

Hospital Procedural Guide

The following are the operational guidance protocols to be followed by all Rochester Regional Hospital Affiliates that offer limited visitation for inpatients meeting the criteria for visitation. The guidance and associated work streams are developed based on guidance from the [NYS Department of Health](#).

Visitation Hours

- **Rochester General Hospital: 9 a.m. – 1 p.m. and 4 p.m. – 8 p.m.**
- **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: 12 p.m. – 8 p.m.**
- **United Memorial Medical Center: 9 a.m. – 1 p.m. and 3 p.m. – 7 p.m.**
- ***Behavioral Health Facilities – call specific site for hours***

Visitation Policy

- Each COVID negative patient can have **one** visitor at a time at the bedside
- Different visitors can visit the patient throughout the day as long as it is limited to one at a time
- Visitors must be 12 years of age or older
- Labor and Delivery (Obstetrics)
 - Two people may visit the patient at a time (i.e. support person and visitor OR two visitors OR two support people)
 - Support person(s) may be at bedside at any time during the hospitalization
 - Visitors must adhere to visitation hours as noted above
- Pediatrics
 - Two supports persons and one visitor
 - One support person in pediatric ED
 - *If the patient is COVID positive, one support person and one visitor*
- Patients undergoing ambulatory procedures or surgeries
 - One visitor only for pre-procedure (surgery) and post-procedure (surgery)
- Patients with intellectual and/or developmental disabilities, 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 during hospital-designated visiting hours
- Behavioral Health inpatients
 - There is no change to the current visitation rules for Behavioral Health Inpatients
 - Two visitors during site-specific hours
- End of life patients (**appropriate PPE will be required if the patient is COVID positive**):
 - Up to two visitors at the bedside at a time
 - One support person (in addition to visitors) is allowed at the bedside; clergy are not considered a visitor
 - Social distancing must be maintained

Procedures to Follow

- Each facility will designate doors through which visitors will be directed to enter.
 - Signage is available and coordinated by each communication/marketing representative.
 - Door screeners are designated at each door where visitors are to enter during published visitor hours.
 - A facility may further restrict visitation as needed based on an emerging circumstance that may require such action. **The facility leadership should consult with and inform RRH System Incident Command and Communications as soon as possible ([COVID19CommandCenter.org](https://www.rrh.com/COVID19CommandCenter.org)) when this decision is being considered.**
- Door screeners will be equipped with the tools needed to appropriately screen visitors:
 - A thermometer.
 - A laptop computer with Care Connect access (Department is RGH OPERATOR-V and show the patient/ visitor list).
 - Visitor guideline handout and symptom monitoring.
 - A list of current screening questions to ask the visitor.
- Upon presentation, the door screener will perform visitor screening and validation.
 - Request the name of the patient who the visitor is wishing to visit.
 - The screener will conduct the screening for fever using the thermometer, and ask the screening questions.
 - If the visitor answers yes to any question or has a fever over
 - 100.0 F, they are to be asked to leave and not visit until they are symptom-free.
 - The screener then follows the steps to enter the information about the visitor into the Care Connect Screen (see *Knowledge Builder*).
 - The visitor is instructed to return to the screening desk to “check out” before leaving.
- Checkout
 - Visitors are asked to stop at a screening point upon completion of the visitation to “check out” with the screener.
 - Screeners should follow the Knowledge Builder to perform the check out for the visitor of the patient

General Visitor Policy Guidance

- Any visitors permitted must be symptom-free; therefore, 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 within the past 10 days or had a positive COVID test within the last 14 days unless otherwise outlined below.
- Visitors will be registered in an electronic system within the EMR (Care Connect) upon entry for each visit. The registration log will include the name and contact information of the visitor, the date(s) of their visits, and the name of the patient(s) visited.
- Patients undergoing same-day procedures may be accompanied to the facility by a companion

for pre-procedure (surgery) and post-procedure (surgery). The visitor must remain masked at all times and must maintain social distancing and hand hygiene as outlined in this policy.

- 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 social distancing, we reserve the right to refuse support persons and visitors for their safety and the safety of our patients and staff.
- If the support persons and visitors do not arrive with a mask or cloth face-covering, the hospital will provide the support persons and visitors with a mask. The support persons and visitors will be instructed to keep their masks or cloth face-coverings on at all times.
- Support persons and visitors must comply with strict hand hygiene and personal protective equipment practices.
 - Wash hands often with soap and water for at least 20 seconds. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of 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 as expectations regarding their visitation which includes: the hours of visitation, remaining in the patient room during the entire visit unless otherwise instructed, wearing their mask or cloth face-covering 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.

Procedural FAQs

- If visitors have to leave the room where will they go?
 - Visitors will be instructed to leave the hospital premises.
- Who will be available to help the registration group or gatekeepers if they have questions?
 - Each hospital has designated support people as subject matter experts for this process.
- What happens if a visitor is not wearing a mask?
 - Visitors who fail to wear a face mask and other PPE will be asked to leave the facility.
- What if I am having issues accessing the visitor log in CareConnect?
 - The IT Service Desk can help resolve this issue. Call 922-HELP or send email to ITSERVICE@rochesterregional.org
- What if a patient does not want any visitors?
 - Use the current opt-out process.

