

Policy & Procedure

Title:	Acute Care Patient Visitation and Restrictions	Date of Origin:	04/20	Policy #	AD96		
		Last Reviewed:	07/22				
		Last Revised:	07/22				
		Effective:	07/22	Page	1	of	7

Affiliate(s):	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p><input checked="" type="checkbox"/> Hospital:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Clifton Springs <input checked="" type="checkbox"/> NWCH <input checked="" type="checkbox"/> RGH <input checked="" type="checkbox"/> UMMC <input checked="" type="checkbox"/> Unity <input checked="" type="checkbox"/> Unity Specialty Hospital <input checked="" type="checkbox"/> Canton-Potsdam Hospital <input checked="" type="checkbox"/> Gouverneur Hospital <input checked="" type="checkbox"/> Massena Hospital <p><input checked="" type="checkbox"/> Hospital Subcategories:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Inpatient Services <input checked="" type="checkbox"/> Outpatient Services <input checked="" type="checkbox"/> ElderOne (ext. clinics) <input checked="" type="checkbox"/> PCASI <input checked="" type="checkbox"/> SMS <input checked="" type="checkbox"/> Behavioral Health </div> <div style="width: 45%;"> <p><input type="checkbox"/> Long Term Care</p> <ul style="list-style-type: none"> <input type="checkbox"/> Clifton Springs Nursing Home <input type="checkbox"/> DeMay Living Center <input type="checkbox"/> Edna Tina Wilson Living Center <input type="checkbox"/> Park Ridge Living Center <input type="checkbox"/> Unity Living Center <p><input type="checkbox"/> ACM Laboratory</p> <p><input type="checkbox"/> Ambulatory Surgery Center</p> <p><input type="checkbox"/> Elder One - PACE</p> <p><input checked="" type="checkbox"/> NonArticle 28 Practices (WNY)</p> <p><input checked="" type="checkbox"/> PRCD, Inc.</p> <p><input checked="" type="checkbox"/> RMHC</p> </div> </div> <ul style="list-style-type: none"> <input type="checkbox"/> Rochester Regional Health Home Care <input type="checkbox"/> Rochester Regional Health Hospice Care <input type="checkbox"/> Rochester Regional Health Home Infusion Pharmacy <input type="checkbox"/> Rochester Regional Health Hospice Care (Hildebrandt Campus) <input type="checkbox"/> CompassionNet <input type="checkbox"/> Genesee Region Home Care of Ontario County, Inc.
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For purposes of this policy, “Rochester Regional Health” shall collectively refer to the affiliates identified in the header of the policy except those outside the U.S.

- Definitions**
- **Visitor:** an individual, 12 years of age or older that is able to visit with a patient within the RRH defined visitation hours.
 - **Support person:** an individual, 18 years of age or older and are essential to patient care. They include:

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		Last Revised:	07/22				
		Effective:	07/22	Page	2	of	7

	<ul style="list-style-type: none"> ○ A parent or guardian of a pediatric patient ○ A support person to a laboring patient ○ A person who is medically necessary for the care of a patient including patients with intellectual and/or developmental disabilities (I/DD) ○ Patients with cognitive impairments including dementia or in imminent end-of-life situations for a patient who is actively dying and death is anticipated within less than 24 hours.
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Policy Statement:	<p>Rochester Regional Health recognizes the need for patients to be able to see their loved ones face to face; at the same time, we must continue to put the safety of our patients, visitors, and staff first. The New York State Department of Health has issued a directive allowing for restricted visitation for acute care inpatient settings. This policy addresses the management of both visitors and support persons. Outpatient offices will allow one support person with a patient during an outpatient visit.</p> <ul style="list-style-type: none"> ● Any visitors or support persons permitted must be symptom-free; therefore, within the previous 10 days cannot have any respiratory symptoms, including fever of 100°F or higher or cough or shortness of breath and must not have knowingly been exposed to an individual with COVID-19, unless otherwise outlined below. This will be communicated through signage at building entrance points and the expectation is the visitor will self-report that they are ill and will not enter the facility. If a visitor is noted to be visibly COVID-19 symptomatic and/or ill, they may be asked to leave the facility. ● Visitors who fail to comply with the guidance outlined in this policy will be asked to leave the facility. Designated guardians and on-site support persons shall not be denied access to the facility for refusing to comply with the facility’s COVID-19 testing and screening requirements. ● Within areas of our facilities that do not allow us to accommodate social distancing, we reserve the right to refuse visitors for their safety and the safety of our patients and staff. ● We may apply exceptions that restrict support persons and visitors in limited circumstances due to medical necessity made by the treating clinician and/or based on the facilities’ ability to maintain appropriate infection control protocols.
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Procedure:	<p><u>Policy for all visitors and support persons:</u></p> <ul style="list-style-type: none"> ● Two visitors are allowed at a time at the bedside during visiting hours. ● Visitation is permitted for any patient, including those on Isolation Precautions. Visitors should be advised on requirement to use appropriate PPE per policy, and will be provided the PPE and educated on how to use by the patient’s unit staff. Visitors will be made aware of potential risk of exposure. ● Visiting hours for all RRH hospitals are: <ul style="list-style-type: none"> ○ Rochester General Hospital: 9 a.m. - 1 p.m. and 4 p.m. – 8 p.m.
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		Last Revised:	07/22				
		Effective:	07/22	Page	3	of	7

