

## Visitor Policy FAQ

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### **SCOPE:**

This policy applies to all Jefferson Healthcare departments and personnel, including off-campus locations.

### **Why is the visitation policy so strict?**

It is Jefferson Healthcare's responsibility to keep our patients, staff, and community safe during this dangerous pandemic. We appreciate your understanding.

## **Inpatient and Emergency Department Areas**

### **GENERAL QUESTIONS:**

#### **How many people can visit per day?**

Most patients are allowed one visit with one person per day. The visitor is determined by the patient. Once the visitor leaves the patient's room, the visit is over, and the visitor cannot return until the following day.

#### **Can I visit multiple times today? What if I still have my visitor badge?**

No. Visitors are expected to throw out the badge after the visit is over. Once the visitor leaves the patient room, the visit is over.

#### **Can a different person visit tomorrow?**

Yes. Our visitation policy designated one visit with one person per day. The person can change day to day.

#### **How long can I visit?**

There is no time restriction on visits if the visitor remains in the patient's room. However, when the visitor leave the patient's room, the visit is considered over for the day.

#### **I am today's visitor but I have an important errand to run, can I leave and come back?**

No. For safety reasons, the visit is over as soon as the visitor leaves the patient's room. Please be sure to make all necessary arrangements including food and pet care prior to the visit.

#### **My loved one has not had their visit for the day, but I am still being told I am not allowed to visit.**

It is possible the patient has designated a different person to be their visitor for the day. Please speak to the patient or their family about becoming tomorrow's designated visitor. It is also possible that visitation is restricted because of the infection risk.

#### **One visitor, one time per day is not enough. Are there any other options?**

In most areas of the hospital, the staff can provide the patient with technology that would allow for a video visit. Please speak with the staff to make these arrangements. Otherwise, some exceptions can be made in very specific circumstances (see Visitation Guideline Exceptions).

#### **What if I came from far away?**

Please speak to the patient or their family about becoming tomorrow's designated

visitor. In most areas of the hospital, the staff can provide the patient with technology that would allow for a video visit. Please speak with the staff to make these arrangements.

**Do I have to wear a mask while I am visiting?**

Yes. In compliance with the statewide masking mandate, all visitors are required to wear hospital-issued masks throughout the duration of their visit. Failure to comply with masking guidelines may result in the visit being revoked.

**Can I wear my own cloth mask?**

No. Visitors must wear a hospital-issued procedure mask for the duration of their visit.

**What if I need to ask the staff something during my visit?**

Please press the call light and the staff will come to assist you. Please do NOT leave the room to approach staff. Once the visitor leaves the room, the visit is over.

**What if I need to use the bathroom during my visit?**

Please use the patient bathroom.

**What if I need to eat during my visit? Can I bring in my own food for myself?**

Please plan ahead for the visit and bring all needed food and beverage. In special circumstances, the staff may help arrange to have a visitor meal tray delivered to the patient's room. Please arrange this service with staff.

**My loved one is being transferred from the ED to an inpatient unit. How does this impact my ability to visit?**

If the patient had a visitor today while in the ED, they cannot have another visitor until tomorrow, even if they have been transferred to another unit. However, if the transfer occurs during your visit, you may accompany them during the transfer and continue the visit in the new location.

**Can I bring in food for my loved one?**

No. At this time, we do not allow any outside food to be brought into our patients. If the patient has particular dietary requests, please let us know and we will try to accommodate.

**Can I bring in my child?**

No. For safety reasons, children under 16 years of age are not allowed to visit.

**Can I bring in flowers for my loved one?**

No. At this time, we will not allow any flowers or plants to be brought to the patients.

**Can I bring in personal items from home for my loved one?**

Yes. Today's designated visitor may bring the items at the time of the visit. Please check in with staff before bringing the items as we need to keep track of patient belongings and it may be more appropriate for some of those items to be left at home. If the patient cannot have additional visits today, Registration can arrange for a staff member to meet you in the lobby to bring the items up to the patient.

**Staff are wearing gowns and gloves when interacting with my loved one. Do I have to wear the same PPE that the staff are wearing?**

Yes. Some patients have been determined to be an increased infection risk due to their symptoms or medical history. In these cases, visitors are required to wear PPE as appropriate to the patient. The staff will provide the appropriate PPE. Failure to wear appropriate PPE will result in the visit being revoked.

**What else do I need to know to protect myself and others?**

To protect yourself and others, properly wash or sanitize your hand upon entering and exiting the patient's room. Please do not sit on patients beds and do not share food, drink or dishware with patients.

**VISITATION GUIDELINES EXCEPTIONS**

**What if my loved one is dying?**

End-of-life patients may have up to four visitors per day. There is no restriction regarding how many of these four visitors may be in the room at one time. However, all visitors are expected to remain in the patient's room and wear a mask throughout the entire visit. Four different people may be designated as tomorrow's visitors. Once a visitor leaves the room, their visit is over. For assistance during the visit, please press the call light in the room, and a staff member may assist you.

**What if my loved one is giving birth?**

Laboring patients are allowed one visit with one person, per day as well as an additional support person IF that person is a midwife or trained doula. Once either visitor chooses to leave the patient's room, they will not be allowed to return until the following day.

**What if my loved one has special needs that require consistent support from a visitor?**

Patients who have altered mental status, developmental delay or disruptive behavior (where the caregiver provides safety / is key to safe care delivery) may have one consistent visitor per day. This visitor may visit multiple times. This exception must be determined by the care team.

**PATIENTS WITH SUSPECTED OR CONFIRMED COVID-19:**

**My loved one is being tested for COVID-19, can I visit?**

Possibly, the care team will determine. All patients are routinely being tested for COVID-19 prior to admission to the inpatient floors. Some patients are allowed to have visitors prior to receiving test results. This is determined by the doctor based on the patient's symptoms.

**My loved one has suspected or confirmed COVID-19, can I visit?**

In most cases, no one with COVID-19 may have visitors. Exceptions can be made if the patient is:

- **A COVID+ end of life patient:** may have up to 2 visitors per day. Visitors must wear required PPE and adhere

to visitation guidelines or the visit will be revoked.

- **A COVID+ laboring patient:** May have 1 visit with 1 visitor per day. This visitor must wear required PPE and adhere to the visitation guidelines or the visit will be revoked.
- **A COVID+ special circumstance patient:** Patients who have altered mental status, developmental delay or disruptive behavior (where the caregiver provides safety / is key to safe care delivery) may have one consistent visitor per day. This exception is determined by the care team. The visitor may visit multiple times but must wear required PPE and adhere to visitation guidelines or the visit will be revoked.

visitor must wear a mask throughout the duration of the time on the premises.

### **I am having surgery, can I have a visitor waiting for me?**

A pre-op nurse will talk to the patient, on the phone, prior to surgery about the visitation guidelines specific to the situation and procedure. Typically for larger surgeries, one visitor is permitted to wait in the waiting area during surgery. For smaller surgeries, arrangements are made for patient pick-up and drop off. Please ask the pre-op nurse specific questions about visitation for the surgery.

## **Clinic and Outpatient Services**

### **I have a doctor's appointment; can I bring a visitor to that appointment?**

Yes. Patient may have one consistent visitor who must remain with them throughout the duration of the appointment. Both patient and the visitor must wear a mask throughout the duration of the time on the premises.

### **I have an outpatient test (example, lab, x-ray, ultrasound, etc) can I bring a visitor?**

Yes. Patients may have one consistent visitor who must remain with them, as much as possible throughout the test. However, the visitor may wait in the waiting area if necessary. Both patient and the