



BASSETT HEALTHCARE NETWORK COVID-19 VISITOR RESPONSE PLAN

Summary

In accordance with the New York State Department of Health (NYS-DOH) COVID-19 Hospital Visitation Program, patients in the Bassett Healthcare Network are allowed to have person(s) at the bedside in a limited capacity as defined below. **Per NYS-DOH and Centers for Medicare & Medicaid Services (CMS) guidance, visitors are not currently allowed in hospital cafeterias.**

Visitor Definition

A **visitor** is defined as a person who is not essential to the medical care of a patient; visitors are individuals for whom a patient grants permission to enter their care area as a companion (hospital, Emergency Department, outpatient, Birthing Center, etc.) for a limited duration of time.

Visitation Guidelines in the Inpatient Setting:

Visitors in the inpatient setting are allowed in a limited capacity, under the following conditions:

- Visitation hours are limited to:
 - Weekdays, 1 pm – 3 pm and 5 pm – 7 pm
 - Weekends, 1 pm – 5 pm
- Visitors may visit only one-at-a-time and must enter through the building entrance designated as a screening checkpoint (unless they accompany a patient to the ED).
- Visitors are limited to two people per patient each day. They should be 18 years of age or older, except in rare situations approved by the clinical team.
- Once in the facility, visitors must remain in the patient's room throughout the visit, except when otherwise directed by hospital staff (i.e. during aerosol-generating procedures or other procedures during which visitors are usually asked to leave.)
- Total time for visitors per patient, per day cannot exceed the four-hour state designated maximum.
- **Pregnant patients:** Doulas are considered essential to patient care upon admission, throughout labor, delivery, and the postpartum period, including recovery, until discharge to home. Pregnant patients are allowed a doula in addition to their support person(s).
 - The support person and/or doula will receive 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(s) can be any person the patient chooses and can stay in all settings with the patient.
- **Pediatric patients:** The 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. Individuals age 70 years or older are not encouraged to be Support Persons.

**DCF/CPS workers are considered essential workers, and not support persons.*



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Visitation Guidelines for the Emergency Department:

- One support person ([please see separate support person policy for definition](#)) 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 day visits may occur in the ED and is at the discretion of the ED charge nurse.

Visitation Guidelines for Same-Day Procedures:

Outpatient Clinics:

- 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 inpatient visiting hours unless they meet approved support person guidelines.

Hospitals:

- 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 appropriate building entrance.
- If the patient is admitted post-procedure, the companion may visit the patient during the established visiting hours unless they meet approved support person guidelines.



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Visitation Guidelines for Inpatient Psychiatry:

Visitation Hours (Bassett Medical Center):

- Monday through Friday: 5pm – 8pm
- Weekends/holidays: 12 pm – 6 pm
- Visit Duration
 - Monday through Friday: One hour per visit
 - Weekends/holidays: Two hours per visit
- 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 occur in the Day Room.
- Due to safety procedures, patients awaiting COVID-19 screening results will have visitors scheduled once their negative test is confirmed.
- **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.

Visitation Guidelines for Outpatient Appointments:

Patients with a primary care or specialty care appointment in a Bassett Healthcare Network outpatient setting may not have any visitors at this time. Please view the support person policy document for details regarding designated support persons in this setting.

Visitation Guidelines for Imminent End-of-Life Situations:

Imminent end-of-life situations are defined as a patient who is actively dying and where death is anticipated within less than 24 hours.

Note: The State of New York does not consider comfort care measures 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.



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Protective Measures for Visitors:

Health care providers will discuss the potential risks and benefits of a visitor's presence with both the patient (if 18 years of age or older) and the visitor, if possible. Individuals age 70 years or older are not encouraged to visit at this time due to increased risk of COVID-19.

Visitors will:

- Enter through the facility entrance designated as a screening checkpoint unless they accompany a patient to the ED.
- Perform hand hygiene and apply a cloth mask or procedure mask as available.
- Utilize the WellScreen kiosk for temperature and COVID screening.
- 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 bedside.
 - Receive Visitor Support Handout (Form #11083).

Protective Gear for Visitors:

Upon entry to the facility, all visitors will be required to wear a mask. This can be a cloth mask or a procedure mask. When visitors 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
 - Gloves

Sign In Procedure:

- Sign in on the visitor WellScreen kiosk and undergo temperature and symptom screening.
- Receive Visitor Support Handout (Form #11083) and identification badge from WellScreen kiosk.
- Perform meticulous hand hygiene and receive instructions on how to wear appropriate PPE throughout the visit.
- 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 one visitor allowed in the hospital room, unless there are specific circumstances where the care team has requested additional persons to be present.