

VISITOR/SUPPORT PERSON GUIDELINES

(Updated December 28, 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. Please note that as we continue to monitor the spread of COVID-19 in our community these guidelines may be updated as needed for the safety and care of everyone, in keeping with the evolving recommendations from the CDC.

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

Visitors are restricted at all York Hospital facilities.

There may be exceptions, including:

- End of life care
- Parents or guardians of inpatient pediatric patients
- Support Persons as defined below

Phone and video visitation are highly encouraged.

Support persons are allowed per definition below and include:

- One support person for inpatient labor & delivery patients
- One support person for same-day Surgery Center patients (Surgical patient who are admitted will follow Inpatient guidelines)
- One support person in the Emergency Department, other Outpatient areas and all inpatient areas.

Guidance for Support Persons:

- The assigned support person is asked to be the primary contact for all family members.
 - The support person will be screened for COVID-19 by answering health questions prior to entrance. A hospital mask will be provided. If there is a positive answer to any health question, or if visibly symptomatic, the support person will not be allowed to enter.
 - Support Persons must comply with the State of Maine international travel quarantine and/or testing requirements. (<https://www.maine.gov/covid19/keepmainehealthy/faqs>)
 - **Support person and patient must remain masked (with a surgical mask) at all times**, including while in the hospital and in the patient's room.
 - Support person must remain in the patient's room and limit the number of times entering and exiting the room.
 - Support person should utilize the call bell for staff assistance.
 - 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.
 - It is preferred that the support person order a guest tray to the patient room by dialing x3663. Patients and support persons may go to the Cafeteria for food and drink, but it must be consumed in the patient room at a safe distance from the patient.
 - Dining continues to be closed to public.
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- **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.
 - **Visitor** is defined as a person visiting any patient for social reasons, which may not be essential to the patient's medical care.

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