

CORONAVIRUS (COVID-19): VISITOR POLICY

A MESSAGE FOR FRIENDS AND FAMILY OF PATIENTS

To protect our patients, visitors and staff from the spread of COVID-19, enhanced visitor restrictions are in place until further notice.

We appreciate your understanding as we continue to make adjustments to our policies and procedures to protect our patients and staff.

ENHANCED VISITOR RESTRICTIONS FOR INPATIENT VISITATION

Single Point of Contact

- Patients and their loved ones must designate a single support person who will be the point of contact for ALL information and conversations with the care team. **It is critical that the care team has this person's contact information.**
- The designated support person will be responsible for sharing information with other family members or loved ones that should have this information.

No visitors are allowed for patients being cared for in the hospital

Exceptions exist that include:

- Children less than 18 years of age – one healthy parent / caregiver
- Neonatal Intensive Care – one Covid-negative, healthy parent allowed at a time
- One healthy birth partner for labor, delivery, postpartum and recovery units
- Patients at the end of life – two healthy visitors once per day
- Patients requiring a known caregiver due to neurocognitive deficit, such as confusion, memory loss, dementia or aphasia.

All visitors who are approved by exception are required to present either proof of vaccination or negative COVID-19 test result within 72 hours of their visit.

OPTIONS FOR COMMUNICATING

To talk to your loved ones, we encourage communication using video apps such as FaceTime, Skype, Zoom or Duo. The hospital has iPads available and a hospital staff member can assist in supporting communication with your loved one. To request support for this, please call 818-952-2206, 7 days a week 8:30 a.m. —5:00 p.m..

If you need further assistance, a member of the Patient Experience team at (818) 952-2288 can assist you Monday through Friday, 8:30 am - 5 pm.