Visitation Restrictions - Phase 2
COVID-19 – Adult Inpatients/Emergency Department patients

Yale New Haven Health remains in a Phase 2 visitor restriction. To protect our patients, families, employees and the community during the outbreak of COVID-19, YNHHS is restricting visits from family, friends and the community until the transmission of COVID-19 is no longer a threat.

Visitation will be from 10a-8p (Please see unit/dept specified visitation guidelines listed below). Two visitors, per patient, per day (ED: 1 visitor 24/7). Visitors may come at the same time or visit separately. Children (anyone under the age of 18) are allowed to visit and must be accompanied by an adult. COVID negative patients only. COVID positive patients and persons under investigation (PUIs) are not allowed visitation unless an exception is granted.

In situations in which an exception is made, visitors will be expected to comply with the following:

- All visitors must pass the screening at entry to be allowed visitation.

- **All patients and visitors must wear a medical-type mask while on hospital grounds**. Cloth mask and mask with valves/vents are not permitted. Patient or visitor will be handed a mask and asked to place new facemask over original facemask. We do not encourage patients or visitors to remove original face mask and replace with new face mask.
  - Exception to the above include a gaiter or bandana, which would not allow a mask to be placed on top. In this case, the patient should be asked to step outside for a moment to exchange to a medical mask.
- If a visitor does not have a mask, one will be provided for them by the screening personnel.

- If the visitor is visiting a COVID positive patient and is NOT providing hands on care, the visitor can continue to wear the medical-type mask. If the visitor is providing care for a COVID positive patient, they should be supplied with an isolation gown, eye protection and gloves. N95/Respirator is not required.
  - In the case where a patient or visitor does not agree to wear a facial covering or mask, the approach should be similar to any situation in which a patient or visitor will not follow an existing policy. If the refusal is based on a disability or medical condition, staff should work with the patient or visitor to identify a reasonable accommodation.
    - For Patients a reasonable accommodation may include: telehealth visit; scheduling the appointment first thing or end of day to avoid other patients; placing the patient immediately in a room; rescheduling to a location that can accommodate the lack of mask assuming the location does not prove to be a hardship.
    - For Visitors: virtual visitation can be offered.
    - For Support Persons: would need to comply with reasonable requests to prevent the spread of the virus.

- All visitors should adhere to good hand hygiene. Visitors should be encouraged to hand sanitize frequently.

Restrictions include YNHHS employees who have family members in the hospital.
- Additional exception requests will be determined on a case-by-case basis by clinical leadership.
- All significant issues that arise related to visitation should be directed to Patient Relations, not the COVID-19 Call Center.

---

1. Yale New Haven Health | PPE (ynhhs.org)
Visitation Guidelines Include:

<table>
<thead>
<tr>
<th>Patient Area</th>
<th>Special Criteria</th>
<th>Visitation Guidelines</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inpatients</td>
<td>COVID negative</td>
<td>2 visitors per day, from 10a – 8p,</td>
</tr>
<tr>
<td>Inpatient Geriatric Psychiatry</td>
<td>COVID negative</td>
<td>2 visitors per day, from 10a – 8p, <em>visitors must be 13 years old and over</em></td>
</tr>
<tr>
<td>Inpatient Adult Psychiatry</td>
<td>COVID negative</td>
<td>2 visitors per day from 6p – 8p (weekdays) 2 visitors per day from 2p – 8p (weekends) <em>visitors must be 13 years old and over</em></td>
</tr>
<tr>
<td>Patients with same day surgery</td>
<td>COVID negative</td>
<td>1 visitor / support person to accompany patient</td>
</tr>
<tr>
<td>Emergency Department</td>
<td>Non-COVID, Non-PUI</td>
<td>1 designated support person for duration of visit (swapping allowed)</td>
</tr>
<tr>
<td>Pediatric patients with planned surgery or procedure</td>
<td>Non-COVID, Non-PUI</td>
<td>2 Adult guardians are allowed 24/7</td>
</tr>
<tr>
<td>Pediatric patients in Emergency Department</td>
<td>Non-COVID, Non-PUI</td>
<td>2 Adult guardians are allowed 24/7</td>
</tr>
<tr>
<td>Labor and Delivery</td>
<td>Non-COVID, Non PUI, Patient in Active Labor</td>
<td>2 Support Persons allowed (2nd support person allowed after applicable criteria is met)</td>
</tr>
<tr>
<td>Women’s Care Center</td>
<td>Non-COVID, Non PUI</td>
<td>2 visitors per day, from 10a – 2p, and 4p – 8p</td>
</tr>
</tbody>
</table>

- For the above exceptions, the following applies:
  - **Inpatient**: Visitation will be between 10a-8p. No length of stay requirement. **Two visitors, per patient, per day**, (visitors can come at the same time or visit separately). **Children (anyone under 18) are allowed to visit, must be accompanied by an adult and count as (1) visitor for the day. COVID negative patients only.**

- **Inpatient Adult Psychiatry patients**: No length of stay requirement. 6p-8p (weekdays); 2p-8p (weekends). **Two visitors, per patient, per day. Visitors must be 13 years old and over.**

- **Inpatient Geriatrics Psychiatry patients**: No length of stay requirement. 10p-8p. **Two visitors, per patient, per day. Visitors must be 13 years old and over.**

- **Emergency Department patients**: Allowed **one visitor, per patient, 24/7. Swapping is allowed (outside of building).**

- **Maternal Child Health/Women’s Services patients (Women’s Care Center)**: 10a – 2p and 4p – 8p. **Two visitors, per patient per day (this includes the primary support person).**
  - Please see additional guidelines for Maternal Child Health/ Labor and Delivery visitation

**The exceptions below are for one visitor and may occur outside of the above visiting hours:**

- A visitor to receive **discharge instructions** to provide care at home. One visitor only outside visiting hours.

- COVID Negative patients that are at **Imminent End of Life, two visitors allowed.** Two visitors may be present outside of visiting hours. Re-entry is allowed. Swapping is allowed, this must take place outside of the hospital. **For COVID positive patients, exception is for 2 visitors, no re-entry, no swapping.**
- Exceptions will also be made for patients with disabilities who may need a support person with them to support their disability related needs.
  
  - Patients with disabilities may include but not be limited to:
    - Altered mental status
    - Physical, intellectual or cognitive disability
    - Communication barriers or
    - Behavioral concerns
  
  - The support person may be a family member, personal care assistant or similar disability service provider or other individuals knowledgeable about the management of their care.
  
  - If the hospital stay is more than one day, the patient may designate 2 people as support persons, provided only one support person may be present at a time.
  
  - The support person must complete screening, be asymptomatic, and not previously confirmed positive

- When patients are under the supervision of DDS, staff will work collaboratively with DDS to determine appropriate visitation to meet patient’s needs.

- All significant issues that arise related to visitation should be directed to Patient Relations, not the COVID-19 Call Center.