



BASSETT HEALTHCARE NETWORK VISITOR RESPONSE PLAN

If a patient, visitor, support person, or staff member has questions or wishes to learn more about Bassett Healthcare Network’s visitation procedures, please call (607) 547-4537.

Any Bassett Healthcare Network facility may suspend visitation or at any time for the health and safety of patients and caregivers. This includes not granting visitation to individuals who do not follow safety guidelines and hospital procedures.

Plan Summary:

Department	Visitation Hours	Restrictions:
General Visit: Bassett Medical Center, Little Falls Hospital, O’Connor Hospital, A.O. Fox Hospital, Cobleskill Regional Hospital	8 a.m. – 8 p.m.	2 Visitors allowed 12 years of age or older
Inpatient Pediatrics	8 a.m. – 8 p.m.	2 Visitors allowed
Inpatient Psychiatry	Monday through Friday: 5 p.m. – 8 p.m. Weekends: 12 p.m. – 6 p.m.	2 Visitors allowed
Birthing Center-Adults	11 a.m. – 8 p.m.	2 Visitors allowed
Birthing Center-Children/Siblings	11 a.m.- 6 p.m.	Illness and vaccination status
Outpatient	At time of appointment	1 Visitor allowed
Outpatient Dialysis:	8:30 a.m.-9:30 a.m. and 1:30 p.m.-2:30 p.m. with 1 visitor/patient (12 years old or older)	2 Visitors allowed
Outpatient Procedures:	At time of procedure	1 Visitor allowed
Long Term Care: VHS	24 hours per day with preferred visitation hours of 9 a.m. to 7 p.m. or by arrangement.	Visitors allowed
Long Term Care: A.O. Fox Nursing Home	24 hours per day with preferred visitation hours of 9 a.m. – 9 p.m. daily	Visitors allowed
Emergency Department:	At time of care	1 Visitors allowed 12 years of age or older
Intensive Care Unit (ICU) and Special Care Unit (SCU) patients:	11 a.m. – 6 p.m.	2 Visitors allowed

General Guidelines:

- Visitation hours across Bassett Healthcare Network facilities occur daily from 8 a.m. – 8 p.m.
- Visitors should check in at the main registration area upon arrival.
- Patients are allowed TWO (2) visitors at a time in their room during visitation hours. The Nurse Manager, Nursing Leadership and Security Department can extend, modify, or suspend visitation based on the facility, department and/or the patient's needs.
- Waiting areas near inpatient settings are unavailable and cannot be used without permission from the charge nurse.
- Visitors must be 12 years of age or older.
- Please see below for separate visitation guidelines for specific departments/ circumstances.
- Visitors are strongly encouraged to be up to date on their vaccinations. Visitors are required to comply with all posted signage.
- Patients/residents will be notified of the following reasons that visitors may be restricted from visiting, including but not limited to:
 - Any court order limiting or restricting contact.
 - Behaviors that present a direct risk or threat to patient/resident, hospital, staff, or others in the immediate environment.
 - Behavior that is disruptive to the patient's/resident's care unit.
 - Patient's/resident's risk of infection by the visitor.
 - All visitors must be free of signs and symptoms of sickness and without fever or visible illness (including cold/flu symptoms and stomach virus symptoms).
 - Visitors must follow posted infection control guidelines.
 - Visitor's risk of infection by the patient/resident.
 - Extraordinary protections because of pandemic or infectious disease outbreak.
 - Substance abuse treatment protocols that require restricted visitation.
 - Patient's/resident's need for privacy or rest.
 - Need for privacy or rest by another individual in the patient/resident's shared room.
- Patients/residents have the right to refuse visitors. Staff will be alert to such requests and comply with the patient/resident's wishes.
- Visitors may be requested to provide a government issued valid ID to registration staff or nursing leadership or security and receive a visitor badge that they should keep on them throughout the visit.
- Once in the facility the Support Person/Visitor must remain in the patient's room throughout the visit.
- A Support Person/Visitor must wash their hands or use hand sanitizer before, after, and throughout their visit and remain in designated personal protective equipment (PPE) throughout their visit if it is required. If the Support Person/Visitor refuses to wear appropriate PPE, Bassett Healthcare Network has the right to refuse admittance.
- Support Persons/Visitors must be respectful of Bassett's "No Smoking" policy. There is no smoking on campus.