	<ul style="list-style-type: none"> ○ Unity Hospital: 9 a.m. – 1 p.m. and 4 p.m. – 8 p.m. ○ Clifton Springs Hospital & Clinic: 12 p.m. – 8 p.m. ○ Newark-Wayne Community Hospital: 8 a.m. – 8 p.m. ○ United Memorial Medical Center: 9 a.m. – 1 p.m. and 3 p.m. – 7 p.m. ○ Canton-Potsdam Hospital: 9 a.m.-1 p.m. and 4 p.m. - 8 p.m. ○ Massena Hospital: 9 a.m.-1 p.m. and 4 p.m. - 8 p.m. ○ Gouverneur Hospital: 9 a.m.-1 p.m. and 4 p.m. - 8 p.m. ○ Behavioral Health Facilities – up to 2 visitors at a time, call specific site for hours <p>Visitors must be 12 years of age or older. Individual hospitals may have further restrictions on age requirements for specific units/departments.</p> <ul style="list-style-type: none"> ● The following Emergency Departments will permit 1 visitor with a patient receiving care in the Emergency Department with no restrictions regarding visiting hours: <ul style="list-style-type: none"> ○ Canton-Potsdam Hospital ○ Clifton Springs Hospital and Clinic ○ Gouverneur Hospital ○ Massena Hospital ○ Newark-Wayne Community Hospital ○ Rochester General Hospital Pediatric ED only, up to 2 visitors for patient 18 years old and under. 1 visitor for patients 19 years old – 23 years old ○ United Memorial Medical Center ● Virtual visitation is encouraged whenever possible. Virtual visitation includes whatever electronic device the patient prefers regardless of whether it is the patient’s own device (e.g., a cell phone) or a device they receive for the purpose of improving communication (e.g., a tablet specifically designed for video telephony). The video camera may not be pointed at other patients or staff members without the staff member’s permission. The healthcare team may request the device is turned off during patient care. ● *No visitors will be permitted in the: <ul style="list-style-type: none"> ○ Emergency departments at Rochester General Hospital and Unity Hospital ○ Cancer infusion center ○ Exceptions in these restricted areas will be permitted for: <ul style="list-style-type: none"> ▪ pediatric patients, ▪ labor and delivery patients, ▪ patients with intellectual and/or developmental disabilities, and
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		Last Revised:	07/22				
		Effective:	07/22	Page	4	of	7

- cognitive impairments including dementia and patients at the end-of-life (outlined below)
- **The following groups may designate a support person(s) who is not restricted by visitation hours.**
 - Pediatric patients: **one support person** may be present on-site at a time in the emergency room or during hospitalization. For pediatric patients, especially with prolonged hospitalizations, the patient or family/caregiver **may designate two support people**; but only one support person may be present at a time.
 - Labor & Delivery: Prior to admission, in labor and delivery **triage, one visitor/support person, plus a certified doula**, are allowed. Patients may have **two designated adult support people and a certified doula** to be present at the bedside **upon admission, throughout labor, delivery and recovery**. During **postpartum** the couple may also have a certified doula, and two designated adult support people to be present at the bedside.
 - Patients with intellectual and/or developmental disabilities (I/DD), and cognitive impairments including dementia: **One support person** may be present on-site at a time in the emergency room or during hospitalization. **An additional visitor may also be with the patient and stay for up to four hours per visit during normal visiting hours once the patient is admitted to a room.**
 - End-of-Life Situations: the patient and/or family/care giver may have an **unrestricted number of visitors at a time at the bedside** as long as social distancing is maintained. Minor age visitors must be accompanied by an adult. End-of-life determinations are made in coordination with patient, family/legal guardian and treatment team. Visitation for end-of-life situations is not restricted by COVID-19 status or hours. All infection control guidelines and instructions must be followed.

General Guidance:

- Visitors will complete a sign in process when entering the hospital.
- Patients undergoing **same-day procedures** may be accompanied to the facility by a companion for pre-procedure (surgery) and post-procedure (surgery). Pediatric patients undergoing procedures may have up to 2 support persons.
 - The visitor/support person must remain masked at all times and must maintain social distancing and hand hygiene as outlined in this policy.

