

# KING'S DAUGHTERS

## Visitation Policy Update: July 30, 2020

At King's Daughters, we understand healthcare is stressful and we are doing our very best to safely allow visitors and caregivers in our facilities. However, to continue this, we need our community's cooperation with our visitation guidelines. During this pandemic, limiting the number of visitors in our facilities is important to the health and safety of our patients and team members. In order to visit our facilities the following guidelines apply:

- ALL patients, visitors and caregivers in our facilities must wear a mask or face covering, regardless of the location where the patient is being seen or treated.
- 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.
- Masks/face covers are not optional and must be in place upon entering the building and before the viral screen (temperature check/health/travel questions) is completed.
- Patients and visitors are permitted to wear their own cloth mask or face covering.
- If you do not have a face mask, we will provide one.
- No one under the age of 18 is permitted in our facilities unless they are the patient.

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.

### **INPATIENTS** (in a room) and/or those having **SURGERY** or **OTHER INVASIVE PROCEDURE**

- Adult patients (18 years and over) are allowed one adult visitor or caregiver.
- Pediatric patients (under 18) are allowed 2 visitors which may include both parents or legal guardians during the hospital procedure or surgery, but only one parent/guardian may stay overnight.

All visitors and caregivers accompanying the patient:

1. Must wear a mask/face cover and pass the viral screening. Those who do not pass the screening will not be permitted to enter.
2. Will be issued a pass that must be worn at all times.

3. Only one visitor or caregiver is permitted at any time for patients over age 18; additional visitors/caregivers are not permitted. Visitors may not rotate in and out.
4. Visitor will remain in the designated waiting area or the patient's room.
5. Visitor must wear a face mask at all times, including while in the patient room. The face mask must cover the entire nose, mouth and chin.
6. If an adult patient is determined to need a caregiver, designated caregivers may occasionally rotate to allow 24-hour care.
7. 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. 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.
2. Masking and viral screening procedures apply in all locations, including medical office buildings, primary and urgent care centers.
3. If a patient has an appointment with a provider and feels they cannot wear a mask a virtual visit should be scheduled.

We continually update our visitor policy based on the latest data and medical advice. When scheduling an appointment please be sure you ask for any special instructions or visit [KingsDaughtersHealth.com](https://www.kingsdaughtershealth.com) or Facebook for guidelines.

All our entrances are staffed with Public Health Monitors (PHM). They will also advise you of any policies. 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.