Specific Department and Circumstantial Visitation guidelines for some specific departments and circumstances

Intensive Care Unit (ICU) and Special Care Unit (SCU) patients:

- Visitors must be 12 years of age or older. In extenuating circumstances, the department care team can extend or suspend visitation based on the department and/or the patient's need.
- 11 a.m. – 6 p.m. daily.

Birthing Center:

- 2 support person(s) (identified on admission and not interchangeable) and a certified doula while in labor.
- 1 support person can remain 24/7 post-delivery, the second support person may come between the hours of 11 a.m. and 8 p.m.
- Siblings of the infant may visit only after the infant is born and stable. Siblings must remain with an accompanying adult other than the patient. Children under the age of 12, other than siblings, will not be allowed on the unit. Siblings should be up to date with vaccinations. Siblings with symptoms of illness should not visit and may be asked to leave for the safety of all newborns on the unit.
- Siblings must remain with an accompanying adult other than the patient.
- Children 12 and older and siblings may visit between the hours of 11 a.m. and 6 p.m.

Medicine/Surgical/Pediatrics Units:

- 2 support person(s) identified upon admission, 1 support person may remain at the bedside 24/7.
- The second support person may come between the hours of 8 a.m. – 8 p.m.
- The Nurse Manager, Nursing Leadership, and Security Department can extend, modify or suspend visitation based on the facility, department and/or the patient's need.
- Rooming-In
 - Parents/legal guardians are encouraged to stay overnight with their children during their child's stay.
 - Maximum of two parents/legal guardians are permitted to stay overnight with patients under 18 years of age if space allows.
 - Patients 18-21 years of age may request one parent/legal guardian/spouse to stay overnight with them.
 - No support persons or guests under the age of 18 are allowed to remain with the patient.
 - Adult patients on the unit may have one parent/spouse stay overnight.
 - A cot or a recliner chair will be provided for parent/legal guardian/spouse to sleep on if available. Spouse/legal guardian/parents are not allowed to sleep in the bed with adolescent or adult patients.
 - One parent/legal guardian of toddlers or young school-aged children are permitted to sleep in the hospital bed with the child, if the child desires and clinical and safety considerations permit.
 - Parents are not permitted to sleep in bed with a newborn/infant.
- **Isolation Patients – exceptions to the policy above.**
 - Isolation patients are permitted to receive visitors as long as the visitors comply with the isolation precautions set forth by the nursing staff.
 - Every visitor MUST wash their hands prior to leaving the room.
 - Every visitor will be asked to wear a mask or gown, depending on the patient's diagnosis and isolation precautions if entering an isolation room.
 - Infants/toddlers may associate gowns, masks, etc. with painful procedures. Parents may stay at the bedside without protective gear if it is disturbing to the child. In this case, parents will not be allowed in common areas on the unit.

- Isolation patients/parents/visitors are not permitted to visit another room in the unit. If a circumstance arises that they feel they must visit another room, the nursing staff will ask them to wash their hands and don a gown or mask prior to entering the non-isolation room.
- Isolation patient/parents/visitors are not permitted in the common rooms such as the playroom, kitchen, hallway, etc. Staff will bring patient/family items needed.

Pediatrics Unit:

- The Pediatric unit is a locked and secured unit. Visitors will be screened by staff via camera and intercom system prior to entering the unit. If staff feel it is unsafe to allow a person access to the unit, the door will remain locked and security will be notified.
- 2 support person(s) identified upon admission, 1 support person may remain at the bedside 24/7.
- The second support person may come between the hours of 8:00 AM – 8:00 PM

Emergency Department:

- Patients will be permitted to have one visitor with them during their time in the emergency department.
- Visitors may be asked to wait until initial triage assessment is completed.
- The visitor must be 12 years of age or older.
- The Emergency Department care team can extend, modify, or suspend visitation based on department and/or patient need.

Inpatient Psychiatry:

- Visitation hours:
 - Monday through Friday: 5 p.m. – 8 p.m., Weekends: 12 p.m. – 6 p.m.
 - 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.

Outpatient Appointments:

- One visitor is allowed with a patient at a primary care or specialty care appointment.

