



# SUPPORT PERSON INSTRUCTIONS

## General Requirements

## Department Specific Guidelines

### General Requirements

For the health and safety of our patients and our community, please follow the visitation requirements:

- Comply with screening at facility entrance.
  - If you screen positive, you will be asked to leave.
  - If you have tested positive for COVID-19 in the previous 10 days, you will be asked to leave.
- Comply with personal face covering (cover nose and mouth) during visit.
  - If you are not able to comply with masking, you will be asked to leave.
- Comply with social distancing and do not congregate in designated areas.
- If you are under the age of 18, visitation is not allowed.
- You are required to consume any food or drink outside the hospital/clinic to ensure compliance with use of face coverings.
- No visitors/support persons allowed for COVID-19 positive patients.
- The hospital cafeteria is closed to support persons from noon to 1 p.m. daily, but is otherwise available to you. Limited seating is available. No food or drinks are allowed in patient care areas.
- Please follow department specific support person instructions when applicable. Staff will guide you to specific areas.

### Inpatient Units (Medical, Surgical, CCU, Pediatrics)

- Visiting hours are from 1 to 7 p.m.
- Upon admission, nursing staff will ask patient for name of designated support person
- Staff will call down to front desk to provide name.
- As the designated support person, you will present to the front entrance for temperature check and screening.
- If screen is passed, you will proceed to the front desk and give name of patient and your name as the designated support person.
  - If you are not the person on the list, the front desk will call the unit to validate and clarify before asking you to leave.
- You will be provided the colored sticker for the day to wear during the visit and will proceed to the unit.
- You will not be allowed to stay overnight.
- Special exceptions:
  - End of life - maximum three support persons
  - Pediatrics - both parents/guardians may remain with patient during normal visiting hours

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## Inpatient Surgery, Same Day Procedures: Operating Room, Digestive Health, Invasive Radiology & Cath Lab

- One support person to accompany patient.
- Patient to be dropped off at the front entrance for temperature check and screening.
- Patient will then proceed to the front desk to share name and designated support person.
- Patient will then proceed to Admitting (if not already pre-admitted) and then to the unit to get settled in.
- Once initial check in on the unit is complete, the patient or nurse will call you as the designated support person to let you know you can come up to the unit.
- You will present to the front entrance for temperature check and screening.
- You will be provided the colored sticker for the day to wear during the visit and will proceed to the unit.
- You will remain in the patient room during the patient's stay or in the designated area.

## ED

- Patient screening and triage is the priority for clinical greeter.
- Patient is dropped off at the ED entrance for temperature check and screening.
- Support person will remain in vehicle.
- Once triage is complete, the patient is settled, and COVID-19 risk is ruled out, the patient may receive one designated support person.
- As the designated support person, you will present to the front ED desk for temperature check and screening.
  - *You will need to wait if patients are being screened ahead of you.*
- If screen is passed, you will be provided the colored sticker for the day to wear during the visit and will proceed to the patient room. You must remain in patient room.
- Use of the ED waiting room is limited to ability to social distance.
- If patient is admitted, you can travel with patient up to unit unless special circumstances are occurring.
  - *If admission is outside of normal visitor hours (1 to 7 p.m.), you may come back to visit when visitation hours are available.*

## Clinics/Outpatient Testing Services

- Patient is encouraged to come alone or have their ride remain in vehicle until test/visit is completed.
- Patient should call ahead to the office if they need a support person.
- As a support person, you will present to the front entrance for temperature check and screening.
- If screen is passed, you will be provided the colored sticker for the day to wear during the visit. You must remain with the patient for the duration of the visit.
- Visits that allow support persons:
  - *Parent/Guardian*
  - *Special assistance needed*
  - *Obstetrics visit/ultrasound*
  - *Oncology office visit*