

HOSPITAL VISITOR POLICY

NYC
HEALTH+
HOSPITALS

Kings
County

**To protect our patients, visitors and staff,
we have new rules and safety guidelines:**

Purpose Statement

The health and safety of our patients, visitors, employees, and community is a top priority at Kings, especially during the current COVID-19 pandemic. This visiting policy addendum outlines modifications to our visiting procedures, aligning patient rights to visitors with guidelines issued by the New York State Department of Health concerning COVID-19 as of March 25, 2021.

Please note that this updated guidance will remain in effect until health advisories and guidance are amended.

Procedures

- + General Inpatient Medicine:** Visiting hours for General Medicine Units will be daily from **1pm-6pm**. Two **(2)** visitors per patient are allowed to visit for a total of four **(4)** hours within the time period specified above, and two **(2)** visitors are allowed at the bedside at a time. All visitors must be 18 or older. Visits must be scheduled and notification made of visit appointments to **KingsVisits@nychhc.org or 718-245-7111**. Patients should schedule appointments at least four hours in advance of the requested arrival time.
- + Adult Intensive Care Units (ICU):** Visiting will be limited to two **(2)** visitors age **18 or older** per day for a visit duration of **30** minutes.
- + Surge Unit S3:** Visiting will be limited to one **(1)** visitor age **18 or older** per day for a visit duration of **30** minutes.
- + Ambulatory Care appointments:** One **(1)** person may accompany the patient. That person may be a caregiver or support staff such as a home attendant or doula.
- + PACU (non-L&D recovery rooms):** **No visitors** are allowed at this time. Visitors may be present during pediatrics and childbirth procedures and with patients with intellectual, developmental, or other cognitive disabilities, or end-of-life situations and in other situations as authorized by the hospital, depending upon the patient's status and condition.

- + **S5 (Labor and Delivery/Labor and Delivery ED Triage):** Labor and Delivery patients - two (2) support persons, including a doula, may accompany the patient throughout the labor, delivery, and postpartum period, including recovery, until discharge to home. The support person can be a spouse, partner, family member, or other persons of their choice. The designated person will have an ID/baby band.
 - + Support persons of patients who have scheduled procedures in Labor and Delivery are asked to be **tested for COVID-19** within three (3) days of the scheduled procedure.
 - + During the Labor and Delivery process, the designated visitor(s) will have their temperature checked twice (2) a day and assessed for any COVID-19 related symptoms.
 - + After delivery, the designated persons will accompany the patient to the Postpartum Unit. Visitors will be allowed to leave the unit and will be **screened every shift**. Visitors **must** abide by the visitation guidelines of the hospital/unit.
- + **S5 Maternal-Fetal Medicine/Ultrasound Testing Unit:** Visitors are not allowed beyond the waiting area.
- + **S5 Antepartum Patients:** Visitors to antepartum patients will follow the same visitation guidelines as the inpatient medicine units. At this time, visitation is limited to a four-hour window between **1 pm - 6 pm**, two (2) persons at the bedside at a time; no **overnight visits** are permitted at this time.
- + **Mother and Baby:** Two (2) visitors per patient between the hours of **10 am - 8 pm**.
- + **Pediatrics:** May have two (2) designated support persons at a time.
- + **Pediatric ICU:** May have two (2) parents or support persons at a time.
- + **Neonatal ICU:** One or both parents/support person may visit at this time with flexible hours of arrival.
- + **Emergency Department:** Emergency Department visitation guidelines are outlined in the department-specific policy effective July 1, 2020.
- + **Behavioral Health:** Behavioral Health visitation guidelines are outlined in the department-specific policy effective 6/29/2020.
- + The environment will be **sanitized** by designated staff at scheduled intervals.
- + All visitors are required to wear a face **mask** or face covering at all times. If a visitor does not have a face covering or mask, staff will provide a mask. If the visitor refuses to wear a mask or face covering, the visit will be terminated.
- + Patients will perform hand hygiene. Visitors must use hand sanitizer upon arrival to the building and upon entering and exiting the area where the visit occurs.
- + On admission, each patient will be informed of the visiting hours and the visitation process. Patients must be determined to be clinically safe to have a visitor and not deemed a significant high-risk in the context of these visiting guidelines.