Outpatient Procedures:

- One visitor is allowed to wait while patient is undergoing any outpatient procedures.

Perioperative Services (ASU, OPCU, PACU):

- The presence of family members during the perioperative experience should be controlled in such a manner that no additional risk to patient or family member is present.
- The professional nursing staff caring for the patient shall have the right to limit or control the number of visitors based on patient condition and/or patient, surgeon, or anesthesia desires.
- Extenuating circumstances will be considered on an individual basis.
- The presence of young siblings is not appropriate in any area of Perioperative Services.
- Two (2) family members are permitted in the ASU/OPCU/PACU prior to and after the Procedure.
 - BMC – One (1) family member is permitted unless patient is a child or special needs
 - CRH family members are able to wait in one of two waiting rooms. There will be no visitors in ASU/PACU unless there is an extenuating circumstance.
 - LFH will allow family members in the ASU area, PACU visitation is decided on an individual case basis.

- Family members are not allowed in the operating room suites with the exception of children during anesthesia induction in accordance with Anesthesia policy and guidelines. In the event that a family member will be coming into the operating suite, a staff designee will be assigned to accompany the family member while the family member is there, and will escort them from the suite when the time arrives. The designee does not need to be a licensed staff member, it may be an available Anesthesia technician, or OR Assistant or an OR technician, a unit secretary or a volunteer. The OR RN responsible for the patient cannot be responsible for the parent / family/ visitor. In the event that a family member will be coming into the OR, the front desk will be notified, and will then be responsible for assigning someone to that person.
- Considerations for visitations PACU:
 - Visitation is restricted based on patient status, patient wishes, unit acuity and census.
 - Time limitations may be placed to avoid excess traffic
 - In order to ensure privacy while caring for all patients within the department, visitation may be temporarily delayed.
 - No children under age 14 permitted.
 - Prior to bringing family to PACU, all visitors should be cleared with patient's nurse based on patient status.
 - Presence of caretakers will be based on individual circumstances.
 - Visitors will be encouraged to remain with their family member behind pulled curtains to ensure the privacy of other patients.
 - Bassett Employees are also required to follow the above visitation rules for patients' privacy.
 - Overnight visitation in PACU is left to the PACU nurse's discretion.

Cardiovascular Imaging (CVI) Procedure Rooms and Recovery Areas:

- The presence of family members before, during, or immediately following the procedure should be controlled in such a manner that privacy of other patients is maintained.
- The professional nursing staff caring for the patient shall have the right to limit or control the number of visitors based on patient condition. Extenuating circumstances will be considered on an individual case basis.
- Two (2) patient approved visitors will be allowed in the Cardiovascular Recovery Unit (CVRU) prior to and after the procedure.
- Visitors are not allowed in the control area or procedure room suites, with exception of extenuating circumstances and approval, on an individual basis.
- Visitors will not be allowed in the CVRU during the immediate post-operative recovery phase (typically first 15 minutes following procedure).

Dialysis:

- Dialysis visiting hours are subject to change at the discretion of the Charge Nurse and/or Supervisor.
- Cooperstown Dialysis:
 - Visiting Hours: 8:30am-9:30am and 1:30pm-2:30pm
- OSS Dialysis:
 - Visiting Hours: 8:30am-9:30am, 1:30pm-2:30pm, 5:30pm-6:30pm for MWF evening shift.
- Little Falls Dialysis:
 - Visiting Hours: 7:00am to 8:00am, 12:00pm to 1:00pm

Long-Term Care: Visitation at A.O. Fox Nursing Home and Valley Health Services is allowed 24 hours a day:

Visitation Hours (A.O. Fox Nursing Home in Oneonta):

- The main entrance is available for visiting. Preferred visiting hours are 9 a.m. – 9 p.m. daily. (Visits outside these hours are at the resident's discretion and may require paging the NH Supervisor at (607) 432-2000 for building access).

Visitation Hours (Valley Health Services in Herkimer):

- Visitation hours occur daily with preferred hours from 9 a.m. – 7 p.m., Monday through Friday. Alternate times on a case-by case basis.

End-of-Life Care:

- Special circumstances can be arranged out for 24/7 visitation. Please work with the Nurse Manager on the floor for accommodations.

Discharge:

- When a patient has been deemed ready for discharge, one individual can be present for pickup.