

VISITOR/SUPPORT PERSON GUIDELINES

(Reviewed March 12, 2022, December 1, 2022)



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 visitation. 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 specific to healthcare.

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 (Reviewed March 12, December 1, 2022):

- In all service areas of York Hospital patients may have ONE visitor or support person at a time.
- OB patients may have a Doula in attendance for labor in addition to their visitor.
- All visitors must wear a hospital supplied mask at all times. Visitors may choose to wear their own mask under a new hospital mask.

Guidance for Visitors & 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.

Support Person, as defined by the American with Disabilities Act, is 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.

- **All visitors/support people other than Surgical Services MUST enter through the Main Entrance on the Main Campus**
- Patients who are COVID positive or being ruled out may not have a visitor. Support persons will be allowed for COVID positive patients and must comply with personal protective equipment guidelines. *All other patients may have one adult visitor or support person at a time during their stay/visit.*
- Visitor/support person must check in with the front desk/concierge staff. For In-patients the concierge desk will keep a log of time entered and time exited to aid ensuring single visitation. Front Desk/concierge staff will also validate lack of symptoms (fever, cough, shortness of breath, sore throat) as well as personal or household positive testing within the past 10 days. Visitors who are symptomatic or have a personal or household history of positive testing within the past 10 days will not be allowed to enter. Outpatient areas should verify lack of symptoms and positive history of visitor/support person at time of check-in.
- **Visitor/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. 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.
- 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 Visitor/support person order a guest tray to the patient room by dialing x3663. Food and drink should be consumed in the patient room whenever possible at a safe distance from the patient. However, patients and visitors may go to Cafeteria for food. All are encouraged to order food to go, but may remain in the dining area to eat IF there is an open table (with Plexiglas surround). Dining continues to be closed to public, unless here for required services.
- 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 video conference.
- Main Campus exceptions to this policy may only be made by the Nursing Supervisor, Department Director or Executive Leadership. Outpatient exceptions may be made by the Practice Manager or Executive Leader.

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