

Claxton-Hepburn Medical Center
Updated Visitation Guidelines

7/27/2020

Arriving at the Hospital

All visitors and persons requiring services at the hospital and various offices and health centers are required to comply with our screening checkpoint procedures. If you are unable to comply, you will not be permitted an in-person visit in the hospital.

- 1. You will be asked the required screening questions**
- 2. You will be required to provide the screeners your name and contact #**
- 3. You will have your temperature taken**
- 4. You will be given a visitor pass**
- 5. You must wear a mask**
- 6. Visitors must be 18 years of age or older**
- 7. Visitors must practice social distancing of 6 feet**

During your visit

- 1. You must wear a mask at all times.** Please bring a mask with you. CHMC will supply you with one mask if you do not already have one. You can remove your mask to eat. If a provider or staff member enters the room, you must re-apply your mask.
- 2. Practice social distancing in the facility.** You must stay in the patient's room except when directed by hospital staff to leave during aerosol-generating procedures or other procedures during which visitors are usually asked to leave. You cannot accompany them to tests outside of their room. Visitors can use the public restroom or spend time in the outdoor areas.
- 3. Practice proper hand hygiene when entering the facility, before entrance into patient room and on exit of patient room.**
- 4. Hand sanitizer is available in main hallways and patient rooms for visitor use.**
- 5. Ensure that you limit your movement within organization. Please do not walk through or visit unnecessary areas around the facility.**
- 6. Limit surfaces that you touch.**

Inpatient Units – ICU and Med Surg

- 1. COVID unit visitation remains restricted for the safety of our patients and caregivers, with compassionate exceptions for end of life.**
- 2. Visiting hours are from 3:00pm - 7:00pm.**
- 3. Visitors are limited to one person at a time unless at hospital's discretion a limited number of additional persons is determined to be appropriate to allow at the bedside.**
- 4. Visitors are limited to no more than four hours per day per patient, unless otherwise authorized by the hospital, depending on the patient's status and condition.**
- 5. Total time for all visitors cannot exceed the four-hour maximum, unless otherwise authorized by the hospital. However, the facility can determine the appropriate visiting hours within the requirement.**
- 6. For patient discharges that occur outside of visiting hours, patients may be allowed one visitor to help support teaching of discharge instructions. Visitor/Support person will be notified by Case Management on day of discharge.**

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7. For patients having surgery or a procedure (including outside of visitation hours), one visitor may be permitted until surgery begins – visitor will not be able to remain in waiting area during procedure. Visitors are able to use the public restroom if needed. Visitor will be called by ACU staff to come back in to the facility to hear admission instructions
8. All visitors are required to comply with our screening checkpoint procedures. If you cannot comply with the screening measures, you cannot have an in-person visit in the hospital.
9. Pediatric patients may have one support person at a time. (parents may exchange)
10. Screeners will maintain a daily log of visitors to include: patient name, date, visitor name, visitor contact number time in and out. Logs will be scanned into shared drive daily.

Inpatient- COVID units or Patients who are PUI

Visitation remains restricted at this time with the following exceptions that may apply:

- Patients at the end of life will be allowed visitors as determined by the clinical team. Preferred no more than two visitors at the bedside (at discretion of clinical team).
- Visitors must wear appropriate PPE at all times—no exceptions. Visitors will be assisted with PPE, donning and doffing by clinical team. Visitors also must maintain proper social distancing and good hand hygiene.

Emergency Department

1. Only one support person per patient for their entire stay. The patient or their legal representative will determine the identified person who can visit the hospital. One visitor will be able to accompany you in the ED, and your visitor must remain in the patient's treatment area for the entire visit.
2. All visitors must be screened for COVID-19 symptoms
3. Any patient that is COVID-19 positive or PUI will not be allowed to have visitors.
4. Each visitor must wear a mask at all times, and ensure social distancing with proper hand hygiene
5. If your loved one is admitted to the hospital, you may accompany them to their room during 3pm-7pm. If they are admitted outside of visiting hours (3pm-7pm), you must return during visiting hours.
6. Visitors must be at least 18 years of age or older
7. Pediatric patients may have one parent as support person
8. ED staff will log by patient: date, visitor name, visitor contact number, time in and out of visitor. Logs will be scanned to shared drive daily.

Obstetrics

1. One designated support person per laboring mother may stay with her during her hospital stay. If the support person chooses to leave they will not be permitted to return.
2. Designated support person will be screened for COVID-19 symptoms and temperature will be monitored every 12 hours.
3. Your support person must wear a mask at all times, and ensure social distancing with proper hand hygiene. If the support person chooses to leave they will not be permitted to return.
4. For patients having surgery or a procedure (including outside of visitation hours), one visitor may be permitted until surgery begins – visitor will not be able to remain in waiting area during procedure.

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Visitors are able to use the public restroom if needed. Visitor will be called by ACU staff to come back in to the facility to hear admission instructions

5. OB staff will log by patient: date, designated support person with contact number, and temperature monitoring. Logs will be scanned to shared drive daily.

Surgery

1. Patients undergoing same day procedures may be accompanied to the facility by a companion and that companion may remain with the patient through the initial intake process; and may rejoin the patient for the discharge process.
2. Visitors may not be present during procedures and recovery room except pediatrics, childbirth and patients with an intellectual, developmental, or other cognitive disability as listed by the Department and the Centers for Disease Control and Prevention.
3. Your designated visitor will be called to come back in to the facility to hear the instructions for the next steps in your care. If you are receiving an outpatient procedure, your visitor will return to the vehicle with you. If you will be staying as an inpatient, your visitor will be able to accompany you to your room (while remaining within the 1500-1900 visitation hours). If you have a surgery that requires admission that is after visitation hours, you will still be able to hear the admission instructions and are welcome to return during visitation hours.
4. Surgical Services Department will log by patient: date, designated support person with contact number, time in and out of the department. Designated support person will be screened twice by the front door screeners. Logs will be scanned to shared drive daily.

MHU

1. Visitors are limited to one person at a time unless at hospital's discretion a limited number of additional persons is determined to be appropriate to allow at the unit.
2. Visiting hours are from 3:00pm - 5:00pm. In addition, family meeting by appointment under the direction of the MHU Manager. MHU Manager will notify front door screeners of the family meetings.
3. Patients with visitors will remain on Day Side and other patients will be encouraged to move to bedroom area.
4. MHU staff will log by patient: date, visitor name and contact number and time in and out. Logs will be scanned to shared drive daily.

Additional guidance/restrictions:

- The number of entrances to the hospital will be limited. All visitors and patients will be screened at designated entry points including Emergency Department.
- Any visitors who are allowed must be masked and pass a symptom screening.
- Depending on prevalence of COVID-19, facilities may continue to have more stringent visitation requirements as determined by facility leadership and Incident Command.
- Any patient from residential/correctional/psychiatric programs will be allowed the appropriate number of visitor/companion in coordination with their program manager to provide the support needed.

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Outpatient Facilities and services including Physician Offices, Health Centers, Lab, Physical Therapy, Cardiology, and Imaging services – no visitor policy

Outpatient facilities and services including Physician Offices, Health Centers, Lab, Physical Therapy, Cardiology, and Imaging services are still practicing a no visitor policy due to the limited waiting room space constraints. In rare cases, a caregiver may be allowed with patients where it is essential to patient care. These decisions will be made by the care team.

Education:

Written information will be provided/offered/discussed with visitors