



# HOSPITAL VISITATION POLICY UPDATE

*Effective November 20, 2021*

Southwest Health recognizes that visitation of family and friends during a patient's hospitalization is key to a patient's recovery, and it's something we encourage.

However, due to the current increase of COVID-19 cases in our community, our policies have changed to only allow essential visitors to enter Southwest facilities at this time. We apologize for any inconvenience this may cause and hope to see this change soon.

## HOSPITAL VISITATION GUIDELINES

- With the well-being and protection of our patients, team, and community in mind, we REQUIRE that all those visiting or entering our facility:
  - Wear a mask at all times
  - Screen daily
  - Observe social distancing
  - Wash hands frequently

### SCREENING:

Visitors will be screened daily at the entrance of the hospital for any COVID-19 symptoms including:

- History of positive COVID-19 diagnosis within the last 10 days
- Exposure to a positive COVID-19 person within the last 10 days
- Fever greater than or equal to 100.4 °F
- Cough
- Shortness of breath or difficulty breathing
- Sore throat
- Congestion that differs from their typical seasonal allergies
- Body aches
- Fatigue
- Loss of smell/taste
- Diarrhea

If a visitor says “YES” to any of the screening symptoms, they will not be allowed entry into the facility.

## PATIENT VISITATION GUIDELINES

### GENERAL:

- Visiting Hours**
  - 7 am -5 pm I Non-COVID-19/Non-ICU Inpatient
  - 10 am -1 pm I ICU
- Visitors must be 12 years or older** for in-patient units and **18 years or older** for critical care areas.
- Visitors over 70** - We strongly recommend no visitors over the age of 70.
- Visitors with Chronic Conditions** - We strongly recommend people with chronic conditions such as lung or heart disease not visit.
- All visitors** are asked to help maintain a restful and healing environment.
- Due to the nature of the illness, the patient's physical or emotional condition, or the patient's preference, some visits may be restricted or extended.

## SPECIFICS BY AREA

### INPATIENT AREAS:

- Inpatient Hospitalizations:** Patients being admitted to the hospital in a non-COVID-19, or non-ICU area may have one designated visitor at least 18 years of age to stay 24/7 as the **support person**. A **support person** is defined by CMS as a family member, friend, or other individual who supports the patient during his or her hospital stay/visit. Support persons are required to:
  - Register in the Main Lobby Monday - Friday between 7 am - 5 pm daily, and in the Emergency Department Lobby Saturday - Sunday 7 am-5 pm daily.
  - Receive a band with the current date that must be worn for the duration of their visit
  - Wear a mask at **ALL** times
  - Be re-screened and banded daily by 7 am in the Main Lobby
  - Stay in the patient's room except for leaving the patient's room to get a meal twice per day
  - For personal relief and needs, a support person can deem one additional person as a substitute once per day
  - The substitute support person is required to register in the Main Lobby between 7 am - 5 pm daily
  - 18 years or older may stay 24/7
- ICU/CVSU** - Non-COVID-19 patients care allowed two designated visitors per day at least 18 years or older, and visit will be limited to a maximum of 20 minutes.
- Labor & Delivery** - Patients are allowed one consistent caregiver for the entire stay. (Please see detailed guidelines for SMRMC Maternity Suites below.)
- Nursery/NICU** - Patients are allowed two consistent caregivers visiting. If possible, this should be the mother and father only.
- Minor patients** are allowed both parents/legal guardians, respectively.
- Inpatient Surgery and Procedures** - Patients undergoing an inpatient surgical procedure may have two visitors who may wait in the patient's room or designated waiting area for the duration of the procedure and communication with the surgeon.

### OUTPATIENT AREAS:

- Outpatient Surgery and Procedures** - Patients undergoing outpatient surgery or procedures may have two designated visitors who will be permitted to assist with the arrival and registration process if needed. These visitors will be directed to the designated waiting area for the duration of the procedure and communication with the surgeon.
- Emergency Department Visits** - Patients being seen in the Emergency Room are not allowed visitors until patient is screened for COVID-19. Two visitors are allowed to wait in the waiting room, unless space becomes an issue then visitors maybe asked to wait in their vehicles. Patients may have one designated visitor at least 18 years of age to stay 24/7. Pediatric patients are allowed 2 visitors at least 18 years of age to stay 24/7. Visitors may be asked to wait outside when social distancing in the lobby is not possible due to volumes. Visitors are required to wear a mask at all times.
- Additional Visitors** -To support infection prevention and limiting the number of individuals gathered in indoor areas, additional visitors (beyond those outlined here) are not permitted to wait or gather inside the hospital.
- Outpatient/Clinic Appointments** - Patients may have one visitor at least 18 years of age.

## RESTRICTED VISITATION POLICY FOR SMRMC MATERNITY SUITES

We believe COVID-19 should not diminish one of the most exciting times in a woman's life.

- SMRMC Maternity Suites is allowing one support person during labor or at any point prior to delivery. (This person may swap out with another support person). After delivery, one (1) additional visitor at a time, between normal hospital visiting hours of 7am- 5pm. This means that after delivery, during normal visiting hours, there should be no more than 2 visitors/support persons in any patient room. After 5pm, only 1 support person may stay. No children under the age of 12 may visit.
- ER OB Triage patients and Outpatients: can have 1 support person accompany them to LDRP. No swapping.
- Infants in the Nursery/NICU may have 2 consistent caregivers visiting. If possible, this should be the mother and father only.
- Please consider alternative communication methods as available and appropriate such as phone, Face Time, texting, or other electronic methods.
- All arriving patients and essential caregivers will be screened for symptoms of illness upon entrance to the hospital.
- All visitors will be screened for illness upon entrance to the hospital. All visitors will be required to wear a mask upon entering the facility and while on the LDRP unit.