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		Last Reviewed:	07/22				
		Last Revised:	07/22				
		Effective:	07/22	Page	5	of	7

	<ul style="list-style-type: none"> • Support persons and visitors may not be present during procedures and in the recovery room except for pediatrics, childbirth, and patients with an intellectual, developmental, or other cognitive disability. • Support persons and visitors will be instructed to remain in the patient’s room throughout the visit except when directed by hospital staff to leave during aerosol-generating procedures or other procedures during which visitors are usually asked to leave. • Within areas of our facilities that do not allow us to accommodate social distancing, we reserve the right to refuse visitors for their safety and the safety of our patients and staff. • Support persons and visitors must be wearing a medical mask upon arrival to the facility in the proper way - covering their nose and mouth completely. Cloth masks are not acceptable at this time. If the support persons and visitors do not arrive with a mask or arrive with a cloth face covering, the hospital will provide the support persons and visitors with a medical mask. The support persons and visitors will be instructed to keep their mask on at all times. <i>Visitors with facemasks with exhalation valves must change the mask or cover it with medical mask that covers the valve to be permitted to enter.</i> • Support persons and visitors must comply with strict hand hygiene and personal protective equipment practices. <ul style="list-style-type: none"> ○ Wash hands often with soap and water for at least 20 seconds. If soap and water are not readily available, use hand sanitizer that contains at least 60% alcohol. Cover all surfaces of on hands and rub them together until they feel dry. ○ Avoid touching your eyes, nose, and mouth with unwashed hands. • Support persons and visitors will be provided written information regarding the potential risks and benefits of visiting a patient within the hospital as well the expectations regarding their visitation which includes: the hours of visitation, remaining in the patient room during the entire visit unless otherwise instructed, wearing their medical mask during their entire visit and instructions regarding meticulous hand hygiene. Support persons and visitors who fail to comply with the outlined expectations will be asked to leave the facility. <p>Visitation of a deceased patient may be a necessary step in the grieving process of the patient’s loved ones. There may be up to two visitors permitted at the bedside at a time. This type of visitation is considered a compassionate visit; the hospital visitation hours do not apply to this type of visitation. Appropriate infection prevention precautions should be followed. Visitation of a COVID positive or Person-Under-Investigation deceased patient should be discouraged and should be handled on a case-</p>
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		Last Revised:	07/22				
		Effective:	07/22	Page	6	of	7

by-case basis with hospital leadership. If this occurs, up to two visitors are permitted and the visitor(s) must:

- Fully understand the risks of acquiring COVID-19, so that the visitor can make an informed decision of whether or not the visiting the deceased at the bedside is essential.
- Wear a medical mask throughout their time in the hospital,
- Practice scrupulous hand hygiene,
- Remain in the deceased patient’s room except for entrance and exit from the hospital, and
- While in the deceased patient’s room, a gown and gloves should be worn to prevent the person’s hands or clothes from becoming contaminated. Eye protection should be worn while in the room if available. After the visitor(s) has left the deceased patient’s room, staff must observe that the visitor(s) is properly doffing PPE and ensure the visitor performs hand hygiene.
- Not directly touch or handle the body of the deceased without PPE. i.e. must not directly kiss, hug or hold the hand of the deceased without the protection of PPE.

Outpatient location support person guidelines:

- One (1) support person is permitted to be with a patient during an outpatient visit
- The patient will be screened for symptoms of COVID-19 (e.g. respiratory symptoms, including fever of 100°F or higher or cough or shortness of breath) upon arrival to the outpatient office/location
- If the patient screens positive, they are masked and the COVID triaging process continues.
- **For outpatient office locations within acute care or inpatient acute care locations that offer outpatient services**
 - One (1) support person is permitted to be with the patient for the outpatient visit.

Signage


Hospitals must post signage notifying the public of the visitation restrictions in all hospital entrances and in parking lots. In addition, visitor restriction and screening communications should be posted to the hospital’s website and social media pages.

- Attachment 1:* [Visitor Restriction Guidelines – CSHC](#)
Attachment 2: [Visitor Restrictions Guidelines – NWCH](#)
Attachment 3: [Visitor Restrictions Guidelines – RGH](#)
Attachment 4: [Visitor Restriction Guidelines – UMMC](#)
Attachment 5: [Visitor Restriction Guidelines – UHS](#)

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		Last Reviewed:	07/22				
		Last Revised:	07/22	Page	7	of	7
		Effective:	07/22				

References: NYS DOH Health Advisory: COVID-19 Updated Guidance for Hospital Visitation; dated March 25, 2021

<i>Approvals</i>	<u>Signature</u>	<u>Name</u>	<u>Title</u>	<u>Date</u>
		Robert Mayo, MD	EVP, Chief Medical Officer	8/2/2022