

Visitor Restrictions

(10.30.20)



Under normal circumstances, MemorialCare welcomes our patients' visitors 24/7. We know in-person visits provide support and reassurance for patients and families alike. We pride ourselves on being a patient- and family-centered organization. The COVID-19 pandemic is a difficult time for all of us. Times have changed quickly and dramatically due to the virus. As a patient-centered hospital, we must do everything we can to prevent the spread of this disease

Below are temporary COVID-19 visiting guidelines for MemorialCare Hospitals. These are general guidelines; at any time, visitation may be restricted, or hours limited at the discretion of hospital leaders to ensure the safety of patients, staff, physicians, and visitors.

- **End-of-Life-** Any patient who is at the end of life may have two (2) visitors.
- **Emergency Department-** Patients may have one (1) visitor (same person), who must remain in the room for the duration of the visit.
- **Pediatric Outpatients-** Patients in pediatric departments may have one (1) parent/legal guardian visit and may be increased to two (2) on approved case-by -case basis.
- **Pediatric Inpatients-**May have two (2) parent/legal guardian visit unless otherwise indicated by staff to ensure safety of patients, staff physicians and visitors.
- **Neonatal Intensive Care Patients:** Patients (neonates) may have one (1) parents/legal guardian visit. May be increased to two (2) on approved case-by -case basis.
- **Maternity Patients-**Laboring, Antepartum & Postpartum patients may have one (1) support person visit per hospital stay (same person). In addition to one (1) support person, Doulas will be permitted to be present in L&D if the Doula complies with PPE and infection control guidelines.
- **Adult Inpatients:** Adult inpatients may have two (2) designated support persons/visitors per day (one person at a time) who must remain in the room for the duration of the visit.
- **Surgical/Procedural Patients-**Patients undergoing a surgery or procedure may have one (1) support person (same person preferred). There will be no general visitation in the PACU, and Pre-op visits will be determined on a case-by-case basis.
- **Patients who require special assistance:** Altered, dependent and patients with cognitive impairments may have one (1) visitor.
- **Patients that are COVID+ or suspected COVID-** No general visitation is allowed. Exceptions include End of Life, Maternity, Pediatric, NICU and on a case-by-case basis. We will provide virtual visitation options (iPad, FaceTime, patient room phone, patient's personal mobile device, etc.) to meet the needs of our patients and their families.

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. Visitors should use the same mask throughout the day unless discarding is indicated by isolation precautions.
- 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.

- 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 not permitted in common use locations such as cafeterias and non-designated waiting areas. Once screened, the visitor must go directly to the assigned room of their family member.
- 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.

Note: These guidelines are for the protection of patients, staff, and visitors.

Anyone who does not follow this guidance is subject to removal from the facility with further visiting privileges rescinded. Thank you in advance for your full cooperation. Any exceptions to these guidelines must be approved by administration or designee prior to visitation.