

NYC HEALTH + HOSPITALS/ELMHURST
ADDENDUM TO ADMINISTRATIVE POLICY 19:
Visitation Update.6.24.20

NYC Health + Hospitals/Elmhurst has updated guidance and protocols on Visitation effective June 24, 2020

- Elmhurst Hospital Center respects the rights of all patients, family members, visitors and hospital staff.
- All visitors must be 18 years of age or older except in rare exceptions determined by Administration.
- All visitors will be screened for symptoms of COVID-19 when they arrive at the hospital. Anyone who has symptoms of COVID-19 within the prior 14 days or who has had significant exposure to someone with COVID-19 or a temperature equal to or greater than 100.0 degrees will not be allowed to enter.
- All visitors must wear a mask or face covering during their visit. A mask will be provided if they don't have one.
- After completing the symptoms screening, visitors will be given a special color of the day visitor sticker to wear while in the hospital.
- An Education flier and visitor pass sticker will be provided by the Information Desk after a negative COVID screen.
- The name and contact information for visitors, the dates of their visits, and the name of the patient visited will be obtained at the Information Desk and maintained in an electronic format by the hospital.
- Patients are allowed only one visitor at a time.
- Visitors who do not follow these requirements will be asked to leave.
- The current visitation policy exceptions for labor and delivery, pediatrics, end-of-life, and patients with an intellectual, developmental, or other cognitive disability will remain in effect.
- Visitors may not be present during procedures and in PACU (Post Anesthesia Care Unit) except for Pediatrics, childbirth, and patients with intellectual, developmental or other cognitive disabilities.

- For same day procedures or Adult Emergency Department, the patient may be accompanied to the facility by a companion and that companion may remain with the patient through the initial intake process and rejoin the patient for the discharge process. The companion must comply with the COVID-19 screening process.
- Health care providers should thoroughly discuss the potential risks and benefits of the visitor's presence at the bedside with both the visitor and patient, if possible on admission.

VISITATION PROTOCOL FOR MEDICAL/SURGICAL INPATIENT UNITS

- Patients are allowed a total of four hours of visitation from 3:00 pm to 7:00 pm every day.
- Visitors will be directed to the Nurses Station on the floor where their patient is located and directed to the correct patient room.
- Visitors will be provided with and wear appropriate personal protective equipment (PPE) as recommended by the CDC and Prevention and the New York State Department of Health and be asked to perform meticulous hand hygiene and wear the PPE throughout the visit.
- Visitors must wash their hands with soap and water, or use hand sanitizer, before entering and exiting the patient's room.
- Visitors must stay in the patient's room throughout their visit unless asked to step out by hospital staff.
- If needed, the hospital reserves the right to restrict the total number of visitors in a room based on the needs of staff and/or patients occupying the room.
- Visitors are strongly discouraged from visiting patients who are at high risk for severe illness from COVID-19, including patients who are older adults or with an underlying medical condition.
- As alternatives to visit, family/ caregivers may engage our video connection remote communications (e.g., telephone or internet connection) in the isolated area to allow for video or audio calls. Assistance will be provided by Patient Relations Department or AOD if needed.
- Visitors who do not follow these requirements will be asked to leave.

VISITATION PROTOCOL FOR WOMEN AND CHILDREN DEPARTMENT

- **NEONATAL INTENSIVE CARE UNIT**

- Hours: 1:30 pm to 5:30 pm
- Hand hygiene is performed by everyone entering NICU
- Only COVID-19 NEGATIVE (asymptomatic) Mother will be permitted.
- Asymptomatic significant other will be allowed to visit. Only one person at a time will be allowed at the bedside.
- When one parent exits the NICU and the other enters, the parent exiting will be encouraged NOT to leave the 8th floor.
- Visitors who do not follow these requirements will be asked to leave.

- **PEDIATRICS**

- 24-hour visitation for parents/caregivers/ legal guardians
- Parents/caregivers/ legal guardians will be screened on the unit.
- The same parent/ care giver/legal guardians will remain with the patient for the duration of the hospitalization.
- Visitors who do not follow these requirements will be asked to leave.

- **OBSTETRICS**

- Labor and Delivery patients are permitted one visitor throughout the labor, delivery, and postpartum period, which can include a partner, family member, doula, or other support person. The designated person will have an ID/baby band. The visitor cannot be rotated.
- After delivery, the designated visitor will accompany the patient to the Postpartum Unit. Visitors will be allowed to leave the unit and will be screened every shift.
- Antepartum patients will follow the same visitation guidelines as noted in the hospital. (no overnight stay, four-hour visits only and visitors will be screened).
- Visitors who do not follow these requirements will be asked to leave.

VISITATION PROTOCOL FOR BEHAVIORAL HEALTH INPATIENT SERVICE

- Visits will be limited to one person per patient a day for 30 minutes
- Visits will be from 1:30-2:00pm, 2:00-2:30pm, and 2:30pm-3:00pm Monday through Friday
- On admission, patients will be informed of the visiting hours and visitation process.
- Psychiatry staff will schedule appointments with visitors with specific date and time.
- Visitors are not allowed to bring in any food or outside items.
- Visitors who do not follow these requirements will be asked to leave.