



Talking Points: Visitor Guidance for All Acute Care (HOSPITAL) Facilities

We recognize 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 which is why it is imperative visitors follow these guidelines. Visitors who fail to comply with this guidance will be asked to leave the facility.

By visiting a patient within the hospital, you may be putting yourself or the patient at risk if you have been exposed to COVID-19 and/or have not been adhering to social distancing and masking guidance.

Because not all patients can have visitors, Rochester Regional Health has invested in iPads and telephones to help facilitate auditory and video communication. Though not the same as a personal visitation, we are doing everything we can to support our patients and families.

Rochester Regional Health Visitor Policy

- Patients may designate two visitors throughout the patient's stay;
 - Only ONE visitor is allowed at a time for no longer than four hours daily.
- Visiting hours for all RRH hospitals are 9 a.m. – 1 p.m. and 4 p.m. – 7 p.m. daily.
- ***No visitors will be permitted for:**
 - ED patients
 - COVID-19 positive patients
 - Suspected COVID-19 positive patients
 - Cancer infusion centers
 - Inpatient behavioral health
- **The exception to the above list of prohibited visitors include:*
 - Pediatric patients may have one designated guardians on-site at a time.
 - End-of-life patients may have one on-site visitor at a time.
 - Obstetrical patients may have one on-site visitor at a time.
 - Patients with intellectual, developmental, or other cognitive disabilities.
 - There are no restrictions on the hours of visitation for this list of visitors
- Visitors must be older than 18 years of age.



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FOR SCREENERS & STAFF

- The security person/screener will have access to the inpatient list in Care Connect.
 - The list will have the names of the two current allowed visitors.
- Only one visitor is allowed at a time, the screener will note the time of arrival and departure in Care Connect.
- The support person for OB, pediatric surgery, or for patients being allowed to have a support person will constitute one visitor; there can never be two visitors at one time.
- If a visitor is not listed on the inpatient list, and a visitor arrives, they will be logged at the entrance using Care Connect and allowed to proceed to the unit.
 - If the patient wants that visitor to be actively allowed, Care Connect can be updated on the unit.
- If the patient is unable to communicate their wishes on visitors, the Nursing unit will work to identify appropriate visitors with family or other significant others.
- If two people are designated and someone presents other than the designated person, the visitor will not be permitted to visit.
- The screener can call the unit at any time if there is a question related to visitors

GENERAL RULES

- Visitors must be screened upon entering the facility; they will be denied entry if they report significant COVID-19 exposure or symptoms during the prior 14 days or have a temperature over 100.0 degrees Fahrenheit.
- 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, but may not stay during the procedure.
 - A companion may drop them off and pick them up outside the facility.
 - They may not be with the patient inside the facility.
- 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.

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- 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.
- Visitors must be wearing their mask or cloth face-covering upon arrival to the facility. If the visitor does not arrive with a mask or cloth face-covering, the hospital will provide the visitor with a mask. The visitor will be instructed to keep their mask or cloth face-covering on at all times.
- 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 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.
- 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 mask or cloth face-covering during their entire visit and instructions regarding meticulous hand hygiene. Visitors who fail to comply with the outlined expectations will be asked to leave the facility.

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