

## A message for our valued patients and families.

For the health safety of our patients, loved ones, visitors, hospital staff, medical staff, and community the following conditions are effective May 6, 2020, and are subject to change at any time to ensure a safe environment.

### Updated Visitor Policies

- **Patients and support persons must wear a mask to enter the hospital.** Masks must be worn at all times when outside of a patient room (masks must be worn in the patient room when a caregiver is present). Patients and support persons should bring a personal mask with them to the hospital. Thank you for supporting our efforts to keep our patients, support people, and staff safe.
- All support persons will be screened for Covid-19 symptoms at the hospital entry. Support persons with symptoms of being sick – such as fever, new cough or difficulty breathing – may not visit patients in the hospital. Support persons must not have, or be suspected of having, Covid-19.
- **Food and beverage options** are available through vending machines (available 24 hours a day), and the cafeteria (open 630am-7pm daily); or the support persons may bring food and personal non-alcoholic beverages in with them. Food and beverages cannot be delivered to the hospital for patients and/or support persons at this time.
- **Patients in the Pediatric Burn Unit and NICU: Patients in these units can experience prolonged hospitalizations, and therefore we welcome two designated (2) support persons:**
  - These support persons must remain the same two people for the duration of the patient's hospitalization.
  - The support persons may switch out every 24 hour period.
- **Patients in Pediatrics and PICU: We welcome one (1) support person who must remain with the Pediatric and PICU patient for the duration of the hospitalization.**
  - The designated support person will remain the same during the hospitalization. If the support person leaves the patient during the hospital stay, they will not be able to reenter.
  - The designated support person should bring any items needed for their personal care at time of admittance.
  - In these departments only, the support person will be able to order a complimentary meal tray off the patient menu when ordered concurrently with the patient's meal tray.
- **Labor and Deliver Patients: We welcome one (1) support person.**
  - The designated support person will remain the same during the hospitalization, and if the support person leaves the patient during the hospital stay, they will not be able to reenter.
  - The designated support person should bring any items needed for their personal care at time of admittance.
- **Patients near death: We welcome one (1) support person to be present with the patient.**
  - We welcome one person for patients at the end of life to serve as support. This person may remain with the patient until the time of their death. However, if the support person does leave, neither they nor any other person may return to visit that patient.
  - The designated support person should bring any items needed for their personal care for the duration of their visit when they arrive to the hospital.
  - Critical care and near death are not interchangeable.
- **Patients with Physical, Intellectual, and/or Developmental Disabilities and Cognitive Impairments: We welcome one (1) support person when medically necessary (essential to the patient's care).**
  - The designated support person will remain the same during the hospitalization, and if the support person leaves the patient during the hospital stay, they will not be able to reenter.
  - The designated support person should bring any items needed for their personal care at time of admittance.
  - For prolonged hospitalization, patients may designate two (2) support persons:
    - These support persons must remain the same two people for the duration of the patient's hospitalization.
    - The support persons may switch out every 24 hour period.

### Additionally:

- No visitors are allowed in other areas of the hospital, including the adult Critical Care Unit, Emergency Department and ED screening tent.
- Children under the age of 18 will not be allowed to enter the hospital unless seeking care for them.
- No deliveries may be made to the hospital for support persons or patients at this time.
- Patients who are suspected of or known to have COVID-19 may not have support persons.

Dignity Health believes families are an important part of the healing process. We encourage you to use technology to stay in touch with family and friends, such as FaceTime, Skype, or WhatsApp.

Our goal is to protect you, your loved ones, our staff and physicians and the communities we serve. If you have questions about Dignity Health and Coronavirus (COVID-19), please visit our website at <https://www.dignityhealth.org/coronavirus-disease-2019>.