

BASSETT HEALTHCARE NETWORK COVID-19 VISITOR RESPONSE PLAN

Summary

In accordance with current New York State Department of Health (NYS DOH) Hospital Visitation Program, patients in the Bassett Healthcare Network are allowed to have person(s) at the bedside as either a **support person** or a **visitor**, in the limited capacity as defined in this document.

A support person is defined as a person that is essential to a patient's care. These persons will be determined by the patient and/or family and approved by the care team. Visitors are defined as people who are here to visit the patient, but do not fit under the approved categories for support persons.

Per New York State Department of Health and CMS guidance, visitors and support persons are not currently allowed in clinic or hospital cafeterias.

Review of complaints regarding visitation: If a patient, visitor, support person, or staff member wish to have a review of the visitation protocol, a facilitated discussion can be asked for and setup with all parties by calling Incident Command at (607) 547-4537. All decisions coming from the facilitated conversations will require final approval from Incident Command.

For information about visiting Bassett Healthcare Network long-term care facilities, please click on the following links: [A.O. Fox Nursing Home](#) | [Valley Health Services](#) | [Valley Residential Services](#)

***Note: Bassett Healthcare Network hospitals may suspend visitation at any time it deems warranted (e.g. PPE availability, medical necessity, etc.).**

Visitors

Visitors are allowed at all Bassett Healthcare Network hospitals in a limited capacity, under the following conditions. See page 2 for special considerations and guidelines for visitors.

- Visitation hours are limited to 12:00pm – 8:00pm
***Note: Special hours for Inpatient Psychiatry; see section on special visitor provisions.**
- Visitors may visit only one-at-a-time and must enter through the main hospital entrance, unless they accompany a patient to the ED.
- Visitors are limited to two people per patient each day. They should be greater than 18 years of age, except in rare situations that have been approved by the clinical team.
- Total time for visitors per patient, per day cannot exceed the four-hour state designated maximum.

Sign-in Procedure

- Sign-in on the visitor log and undergo temperature and symptom screening.
 - Symptom screening includes fever, sore throat, runny nose, cough, shortness of breath, muscle aches, diarrhea, and temperature monitoring. Individuals with temperatures >100.0°F and/or symptoms related to COVID-19 within the prior 14 days will not be able to visit.
- Receive Visitor Support Handout and identification badge.
- Perform meticulous hand hygiene and receive instructions on how to wear appropriate PPE throughout their visit.
- Once in the facility, visitors must remain in the patient's room throughout the visit, except when otherwise directed by hospital staff.

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- Visitors that do not pass the screening process or do not follow hospital protocols will not be allowed to visit. In this case, a different visitor may be selected.

****Note: There is a maximum of 1 support person and 1 visitor allowed in the hospital room, unless there are specific circumstances where the care team has requested additional persons to be present.***

Support Persons:

Support persons are determined by the care team to be medically necessary to the care of the patient in the ambulatory clinic, emergency and hospital settings. These persons will be chosen by the patient and/or family and approved by the care team. See page 3 for special considerations and guidelines for support persons.

Visitors – Special Considerations & Guidelines

➤ **Inpatient Psychiatric Unit (Bassett Medical Center):**

- Visitation hours:
 - Monday – Friday: 5:00pm – 8:00pm
 - Weekends/Holidays: 12:00pm – 6:00pm
- A maximum of three patients may have a visitor at any one time. This is to maintain appropriate social distancing between visitors.
- Visitors will be encouraged to make an appointment time so that each patient's visitors can be accommodated.
- All visitation must be in the Day Room.
- Due to safety procedures, patients awaiting COVID screening results will have visitors scheduled once their negative test is confirmed.

➤ **Same Day Procedures:**

Clinic:

- Patients undergoing same day procedures may be accompanied by a companion regardless of the time of the procedure and remain with them through the registration process only.
- Once the patient has completed registration, the companion will either return to their car or report to the appropriate approved designated clinic waiting area (e.g. GI, Surgical Clinic).
- When the patient is ready for discharge, the companion will be called by the clinic nurse to review instructions and will be directed to pick up the patient at the appropriate clinic entrance.
- If the patient is admitted to the hospital post-procedure, the companion may visit the patient during the established visiting hours (12:00pm – 8:00pm) unless they meet approved support person guidelines.

