March 5, 2021:

Visitation is restricted at all York Hospital facilities. There may be exceptions, including:

- End of life care
- One consistent adult visitor or support person welcomed for admitted patients between 11am-7pm
- Two parents or guardians welcomed for each inpatient pediatric patient
- One consistent adult visitor or support person welcomed for inpatient labor & delivery patients
- One consistent adult visitor or support person welcomed for Emergent Care patients*
- One consistent adult visitor or support person welcomed for Surgery Center patients*
- One consistent adult support person welcomed in the outpatient settings (i.e. practices, walk-ins)

**Visitor or support person will remain consistent if patient is admitted.*

Guidance for Inpatient Visitors & Support Persons:

- Patients who are COVID positive or being ruled out may not have a visitor. *All other inpatients may have one consistent adult visitor or support person for the duration of their inpatient stay, unless otherwise restricted by the plan of care.*
 - The assigned visitor or support person is asked to be the primary contact for all family members.
 - Visitor/support person will be screened for COVID-19 by answering health questions and a temperature check prior to entrance. A hospital mask will be provided. If there is a positive answer to any health question, or if visibly symptomatic, the visitor/support person will not be allowed to enter.
 - Visitors and Support Persons will be permitted according to the State of Maine visitor policies. Out of state visitors will need to meet Maine state quarantine and/or testing requirements. As of March 5, 2021, residents of NH and VT are exempt from quarantine and/or testing requirements.
 - **Visitor/support person and patient must wear masks at all times**, including while in the hospital and in the patient's room. Visitor/support person must remain in the patient's room and limit the number of times entering and exiting the room.
 - Visitor/support person should utilize the call bell for staff assistance.
 - Visitor/support person can enter once daily. Upon leaving, they may not return until the following day.
 - Please note, sitting or congregating in any common area/shared patient and family spaces (i.e. waiting rooms, cafeteria, etc.) is restricted in order to maintain safe distancing practices.
 - Visitor/support person may order a guest tray to the patient room by dialing x3663. Food and drink should be consumed in the patient room at a safe distance from the patient.
 - If unable to comply with the above guidelines the visitor or support person will be asked to leave the building and may visit by phone or videoconference.
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- **Visitor** is defined as a person visiting any patient for social reasons, which may not be essential to the patient's medical care.
 - **Support Person** is defined as a person needed to assist a patient with intellectual, developmental, physical or cognitive impairments. A Support Person must be considered essential to the patient's medical care.

YH STAFF: Please provide one copy of these guidelines to approved visitor/support person when signing visitor log.