

COVID-19 Visitor Guidelines for NCH Hospital Affiliates



AVH Visitor Policy Update

Effective on April 13, 2022, AVH is changing our visitor policy to accommodate more visitors. Improving access to visitors is intended to improve patient satisfaction and care. AVH reserves the right to revise the visitor policy if changes in community transmission of COVID-19 affect staff safety or patient care.

Important Information for All Visitors:

- Anyone who is ill is asked to not visit or accompany patients.
- When rotating visitors for a patient, anyone not in the patient room is required to leave the facility.
- If a visitor displays unsafe, threatening or aggressive behavior, or impedes care, intentionally or not, appropriate measures will be taken to protect our patients and staff.

ASA/Doctors' Offices

- Adults – one visitor per patient.
- The visitor must accompany the patient to the exam room.

Outpatient Departments and Surgery

- One adult visitor is allowed per patient.

Emergency Department

- One visitor per adult patient.
- Two visitors per pediatric patient.
- For patients in isolation:
 - One visitor for most isolation patients.
 - One visitor for COVID isolation after patient is confirmed positive.

- No visitor for patients with COVID-19 who are on “continuous” aerosolizing therapies, including BiPAP and Vapotherm.
 - All visitors must leave the room during any aerosolizing procedure.
 - All visitors must strictly follow PPE guidelines and must stay in the patient’s room throughout the visit.
- There may be times when our waiting area or department becomes too crowded to remain safe. When this occurs, visitors may be asked to wait in the department waiting area or their car until the patient gets to their room, or the ER is less crowded.

Adult Inpatient

- All adult hospital inpatients, except those in isolation, may have one visitor at a time.
- During labor and delivery, maternity patients may have two support persons.
- Labor and delivery patients, outside the delivery, may have two visitors.
- For patients in isolation:
 - One **designated** visitor for most isolation patients, including those in COVID-19 isolation.
 - No visitor for patients with COVID-19 who are on “continuous” aerosolizing therapies, including BiPAP and Vapotherm.
 - All visitors must strictly follow personal protective equipment (PPE) guidelines and must stay in the patient’s room throughout the visit.
 - All visitors must leave the room during any aerosolizing procedures.
- Hospice or Comfort Measures Only (CMO) patients may have two visitors at a time unless previous arrangements are made with the care team and house coordinator.

Pastoral Care

- Patients may have Pastoral Care visitation to attend to spiritual needs.

Cafeteria and Gift Shop

- Both are open to visitors and any individual(s) who have been screened and enter the Hospital.

Revised 04/12/2022



**Upper Connecticut
Valley Hospital**

UCVH Visitor Guidelines

Upper Connecticut Valley Hospital (UCVH) places the highest priority on the health and safety of our patients and staff. We believe that family, friends, and others who provide support play a significant role in a patient's healing process.

General Guidelines

"Visitors" are considered those who seek access to UCVH and who are not directly involved in the care of patients, but who wish to socialize with and support a patient. Visiting children must be under the direct supervision of a visiting adult age 18 or older.

Patients may designate a spouse, family member or caregiver who may be physically present while the patient is receiving care at UCVH.

Visitor guidelines are continually evolving to protect our patients, caregivers, and employees while balancing the importance of being with friends and family.

These guidelines are reassessed and adjusted based upon the most up-to-date information and recommended best practices for any conditions that may potentially impact our ability to ensure the health and safety of patients and staff.

- Visitors must be without any COVID-19 symptoms and successfully pass our symptom screening before entering a building. This screening will include a series of questions and a temperature check. Any visitor who has symptoms of COVID-19 will not be permitted in the building.
- Visitors can expect to be screened when they enter UCVH. They will be required to wear a surgical mask, which will be provided. The mask must adequately cover the nose and mouth at all times while inside the facility. Visitors wearing an N95 mask will be asked to wear a surgical mask over their N95 mask.
- Visitors should follow staff instructions if they are asked to wear other protection in addition to a face mask.

- Visitors who are not able to wear a mask must have a letter from a medical provider stating this. A face shield will be required.

UCVH may restrict visitors for the following reasons:

- The presence of a visitor is medically or therapeutically contraindicated
- The presence of a visitor interferes with the care of or rights of any patient
- Visitors are engaging in disruptive, threatening, or violent behavior toward any staff member, patient, or other visitor
- Visitors are not compliant with hospital policy

We also ask that visitors recognize the following guidelines:

- Keeping noise levels low is important to promote a healing environment, so please try to speak in hushed tones when you visit
- Please be aware of the number of visitors at any one time and the level of noise
- Sometimes we may have specific requests for visitors to create the best healing space for our patients. Please consider the length and hour of your visits

It is important to note that individual departments, sections, or units may have additional constraints or requirements beyond these guidelines, based on the need to maintain patient and staff health and safety. *Department-specific constraints or changes to this policy may occur at any time without advanced notice, driven by current patient volume and staffing resources.*

Emergency Department

Patients will be allowed two (2) visitors at a time while in the Emergency Department. Visitors will not be allowed for patients who present with COVID-19 or symptoms of COVID-19. Pediatric patients will be permitted to have two parents/caregivers present. . A patient may designate a

spouse, family member or caregiver who may be physically present while the patient is receiving care at UCVH.

There may be times, such as the ED has patients in every exam room and the waiting room or when there is a surge of infectious patients, when the waiting area or department becomes too crowded to remain safe. When this occurs, visitors may be asked to wait in their car until the patient is ready for discharge or volume decreases.

