

New Visitor Guidelines



December 2, 2020

We are currently experiencing a surge in COVID-19 patients at Long Beach Medical Center and Miller Children's & Women's Hospital Long Beach. As a result, effective December 3, 2020, we will be modifying our visitation guidelines.

Hospital Visitor Guidelines:

- **Inpatient Adult Units:** At this time, we will be pausing on visitation for adult inpatients.
- **Pre-Op/Ambulatory:** Patients undergoing a surgery or procedure including the GI Lab, Cath Lab and OR, may have one (1) support person to assist with history/information. There will be no general visitation in the PACU, and Pre-op visits will be determined on a case-by-case basis.
- **Emergency Department:** May temporarily allow 1 visitor to assist with history/information. Minors under the age of 18 may have one parent who must remain in the room for the duration of the visit.
- **Maternity Patients:** Laboring, Antepartum & Postpartum patients may have one (1) support person visit per hospital stay (same person) and must remain in the room for the duration of the visit.
- **Neonatal Intensive Care Patients:** Patients (neonates) may have one (1) parent/legal guardian visit. May be increased to two (2) on approved case-by-case basis.
- **Pediatric Patients admitted at MCWHLB through 20 years of age:** May have one (1) parent/legal guardian visitor regardless of COVID-19 status. May be increased to two (2) on approved case-by-case basis.
- **End-of-Life:** Any patient who is at the end of life may have two (2) visitors.
- **Patients who require special assistance:** Altered, dependent and patients with cognitive impairment may have one (1) visitor. To obtain vital clinical history/information in crisis situations, one (1) visitor may temporarily be allowed to visit.
- **Patients that are COVID-19+ or suspected COVID:** No general visitation is allowed; exceptions can be made on a case-by-case basis by unit leadership.

Note: The visitation guidelines listed above may be restricted, or hours limited at the discretion of hospital leadership to ensure the safety of patients, staff, physicians, and visitors.

Each visitor entering a MemorialCare facility must comply with the following:

- Wear a face mask or cloth covering that covers the entire mouth and nose when entering the facility and must always wear a procedural mask while in patient care areas. The only exception is if you are eating or drinking; when your mask is off, you must stay at least 6 feet apart from other individuals.
- Complete screening each time entering the facility, and disclose, any symptoms of illness including fever, shortness of breath, cough, sore throat, body aches, chills, new loss of smell or taste, nausea, vomiting or diarrhea. Visitors with symptoms of illness, including fever, will not be permitted to visit. Once screened, the visitor must go directly to the assigned room of their family member.
- Practice social distancing by remaining 6 feet apart from others whenever possible.
- Visitors should wash their hands frequently, upon entering the room, leaving the room, before and after eating, and before and after using the restroom.
- Visitors are only permitted in hospital approved common areas.
- Meals: Visitors may bring a meal with them in an airtight container. We are unable to refrigerate visitors' meal containers, so food should be able to remain at room temperature. If a visitor is unable to bring food with them, they may leave the campus for a meal. They will need to be rescreened on re-entry to the hospital.
- Remain in the patient's room or designated waiting areas except when accompanying the patient for approved activities. Once the visitor leaves the patient room or waiting areas, they must immediately exit the facility.

We realize that we may encounter a variety of circumstances and will review them on a case-by-case basis. Thank you for continuing to provide exceptional, compassionate care to our patients and families during this persistently challenging time.

