

# Visitor Guidelines

## OUR PARTNERS IN PATIENT CARE

Visitors have always been more than just a “visitor.” They have been our partners in patient care. Research supports the value of having a loved one at the bedside for recovery and for safety. More importantly, a loved one at the bedside is simply the right thing to offer. We are grateful that the guidelines issued nationally and locally support our ability to make these visitation changes.

### Visitation Hours:

Location	Time	Number of Visitors
Adult Inpatient/Outpatient	8am - 9pm	2 at a time (rotating visitors is permitted)
Emergency Department (ED)	Variable, based on department volume and patient safety	1 visitor may be permitted when the patient is in an ED room
L&D and Postpartum	8am - 9pm (1 person is permitted to stay the night)	1 support person + 1 additional visitor (rotating visitor is permitted)
NICU	All Hours (no visitation during change of shift)	2 “ID band holders” + 1 additional designated visitor per day (maximum of 2 visitors at a time)
Pediatrics	8am - 9pm (1 designated guardian is permitted to stay the night)	Both designated guardians + 1 additional designated visitor per day (maximum of 2 visitors at a time)

\* Visitors could be asked to leave the unit during medical emergencies or procedures involving any patient on the unit.

### Isolation Patient Visitation:

Isolation Patient Visitation is the same as it is for all other patients except that there must be PPE resources available as well as availability of a staff member to help with appropriately putting on and removing PPE.

For all inpatient visitation exceptions, please contact the House Supervisor.

For all Emergency Department visitation exceptions, please contact the Nurse Shift Manager or Charge Nurse.

Approval will be based on a balanced approach of compassion and safety.



## Visitation Rules:

- All visitors (for inpatient and ED) must be **16 years** or older and be able to comply with the following rules:
  - ✓ Wear a hospital issued face mask at all times, including in the patient's room.
  - ✓ Visitors for admitted patients must enter and exit the building via the main lobby and use the elevators near the main lobby security station.
  - ✓ Be free of any signs or symptoms of COVID-19 or the flu such as fever, shortness of breath, cold symptoms, muscle aches, cough, or vomiting.
  - ✓ Use hand sanitizer to cleanse hands before entering and when leaving the room.
  - ✓ Stay in the room except to use the designated restroom, if needed during their visit.
  - ✓ Visitors are allowed in the lobby, to visit the gift shop, the coffee cart, and the cafeteria during open hours once they have been screened at a security desk.
- Flowers may be brought in by visitors, delivered to the hospital, or delivered by the hospital's Gift Shop to all patient care areas except the intensive care units. When bringing fresh-cut flowers, please bring a vase or container.
- Outside food is permitted as long as it is within the dietary restrictions of the patient. Food/containers must be disposable and eaten in the patient's room. Food delivery to the hospital is NOT permitted.

Thank you visitors and California Hospital Caregivers for being partners in patient care. We are called to see the vulnerable feel secure and to participate in the effort to help the sick feel well.