

# KING'S DAUGHTERS

## Visitation Guidelines

*Nov. 13, 2020*

As the COVID-19 pandemic continues to surge in our communities we are doing everything possible to keep our patients, visitors and team members safe and healthy. The following guidelines apply to all persons at any King's Daughters facility:

**Visiting hours will be limited to 9 a.m. to 8 p.m. daily.** No visitors before 9 a.m. or after 8 p.m.

- Visitors and caregivers must wear a face covering and enter through:
  - Parkview Patient Tower 1 (9 a.m. to 6 p.m. daily) or
  - Parkview Patient Tower 2 (9 a.m. to 8 p.m. daily)
- All visitors must successfully complete a viral screening prior to admittance.
- Visitors must be 18 or older to enter.
- Only **one adult (over 18) visitor per inpatient at any given time**, including a primary caregiver.
- Color wristbands will be issued to visitors (white) and caregivers (green) upon admittance. Wristbands must be worn at all times.

A **visitor or support person** is a guest who provides comfort and companionship to the patient, but whose presence is not necessary for the patient's health or safety.

A **caregiver** is a person who accompanies the patient to provide ongoing care, assisting with hearing, seeing or understanding; mobility limitations; and other activities of daily living. A **caregiver** is essential to ensuring the individual's overall health and safety.

The following guidelines continue to apply:

- Visitors and caregivers are required to wear their masks at all times even while in the patient's room.
- One adult visitor may accompany a patient who is having surgery or an invasive procedure. A pass identifying them as an approved visitor will be issued and must be worn at all times.
- Facemasks are not optional. They must be worn at all times and cover the nose, mouth and chin.
- No one under the age of 18 is permitted in our facilities unless they are the patient.
- Visitors should not rotate in and out.
- If an adult patient is determined to need a caregiver, designated caregivers may occasionally rotate to allow 24-hour care.

- Pediatric patients (under 18) are allowed 2 visitors, which includes both parents or legal guardians during the hospital procedure or surgery. Only one parent/guardian may stay overnight.
- If a patient has an appointment with a provider and feels they cannot wear a mask, a virtual visit should be scheduled.
- If a visitor has an underlying health condition and they feel they cannot wear a mask, they may not accompany the patient in the building. For safety, ALL visitors must wear a mask.
- Patients and visitors are permitted to wear their own masks or cloth face coverings. If you do not have a mask, we will provide one.
- Visitors will remain in the designated waiting area or the patient's room.
- Exceptions will be considered for end of life care or for critically ill patients. However, as critically ill patients improve, the standard visitor restrictions will apply.

Patients having a **DIAGNOSTIC TEST, OUTPATIENT SERVICE**, or seeing a **DOCTOR OR OTHER PROVIDER** may be accompanied by one support person over age 18.

1. Masks are REQUIRED at all King's Daughters facilities. If you have any questions about masking, please call the provider's office before your appointment to discuss other options, including a virtual visit.
2. Only bring a support person if necessary. We reserve the right to deny entry to support persons based on space, social distancing and other criteria.
3. Masking and viral screening procedures apply in all locations, including medical office buildings, primary and urgent care centers.

We continually update our visitor policy based on the latest data and medical advice. When scheduling an appointment please be sure to ask for any special instructions or visit [KingsDaughtersHealth.com](http://KingsDaughtersHealth.com) or King's Daughters Facebook page for guidelines.

All of our entrances are staffed with Public Health Monitors (PHM). They will also advise you of any policy updates. Please keep in mind our PHM don't make the rules, but are tasked with keeping our patients and visitors safe by asking people to follow them.