Updated 08/10/22

WMC Visitation Policy

Purpose:

1. To outline the procedure for general visiting hours
2. To provide restrictions to visitation during hospital declared emergency events, including certain illnesses
3. To inform patients and visitors of visitation rights
4. To provide a support system and shaping a more familiar environment, engendering trust in families, creating a better working relationship between hospital staff and family members.

Scope:

1. Inpatient areas for general visitation
2. Outpatient areas for general visitation
3. Inpatient and outpatient areas for hospital declared emergency events, including certain illnesses
4. This policy does not encompass the physician practices.

Policy:

1. Each patient has the right, subject to his or her consent, to receive any visitors whom he/she designates including but not limited to a spouse, domestic partner, another family member or a friend. The patient has the right to withdraw this consent at any time.
2. Patient visitations shall not be restricted based on race, color, national origin, religion, sex, gender identity, sexual orientation or disability. All visitors will be given full and equal visitation privileges consistent with the patient's wishes.

NH RSA 151:21 XVIII NH Patient Bill of Rights / Terminal Illness

The patient shall be entitled to have the patient's parents, if a minor, or spouse, or next of kin, or a personal representative, if an adult, visit the facility, without restriction, if the patient is considered terminally ill by the physician responsible for the patient's care.

Procedure:

General visitation – inpatient areas

1. Each patient and family will be informed of the visitation policy at the time of admission.
2. Each patient is informed of his/her visitation rights including any clinical restriction or limitation of these rights, in advance of receiving patient care whenever possible.
3. Exceptions to the visitation policy may be made by the House Coordinator or Administrator on Call.
4. General visiting hours for the Medical Surgical Unit are from 08:00 to 20:00 Exceptions can be made for specific patients by request to the House Coordinator.
5. Visiting hours for the Intensive Care Unit are not restricted to a time frame, however visitors will be allowed at the discretion of the ICU nurse based on the policy.
6. Only two visitors are allowed at a time. Other visitors will be asked to wait in the Family Room or the Main Lobby.
7. During normal visiting hours, all children under the age of 15 will be accompanied and directly always supervised by an adult while in the facility.
8. Dress Code must include shoes and shirt and appropriate mask.
9. Visitors will be required to answer screening questions and may be asked not to visit if they display symptoms of infectious illness.
10. At the request of the House Coordinator, Communications will announce at 7:30pm "Visiting hours

will be ending at 8:00pm”.

11. At the request of the House Coordinator, at 8:30pm Communications will announce, “Visiting hours are now over. Please leave the hospital promptly and quietly. Thank you and good night”.

12. Visitors who do not leave at 8:30pm will be reminded of the visiting hours by the Nursing staff.

General visitation - outpatient areas

1. Emergency Department

a. Visiting hours for the Emergency Department are not restricted to a time frame; however visitors are normally limited to 2 immediate family members.

b. At the discretion of the ED Physician/RN visitors may be further limited if visitors are felt to interfere with patient care.

c. More than 2 visitors will be allowed only with the permission of the ED Physician or RN.

d. Exceptions to this policy will be made by the ED Physician/RN on a case-by-case basis.

2. Same Day Surgery and Oncology

a. Oncology: a single visitor is allowed to attend provider visit in oncology. During treatment and/or infusion, visitors are asked to wait in the waiting area.

b. Same Day Surgery: visitor will then wait in one of the designated waiting areas while the patient is in surgery. Post-operatively, the visitor may return to see the patient briefly, at the discretion of the surgeon, anesthetist or PACU nurse.

Hospital Declared Emergency Events

1. Based upon a decision of the Hospital Command Center / Incident Command, visitation restrictions may be imposed. These restrictions may be related to a hospital declared emergency event, including certain illnesses. Restricted groups may include:

a. Individuals with Covid or flu-like symptoms should not visit any patients at Weeks Medical Center.

These symptoms include but are not limited to:

i Fever greater than 100.4 F

ii Cough

iii Sore Throat

iv Runny or stuffy nose

v Diarrhea and vomiting

vi Loss of taste or smell

b. WMC will take steps to inform patients and family members of the visitation restrictions.

c. If an individual insists on visiting a patient while experiencing these symptoms they **MUST** use universal precautions (gown, mask, gloves) while in the facility.

d. Children under the age of 18 may not be allowed to visit patients in certain emergency situations.

e. Weeks Medical Center reserves the right to further restrict visitations as needed which may include:

i. Infection Control Issues

ii. Interference with the care of other patients

iii. An existing Court Order restricting contact

iv. Disruptive, Threatening or Violent behavior of any kind

v. Patient or patient's roommate needs rest or privacy

vi. A patient undergoing a care intervention. However, any patient who requests that at least one visitor be allowed to remain in the room to provide support and comfort will be allowed.

vii. Individuals who do not follow Substance abuse protocols.

viii. Visitation shall not interfere with the care of other patients

ix. A refusal of an individual's request to be treated as the patient's support person with respect to visitation rights must be documented in the patient's medical record, along with the specific basis for the refusal.

x. When a patient is incapacitated or otherwise unable to communicate his or her wishes and no one has presented an advance directive, an individual who asserts that he/she, as the patient's spouse, domestic partner (including a same-sex domestic partner), parent or other family member, friend, or otherwise, is the patient's support person is to be accepted without a demand for supporting documentation

Related Form:

Receipt of Patient Information form #145.

References:

NH Bill of Rights

Owner: General Nursing

Approved by: Senior Staff 10.8.09, 4/7/11, CQI Committee 4/28/14

Accrediting/Lic Body:

Standard/Rule #

Effective Date:

Reviewed: 10/06, 5/08, 9/09, 6/13, 7/19, 5/20, 01/22

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