

UPDATED VISITOR/SUPPORT PARTNER GUIDELINES

Effective Date: November 6, 2020

General Guidelines: Applies to all visitors/support partners at all locations.

Must be symptom-free

- fever 100°F or higher
 - cough
 - shortness of breath or difficulty breathing
 - chills
 - muscle pain (not related to exercise)
 - sore throat
 - new loss of taste or smell
 - runny nose
 - nasal congestion
 - headache
 - severe fatigue/exhaustion
 - Nausea or vomiting
 - Diarrhea
- ✓ Cannot have had a diagnosis of COVID19 in the last 10 days OR exposure to known positive case in last 14 days OR awaiting the results of a COVID19 test (not including pre-surgical COVID19 test).
 - ✓ Must cover nose and mouth with a face covering at all times – **No Exceptions.** Those who cannot tolerate a personal face covering will not be allowed to enter.
- ✓ Certain face covering are not permitted (we will provide one for you).
 - ✓ Visitor/support partners must be 18 years or over per adult patient.
 - ✓ Cognitively impaired or physically impaired patients - one support person allowed. Includes patients with impaired mobility and/or decreased capacity for medical decision making.
 - ✓ Pediatric patients – support persons allowed. Number depends on location.
 - ✓ Congregating in common spaces is not permitted.
 - ✓ Respect physical distancing (maintain 6-foot distance).
 - ✓ Room service food must be consumed in patient room. Visitors are required to obtain and consume any food or drink outside our facilities to ensure compliance with the use of face coverings.
 - ✓ Clergy visits permitted for end-of-life situations. Virtual clergy visits are encouraged.

Exceptions:

- End of life – Up to three visitors at a time allowed in coordination with nursing team after initial consultation with Acute Care or Emergency Director.
- At clinic locations, provider discretion to allow support partners is permitted.

LOCATION/ SERVICE	GUIDELINE	REQUIREMENTS/EXCEPTIONS
Emergency/ Urgent Care	<p>No patient visitors permitted into patient care areas.</p> <p>After arrival at reception (or ambulance garage), support partner returns to vehicle while patient receives initial assessment. ED staff to contact support partner (in person or cell phone) to discuss the patient care plan as necessary.</p> <p>Exceptions are determined by the attending clinician or ED Director (or designee).</p>	<ul style="list-style-type: none"> • Patient to be screened (symptoms and temp check) by Registration staff prior to entry into ED/UC. • Waiting room will not be used, with the exception of specifically defined situations when warranted by patient condition. <p>When visiting is permitted:</p> <ul style="list-style-type: none"> • Support partner to wash hands upon entering exam/treatment room. • Support partner restricted to exam/treatment room except for entering and departing. Leaving and then returning is not permitted. • Up to two parents or guardians permitted for pediatric patients.
Surgery Center - Outpatient	<p>No patient visitors allowed. Virtual visits are encouraged.</p>	<p>Exceptions may be granted by the operating physician or OR director (or designee):</p> <ul style="list-style-type: none"> • Support partner to be screened (symptoms and temp check) by Lobby Greeters. • Waiting room will not be used. • Support partner to wash hands upon entering pre-op room. • Support partner restricted to pre-op room until directed elsewhere. Leaving and then returning is not permitted.
Joint Health Center	<p>Patient Coaches are not permitted except to Acute Care on day of discharge in order to participate in discharge planning/education. Other patient visitors are not permitted.</p>	<p>Exceptions may be granted by the operating physician or Acute Care director (or designee):</p> <ul style="list-style-type: none"> • Coach to be screened (symptoms and temp check) by Lobby Screener. • Coach to wash hands upon entering pre-op room. • Coach required to stay in Acute Care until departure.

