

Visitor Policy Update Nov. 18, 2020

As communities across our region continue to experience a surge in COVID-19 cases, it has become necessary for King's Daughters to once again implement additional visitor restrictions; effective Wednesday, Nov. 18.

We understand and value the important role visitors play in healthcare. However, the increasing spread of COVID-19 makes these restrictions absolutely necessary to the health and safety of our patients, providers and team members. Your cooperation and support is greatly appreciated.

All individuals are required to properly wear a mask or face covering at all times while in our facilities. If you have concerns or questions about this, please call your provider's office to discuss other options.

Emergency Department

- The patient may be escorted to registration/triage by one person.
- Once checked in, the patient escort will return to their vehicle to wait.
- Please ensure the patient escort has a cell phone to receive communications from the emergency staff.
- Patient escorts/visitors will not be allowed in the waiting room or in patient care areas. Exceptions will be made for pediatric patients and those with cognitive or physical limitations on a case-by-case basis.
- Once the care plan is established (ED treatment, admission, discharge), additional instructions will be given to the patient escort.

King's Daughters Ashland Campus inpatient restrictions

- When a patient is admitted, only one person may be designated as the "visitor" for the entire stay. You may not rotate guests.
- **Visiting hours are limited to 9 a.m. to 6 p.m. daily.** No visitors before 9 a.m. or after 6 p.m.
- Masks must be worn by visitors and caregivers even when in the patient room.
- On a case-by-case basis, an essential caregiver may be designated for additional hours. Hospital staff will make the determination if assistance is essential to the patient's well-being and recovery. Exceptions will be very limited.
- **Mother/Baby** may have one adult caregiver throughout their stay. Pediatric patients may have two, but only one person at a time. No children are allowed.
- End-of-life care or other serious situations will be given special consideration.
- Inpatient visitors/caregivers must enter through:
 - Parkview Patient Tower 1 (9 a.m. to 6 p.m. Monday-Friday) or
 - Parkview Patient Tower 2 (9 a.m. to 6 p.m. daily)
 - All visitors must successfully complete a viral screening prior to admittance.

- Visitors must be 18 or older to enter
- Approved visitors will be issued a printed badge or armband that must be worn at all times.

Same Day Surgery

- Patients are to be dropped off at the designated entrance and time. The patient's escort will wait in the vehicle until the patient is ready for discharge.
- Please ensure the patient escort has a cell phone to receive communications from the surgical staff.
- Following surgery, the patient escort will be called with an update, including dismissal process instructions. The patient escort may be asked to meet the patient in the dismissal area or report to Same Day Surgery for post-surgical care instructions.
- Exceptions will be made for pediatric patients and those with cognitive or physical limitations on a case by case basis.

Outpatient Testing, Follow-up Visits or Well Visits

- Outpatients are asked to come alone unless absolutely necessary. On occasion a patient may require an escort; when this is necessary, we request the patient make arrangements in advance with the physician office or with the Public Health Monitor upon arrival.
- If a patient is able to attend to their appointment unassisted, the patient escort will be asked to wait in their vehicle. The patient escort may participate in the visit via telephone; please ensure the patient has the proper phone number if this is desired.
- Masks are required in physician offices.
- We request that all well/routine visits take place virtually when possible. Our scheduling team can assist with making these arrangements.

The following is general guidance on when to seek care.

- **If you are sick and feel you have an emergency:** Call your doctor or seek medical care immediately. Call 9-1-1 if appropriate. If you have a fever, cough, or another sign/symptom of COVID-19, or are unsure what to do, please call our CARE 24/7 line at (606) 408-8999.
- **Those who feel well but are worried:** Do not go to a hospital, Emergency Department or doctor's office as this puts undue stress on the healthcare system and could result in unintentional disease transmission. Stay home. Please call our CARE 24/7 line at (606) 408-8999 for nurse advice.

COVID-19 Testing

You **must have an appointment** to be tested for COVID-19, regardless of location. To schedule an appointment, please call (606) 408-COVID (2683).

We want to get back to normal as soon as possible. Help us all by:

- Avoiding in-person gatherings with people who do not live in your household.

- Always wearing a face covering or mask when you are around people you don't live with. Replace your mask immediately after eating or drinking.
- Laundering your cloth masks and replacing disposable masks daily.
- Maintaining a social distance of at least 6 feet.
- Avoiding large gatherings of people, especially those held indoors. Do not host or attend crowded parties.