

# Visitor Guidelines

Effective November 16, 2020, in alignment with Governor Newsom's recent announcement and California Department of Public Health recommendations, our visitation guidelines have been restricted.

Dignity Health believes families and support persons are an important part of the healing process. However, to ensure the continued safety and well-being of our patients, visitors, staff and physicians, visitation has been limited as outlined below.

- **Emergency Department** – Adult patients may not have visitors. One healthy guardian may accompany patients under 18 years old.
- **Labor & Delivery/Postpartum Unit** – One healthy support person may accompany the patient throughout her stay. Antepartum patients with a prolonged stay may designate a second support person to relieve the other daily.\*
- **Neonatal Intensive Care Unit (NICU)** – Healthy guardians are welcome to visit together daily between **7:30AM-7PM**.
- **Pediatric Unit, PICU, Pediatric Burn Unit** – Healthy guardians are welcome to visit separately and may relieve each other once daily.\*
- **Patients with Physical, Intellectual, and/or Developmental Disabilities and Cognitive Impairments** - May designate one healthy support person when it is determined essential to the patient's care. Patients with a prolonged stay may designate a second support person to relieve the other daily.\*
- **Patients with COVID-19** – May not receive visitors if patient is over the age of 18.
- **Patients being discharged** may have one support person present to receive patient care instructions as they transition to home.
- **Patients near death** may designate two support persons to meet with healthcare providers to discuss end of life options. When in the stages of actively dying, two designated support persons may remain with the patient through end of life.
- **Clergy are welcome** to visit patients daily between the hours of **7:30AM-7PM**. Prior notification to the hospital chaplain is appreciated.

## Additionally:

- All visitors will be screened for COVID-19, must wear a hospital-provided mask at all times, practice social distancing and must remain in the patient room while in the hospital. Public areas (such as waiting rooms, lounges, café seating) are not available at this time.
- Visitors must be over the age of 18 and must show personal identification to enter the facility.
- **Patient belongings** can only be delivered if essential to the patient's care, pre-approved by the patient's nurse, and delivered daily between **7:30AM-7PM**. Gifts to patients cannot be delivered at this time.
- **Food deliveries** to the hospital can only be received daily between **7:30AM-7PM** (no exceptions) at the hospital front entry. Delivery personnel cannot enter the hospital. Staff is not allowed to assist in food deliveries.

\* The front entrance is open daily: 7:30AM – 7PM.