

BASSETT HEALTHCARE NETWORK

COVID-19 VISITOR RESPONSE PLAN

For the health and safety of our patients, employees, and the communities that rely on us for their medical care, Bassett Healthcare Network has implemented new visitation restrictions across all network facilities in the eight-county region we serve.

Please note the visitation restrictions specific to our different areas of care:

Outpatient Services

Effective immediately, access to clinic buildings and outpatient service areas at all Bassett Healthcare Network facilities will be limited to only those patients with scheduled appointments or required business (e.g. prescription pick up). All others will be asked to wait outside until the patient's visit is complete. We would be happy to collect a phone number and provide notification when the patient is ready to be picked up if that would be helpful.

Exceptions

- Minors under the age of 18 may have one caregiver, parent or guardian.
 - Patients with special needs may be accompanied by one caregiver.
 - Patients who require assistance arriving to and from appointments safely may have someone accompany the patient to the appropriate waiting area, but will then be asked and strongly encouraged to wait outside until the patient's visit is complete. We would be happy to collect a phone number and provide notification when the patient is ready to be picked up if that would be helpful.
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Emergency Department

- There is only one visitor allowed in the Emergency Department (ED) for each patient.
- Pediatric patients in the ED will be allowed one parent at a time.
- Critical care patients in the ED will be assessed and managed case-by-case.
- If a patient is admitted to the hospital, visitor(s) will be asked to leave.

Inpatients

- Visitation has been suspended. Extenuating circumstances will be considered.

Birth Center Patients

- The birth coach / partner will be allowed to visit and participate in the birth.

Pediatric Patients

- Pediatric patients will be allowed one parent at a time.

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For Critically Ill / End of Life Patients

- Case-by-case determination regarding visitation will be made.
- Visitation will be coordinated in advance via the nursing unit leadership and/or administrative supervisor.
- Coordination will include meeting visitors at entrance of hospital and providing surgical masks for them to wear during the entirety of their visit.

Developmentally Disabled Patients

- There is only one attendant allowed in the inpatient or procedural setting.

Surgical /Procedural – ASU/OR/OSS/HSSS/HHC

- Visitors will be restricted at this time.
- Contact information of drivers will be retained and drivers will be asked to remain outside the hospital.

Testing – Radiology, Laboratory, Etc.

- Only the patient receiving testing will be allowed in the building.

Dialysis

- Visitors will be restricted at this time.
- Contact information of drivers will be retained and drivers will be asked to remain outside the hospital.

Swing Bed Patients

- Visitors will be restricted at this time.
- Family meetings will be held; alternate locations will be considered.

- ❖ Any patient requiring physical assistance to get into the building for any admission, procedure, test, etc. will be allowed to have one visitor assist them until full transition to a Bassett staff member has occurred.

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For patients with confirmed or pending COVID-19 results:

Emergency Department

- Visitor restriction rules apply as described above.
- Any visitor who arrives with the patient will be asked to don a procedure mask and isolation gown/gloves and will be placed in a room with the patient until disposition is determined.

Inpatient

- Visitation has been suspended. Extenuating circumstances will be considered.

For Critically Ill / End of Life Patients

- Visitor restriction rules apply as described above.
- Other protective gear (e.g. gown, gloves, and face shield) will be provided before the visitor(s) enter the patient's room. All visitors will be recorded on the hospital log that is tracking persons entering room.

Birthing Center and Pediatric Patients

- Visitor restriction rules apply as described above.
- The partner / birth coach must wear a surgical mask at all times, and will be required to don other personal protective equipment per contact isolation requirements.