

# VISITOR AND SUPPORT PERSON GUIDELINES



Updated 10/02/20

In an effort to protect patients and staff from unnecessary exposure to COVID-19 and comply with the “Safer at Home” order issued by Governor Ivey, Southeast Health has updated its visitation policy effective Monday, October 5, 2020. The new guidelines will be in place until the transmission of the novel coronavirus, COVID-19, is no longer a threat to patients, staff, and the community. This policy is subject to change based on the risk level for COVID-19 in our area as defined by the Alabama Department of Public Health.

A Healthy Visitor policy remains in place which prohibits those with a cold, cough, respiratory illness or fever from visiting hospitalized patients or accompanying patients to visits. Visitors and support persons who exhibit COVID-19 symptoms will not be allowed to visit.

## THESE GUIDELINES APPLY TO ALL AREAS:

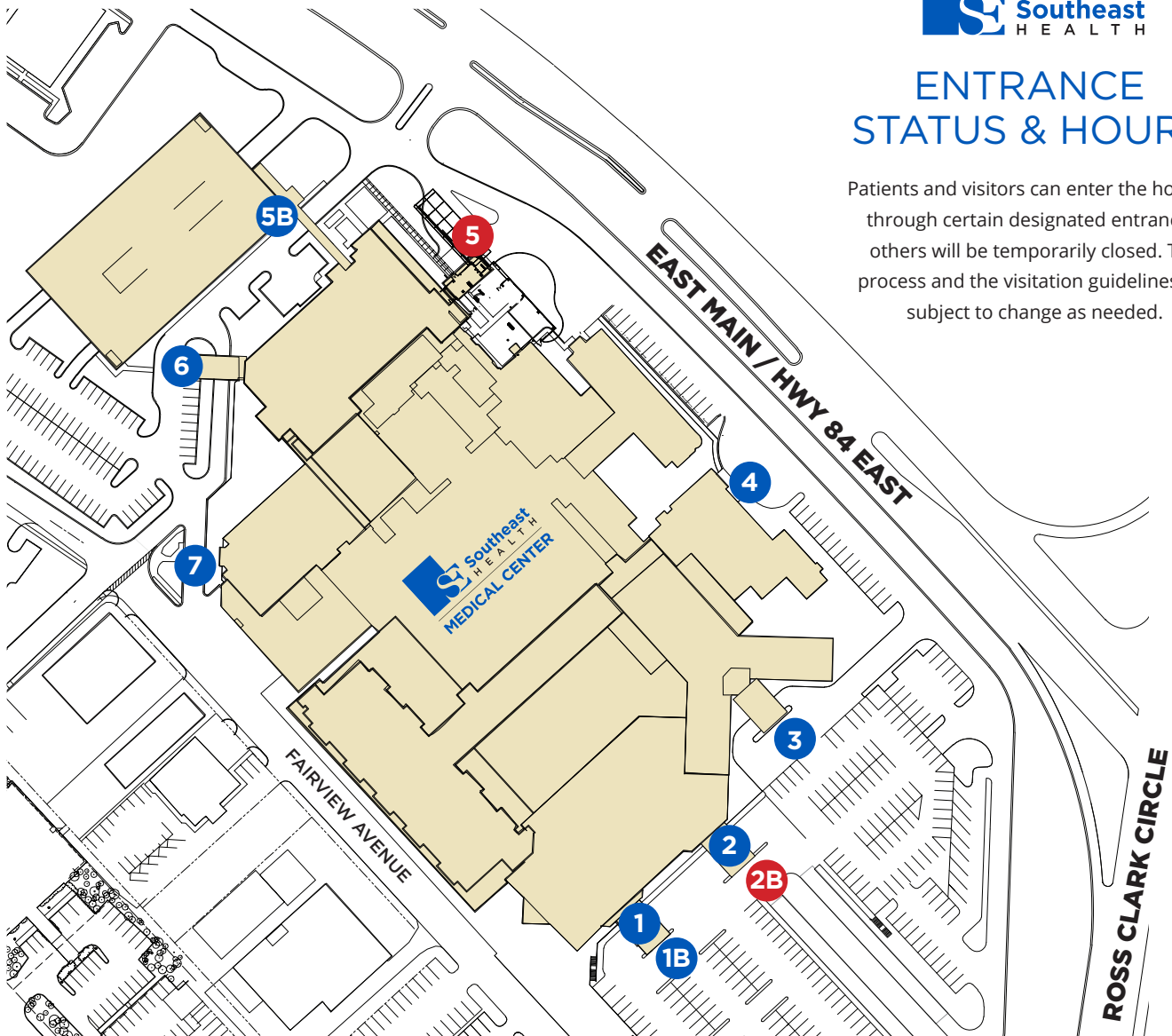
- » Visitors and patients will be screened for symptoms of acute respiratory illness upon entering the building.
- » All individuals must comply with the screening process and practice hand hygiene upon entry.
- » Visitors should be prepared to show a driver’s license or photo ID upon entry.
- » A face covering or mask is required upon entry and must be worn properly while in the facility.
- » Visitors and support persons must remain in the patient’s room and are not allowed to leave the unit or patient’s room except for basic personal needs. (food and restrooms)
- » Visitors and support persons will be issued a wristband upon entry which will expire each day. Individuals who must remain with the patient at all times for safety will be provided a distinct wristband once they reach the patient care unit.
- » Substituting or rotating visitors or support persons will not be allowed within a 24-hour time frame.
- » With the exception of critical care, most waiting rooms are closed, practice social distancing in others.
- » Children under the age of 18 will not be permitted to visit hospitalized patients unless there are extraordinary circumstances.
- » Exceptions to these restrictions can only be granted by the patient’s care team in extenuating circumstances.