Hospital:

- Patients undergoing same day procedures may be accompanied to the facility by a companion regardless of the time of the procedure. They may remain with them through the registration process only.
- Once the patient is taken to Ambulatory Surgery (ASU), Cath Lab, or Radiology, the companion will either return to their car or report to the ASU or appropriate waiting area.
- When the patient is ready for discharge, the companion will be called by the discharge nurse to review instructions and will be directed to pick up the patient at the main hospital entrance.

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- If the patient is admitted post-procedure, the companion may visit the patient during the established visiting hours (12:00pm – 8:00pm) unless they meet approved support person guidelines.
- **Suspected or Confirmed COVID-19:**
 - Patients with suspected or confirmed COVID-19 may receive visitors if they are in a single room, or are the only patient in a double room.

Support Persons – Special Considerations & Guidelines

Unless otherwise specified below, **two support persons are allowed** to be designated per admission. **Support persons may only be present one at a time**, but continue to be allowed without time restrictions in specific situations as noted below:

- **Emergency Department (ED) Patients:**
 - One support person is allowed with a patient in the ED through discharge or admission.
 - If the patient does not qualify for a support person, one visitor may be allowed with the patient upon approval of the charge nurse.
 - The visitor will not be allowed to accompany the patient to the unit once the patient is admitted, unless approved by the care team.
 - There are no time constraints on the time of the day visits can occur in the ED and is at the discretion of the ED charge nurse.
- **Pregnant Patients (Bassett Medical Center):**
 - One support person **and** a doula, if the patient has one, are considered essential to patient care throughout labor, delivery, and the immediate postpartum period, including recovery, until discharge home.
 - The support person **and/or** doula will have COVID-19 testing prior to or on entry to the unit. If the test returns positive, the support person and/or doula will be asked to leave and another support person can be chosen.
 - The support person can be any person the patient chooses and can stay in all settings with the patient.
 - The selected support person will be the only support person allowed to be present during the patient's care.
- **Pediatric Patients:**
 - The family/caregiver may only designate up to **two** support people for the entirety of the patient's admission; but only one support person may be present at a time.
 - Individuals age 70 years or older are not encouraged to be a support person.
 - ****Note: DCF/CPS workers are considered essential workers, and not support persons.***
- **Essential to the Care of the Patient (Medically Necessary):**
 - The patient/family may designate one support person if it is determined to be essential (medically necessary) to their care. This includes patients with intellectual and/or developmental disabilities and patients with cognitive impairments, including dementia.
 - Intellectual and/or developmental disabilities (I/DD), and cognitive impairments, including dementia

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- The patient or family/caregiver may designate two support people, but only one support person may be present at a time.
 - This support person can be the patient's family, caregiver, or another person they choose.
- **Imminent End-of-Life Situations:**
- Imminent end-of-life situations are defined as a patient who is actively dying, where death is anticipated within less than 24 hours.
***Note: The State of New York does not consider comfort care to be imminent end-of-life.**
 - The patient and/or family/caregiver may only designate up to two support people for the entirety of their admission; but only one support person may be present at a time.
 - In the event the patient is a parent of a minor child, one adult family member and one child may be permitted at the patient's bedside.

Protective Measures for All Support Persons and Visitors

Healthcare providers will discuss the potential risks and benefits of a visitor and/or support person's presence with both the patient (if 18 years of age or older) and with the visitor and/or support person, if possible. Individuals age 70 years or older are not encouraged to be Visitor and/or Support Person's at this time due to increased risk of COVID-19.

- **Support Persons and Visitors will:**
- Enter through the main hospital entrance, unless they accompany a patient to the ED.
 - Perform hand hygiene and apply a cloth mask or procedure mask, as available.
 - Sign-in on the visitor log.
 - Complete screening procedures, including:
 - Symptom screening for the prior 14 days (e.g., fever, sore throat, runny nose, cough, shortness of breath, muscle aches, or diarrhea).
 - Temperature check prior to entering the clinical area and every twelve hours thereafter for the remainder of their presence at the patient's bedside.
- **Protective Gear for Support Persons and Visitors:**
- On entry to the facility, all visitors/support persons will be required to wear a mask. This can be a cloth mask or a procedure mask. When visitors/support persons arrive to their destination, nursing staff will assist in donning of the appropriate protective gear for the type of patient they will be seeing. This is described as follows:
- Visitor of Patients Not Suspected or Confirmed to have COVID-19:
 - Cloth or procedure mask.
 - Visitors of patients on precautions:
 - All precautionary measures must be followed for patients on isolation precautions.
 - Visitors of Patients with Suspected or Confirmed COVID-19:
 - Procedure mask.
 - Eye protection.
 - Isolation gown.