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		<ul style="list-style-type: none"> • Coach may stay overnight in patient room. Coach must remain with patient at all times, but are permitted to accompany the patient while ambulating in the hallway and in the group room. • Coaches who leave cannot re-enter the building until the next day. • Coaches not in-house on day of discharge may return to Acute Care when patient is prepared to receive discharge instructions.
Birth Center	One support partner may accompany patient.	<ul style="list-style-type: none"> • Support partner must remain in patient room at all times but are permitted to accompany the patient while ambulating in hallway or in the group room. • Support partner may stay overnight in patient room and must remain with patient at all times • Support partners who leave cannot re-enter the building until the next day.
Acute Care – Med/Surg	<p>No visitors permitted, except for:</p> <p>Situations the attending physician deems necessary, including but not limited to:</p> <ul style="list-style-type: none"> • When the patient is functionally, emotionally, or cognitively impaired. • Pediatric inpatients (under age 18) who may have up to two parent/guardians present. • When a patient is nearing end-of-life. 	<p>Exceptions may be granted by the attending physician or the Acute Care Director (or designee).</p> <ul style="list-style-type: none"> • Support partner must remain in patient room at all times. • Support partner may stay overnight in patient room and must remain with patient at all times • Support partners who leave cannot re-enter the building until the next day. • Only one visitor/support partner allowed per 24-hour period. The expectation is this will be the same person each day, but exceptions can be made by Acute Care Director (or designee). • No visitors for patients being treated for COVID-19 and COVID-19 rule outs/PUI.

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	Virtual visits are encouraged.	<ul style="list-style-type: none"> • End-of-life visitors: Up to three visitors at a time allowed in coordination with nursing team after initial consultation with Acute Care or Emergency Director. Must remain in patient room. • Pastoral visits are permitted for end-of-life patients only. <ul style="list-style-type: none"> ○ Only one clergy member per visit ○ Cannot go from room to room. ○ Must be screened, and cleared for symptoms. ○ Must wear a mask at all times. ○ Wash hands upon entering and leaving patient room. ○ Keep distanced from patient (at least six feet). ○ Cannot visit PUI or COVID-19 positive patients
Medical Imaging	Visitor/support partner not permitted except for one parent/guardian of a minor.	<ul style="list-style-type: none"> • Exceptions for support partners to be present can be arranged on a case-by-case basis by ordering physician or radiologist (e.g., suspected cancer diagnosis or possible OB complications). • If a driver is required due to the type of procedure, the driver may drop the patient off at the front entrance. Staff will contact the driver and escort the patient to the front entrance after the procedure is complete.
Primary Care Clinics	No visitors/support partners permitted except for one parent/guardian of a minor.	<ul style="list-style-type: none"> • Siblings or other minors cannot be present during a pediatric visit.
Surgical Associates/ Urology	No visitors/support partners permitted except for one parent/guardian of a minor.	<ul style="list-style-type: none"> • Upon arrival in parking lot, patient calls clinic. Clinic contacts patient when it is time to enter building/clinic. • Exceptions are made for patients with suspected or confirmed cancer diagnoses. Staff to provide this information to Screener.

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Orthopedic Associates	No visitors/support partners permitted except for one parent/guardian of a minor.	<ul style="list-style-type: none"> • Coach permitted to accompany patient for joint replacement follow up appointment if arranged with clinic prior to visit. Especially applies to patients who are still using narcotics, are unsteady, or require wheelchairs. Staff to provide this information to Screener.
Better Health Center	No visitors/support partners permitted except for one parent/guardian of a minor.	<ul style="list-style-type: none"> • Exceptions: Made by Diabetes Clinic provider. Staff to provide this information to Screener.
Wound Care Center	No visitors/support partners permitted.	<ul style="list-style-type: none"> • Exceptions: Made by Wound Care Nurse Practitioner (or designee).
Rehab Services	No visitors/support partners permitted except for one parent/guardian of a minor.	<ul style="list-style-type: none"> • Support partner may assist with patient transport/transfer if arranged with therapist prior to appointment.
SSM-Dean Specialty Clinics	No visitors/support partners permitted except for one parent/guardian of a minor.	<ul style="list-style-type: none"> • Support partner may accompany patient as pre-arranged with the clinic.
UW Specialty Clinics	No visitor/support partner permitted except for one parent/guardian of a minor.	<ul style="list-style-type: none"> • Support partner may accompany patient as pre-arranged with the clinic.
Associated Podiatrists	No visitors/support partners permitted except for one parent/guardian of a minor.	<ul style="list-style-type: none"> • Support partner may accompany patient as pre-arranged with the clinic.
Prairie Clinic Women's Health Center	No visitors/support partners permitted except for one parent/guardian of a minor.	<ul style="list-style-type: none"> • Support partner may accompany patient as pre-arranged with the clinic.