**THESE PATIENT-SPECIFIC OR UNIT-SPECIFIC GUIDELINES ARE IN PLACE WHICH MUST BE COMPLIED WITH AT ALL TIMES:**

<b>Caregivers Needed for Patient Safety</b>	Patients in all areas who have altered mental status, behavioral health needs, or developmental delays (where caregiver provides safety) may have one support person at all times.
<b>Non-COVID-19 Inpatients</b>	<ul style="list-style-type: none"> <li>» Non-COVID Inpatients may have one visitor or support person per day.</li> <li>» Visiting hours will be limited from 10 am until 6 pm.</li> <li>» Visitors and support persons for patients on inpatient units must check-in at Entrance 3 (East Deck) Monday through Friday and at Entrance 6 (Emergency Department) on Saturday and Sunday.</li> </ul>
<b>Pediatric Patients</b>	Minor patients under age 18 may have one support person (parent or guardian) at all times.
<b>Obstetrics Patients</b>	Obstetric patients may have one partner or birth support person at all times.
<b>Emergency Department</b>	Emergency Department patients will only be allowed one support person who must remain with the patient.
<b>End-of Life Patients</b>	Patients who are at the end-of-life may have one to two visitors at a time.
<b>Neonatal (NICU)</b>	Visitation by the mother or one support person is allowed during routine visiting hours. Substituting or rotating support persons will not be allowed within a 24-hour time frame.
<b>Surgical and Procedural Areas</b>	One visitor may accompany the patient to assist with entry into the hospital. Waiting rooms are closed due to social distancing limitations. Visitors will need to exit the building until the surgical procedure is complete, then they may return to assist the patient with discharge.
<b>Outpatient Areas</b>	Visitors are not allowed unless they are accompanying a minor or the caregiver is needed for a safety reason mentioned above. This restriction is in place due to social distancing limitations in waiting areas.
<b>COVID-19 Positive &amp; PUI Patients</b>	<ul style="list-style-type: none"> <li>» No visitors will be allowed for patients who are COVID-19 positive or PUI (person under investigation) except in end-of-life situations.</li> <li>» COVID-19 positive patients who are at end-of-life may have one visitor or support person at the bedside. The individual, who must be approved by the physician, accepts all risks involved. They will be required to follow strict instructions from clinical staff related to hand washing, PPE, entry/exit, and length of time with patient.</li> </ul>
<b>Doctors Building Patients</b>	Patients coming to the Doctors Building may have one guest who must remain in the Doctors Building during the appointment.
<b>Behavioral Medicine</b>	No visitors will be permitted. Telephone visitation is available and encouraged.

## ENTRANCE STATUS & HOURS

Patients and visitors can enter the hospital through certain designated entrances, others will be temporarily closed. The process and the visitation guidelines are subject to change as needed.



- 1 Doctors Building, Upper Deck:** 6 am – 5:30 pm
- 1B Doctors Building, Basement:** 6 am – 5:30 pm
- 2 Main Entrance:** 6 am – 7 pm
- 2B Main Entrance, Basement:** **CLOSED - Use Entrance 1B**
- 3 Patient Tower:** Open to patient visitors 10am – 6pm, Mon – Fri\*
- 4 Cancer Center:** 7 am – 7 pm
- 5 Heart & Vascular Center:** **CLOSED - Use Entrance 1, 2 or 5B**
- 5B Bridge to the Womens' Center:** 7 am – 5 pm (after 5 pm visitors coming to the Family Birth Center should check in at registration in the FBC)
- 6 Emergency Department:** Open 24 hours
- 7 Outpatient Center:** 5 am – 6:30 pm

\* Weekend visitors: Go to Emergency Department