- + Additional steps may be required in specific areas of the hospital as per existing policy guidelines.
- + Patients undergoing same-day procedures may be accompanied by a companion who may remain with the patient through the initial intake process, wait in a hospital designated waiting area, and may rejoin the patient for the discharge process; unless otherwise disallowed by the hospital according to the patient's status condition, circumstances, or hospital policy.
- + Visitors **may not** be present during procedures and recovery rooms except for pediatrics, childbirth, and patients with intellectual, developmental, or other cognitive disabilities. As authorized by the hospital, visitors may be present, depending upon the patient's status and condition.
- + Patients with intellectual and/or developmental disabilities (I/DD) and patients with cognitive impairments, including dementia, may designate one **(1)** support person to remain with them through their hospitalization. An additional visitor may also be with the patient during hospital-designated visiting hours. As authorized by the hospital, visitors may be present, depending upon the patient's status and condition.
- + Children under the age of **18** who do not have medical appointments, medical emergencies, or have **not** been granted permission to visit will not be permitted access.
- + End of Life Situations:
 - + Two **(2)** support persons may be designated to remain with patients in imminent end-of-life situations. As authorized by the hospital, visitors may be present, depending upon the patient's status and condition.
- + Exceptions to the guidelines listed herein may be made on a case-by-case basis as determined by the primary care team based on the patient's status and condition. Primary care teams must note these exceptions in the patient's electronic medical record and may use the following functions to do so as applicable: FYI Flags; Visit Exceptions; Visit Restrictions.

The hospital reserves the right to end a visit at **any time**. The department may adjust visitation policies based on the prevalence of COVID-19 in a region or county.

+ Upon Arrival of Visitor:

Upon arrival, visitors will complete a COVID-19 screening:

- + Including temperature check and face-to-face symptom questionnaire.
- + Visitors with temperature readings of greater than 100 degrees Fahrenheit or active COVID-19 related symptoms (**during the prior 10 days**) will not be allowed to proceed. If a visitor's screening results are positive, they will not be allowed to proceed with the visitation process. Visitors will be given education about the next steps regarding their health.
- + Visitors will be instructed to wear face masks/coverings at all times and to use hand sanitizer. Masks are provided to all persons entering the building if needed. However, if a visitor arrives with a face mask or face covering, they do not need to be provided with a mask.
- + Visitors may be provided with and asked to wear additional appropriate personal protective equipment, depending on the disease the patient has, as recommended by the Department of Health, the Center for Disease Control and Prevention (CDC), and hospital policy.
- + Visitors who fail to wear a mask and other PPE will be asked to leave the facility.

+ Visitors proceed to the front desk and show ID to register.

- + Reception Desk staff will ensure the visitor is on the schedule.
- + Reception staff will electronically log the **visitor's name, contact information, date and time of visit, patient's name, and unit.**
- + Visitor Pass and/or bands will be issued if the visitor is authorized.
- + Reception staff will call the receiving unit to notify the team of the visitor's arrival.

+ Visitors will receive information outlining the risks and benefits of visiting patients.

+ Items brought for patients may be inspected for safety. Staff will wear clean gloves for property checks. Staff will change gloves between each inspection.

+ Elevators and waiting areas will have clear signage and adjustments to support social distancing. Hand sanitizing stations will be available in all key areas.

Upon Arrival to The Units:

- + Visitors will stop at the designated check-in point.
- + Staff will check visitors for masks and passes, and patients will perform hand hygiene again.
- + Visitors must remain in the patient's room throughout the visit except when directed by hospital staff to leave during aerosol-generating procedures, or other procedures visitors are usually asked to leave.
- + Visitors will be asked to sit in a manner that allows for six **(6)** feet physical (social) distance. Two **(2)** visitors are permitted at a time per patient. In rooms where there is more than one patient, every attempt will be made to schedule visitation to avoid overlap and/or minimize interaction.
- + In specific locations, additional protocols may be required.

NOTE: All guidelines set forth in the Visitation Policy dated May 2018 involving visitor behaviors, restrictions, and visitors appeals remain active with no modifications.

