



BASSETT HEALTHCARE NETWORK VISITOR RESPONSE PLAN

Any questions or concerns regarding visitor and support persons will be sent to Bassett Healthcare Network's Incident Command Center.

Review of complaints regarding visitation: If a patient, visitor, support person, or staff member wish to review Bassett Healthcare Network's visitation protocol, inquiries can be directed to (607) 547-4537.

Any Bassett Healthcare Network facility may suspend visitation at any time it is deemed to be warranted (e.g. personal protective equipment [PPE] availability, medical necessity, refusing to wear appropriate PPE, not following any of the guidance listed below, etc.).

Masking Guidelines

Throughout the upcoming months, we may have to continue to implement masking as a strategy to mitigate the spread of COVID-19, RSV, and the flu virus for limited portions of time within our facilities. Masking will be optional for individuals unless signage indicates otherwise.

For the safety of our high-risk and/or immunocompromised patients, masking remains mandatory for the following individuals/facilities:

- Where patients are being treated for cancer, or have other immunocompromising conditions.
- For anyone who tests positive for COVID-19 or has a known exposure to COVID-19 (must be worn for 10 days, per [CDC guidelines](#)).
- Anyone showing signs of respiratory illness (coughing, sneezing, fever, runny nose, etc.)

General Guidelines:

Network visitation hours will occur daily from 9:00AM – 6:00PM.

Visitors should check in at the main registration area upon arrival to the facility.

Patients will be permitted TWO 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 need.

Waiting areas adjacent to inpatient settings are unavailable and cannot be utilized 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 vaccinated. Visitors are required to comply with all posted signage.

Visitation guidelines for specific departments/ circumstances

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

- 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.
- 11:00 AM-6:00 PM



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Birth 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 9:00 AM and 6:00 PM.
- 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.

Pediatrics:

- 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 9:00 AM – 6:00 PM
- 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.

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: 5:00 PM – 8:00 PM, Weekends: 12:00 PM – 6:00 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.

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.

Long-Term Care: Visitors in long-term care settings are allowed under the following conditions:

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

- The main entrance is available for visiting. Preferred visiting hours are 9:00 AM – 9:00 PM daily. (Visits outside those hours is 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 from 9:00 AM – 7:00 PM, Monday through Friday. Alternate times on a case-by case basis

End of Life Care:

- Special circumstances can be worked out for 24/7 visitation. Please work with the Nurse Manager on the floor and keep Nursing Leadership and Incident Command informed of updates.

Discharge:

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

Waiting Rooms

- Anyone waiting to go up to visit a patient will remain in the downstairs lobby waiting room.



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Department	Visitation Hours	Restrictions:
General Visit	9:00 AM-6:00 PM	2 Visitors allowed 12 years of age or older
Pediatrics	9:00 AM – 6:00 PM	2 Visitors allowed
Inpatient Psychiatry	Monday through Friday: 5:00 PM – 8:00 PM Weekends: 12:00 PM – 6:00 PM	2 Visitors allowed
Birth Center	9:00 AM – 6:00 PM	2 Visitors allowed
Outpatient	At time of appointment	1 Visitor allowed
Outpatient Dialysis:	8:30 AM-9:30 AM and 1:30 PM-2:30 PM 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	9:00 AM to 7:00 PM or by arrangement.	2 Visitors allowed
Long Term Care: AO FOX Nursing Home	9:30 AM – 9:00 PM daily	2 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:	11:00 AM-6:00 PM	2 Visitors allowed