

Visitation Restrictions - Phase 2

COVID-19 – Adult Inpatients/Emergency Department/Hospital Testing 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). One visitor, per patient, per day (ED: 1 visitor 24/7). Visitors must be 18 years and older (12 years or older if visiting an OB/Labor and Delivery patient and 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. No visitation for hospital based testing (blood draw/radiology).**

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 grounds¹.** 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.²
 - 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.
 - o 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.
 - o For Visitors: virtual visitation can be offered.
 - o 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 \(ynhhs.org\)](https://www.ynhhs.org/)

² [YNHHS/YM PPE Policy for COVID-19 Prevention:](https://www.ynhhs.org/-/media/files/ynhhs/covid_employees/ppe/ppe-policy-10082020.pdf?la=en&hash=5858D18D805FE07F7538B0B7B086E0F99F9031B1)

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Visitation Guidelines Include:

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

- The following applies:
 - Inpatient: Visitation will be between 10a-8p. No length of stay requirement. One visitor, per patient, per day, (no swapping). Visitors must be 18 years and older (12 years or older if visiting an OB/Labor and Delivery patient and accompanied by an adult). **COVID negative patients only.****
- **Inpatient Adult Psychiatry patients:** No length of stay requirement. 6p-8p (weekdays); 2p-8p (weekends). One visitor, per patient, per day.
- **Inpatient Geriatrics Psychiatry patients:** No length of stay requirement. 10p-8p. One visitor, per patient, per day.
- **Emergency Department patients:** Allowed one visitor, per patient, 24/7. No swapping allowed.
- **Maternal Child Health (Labor and Delivery):** 2 Support persons allowed (2nd support person allowed after applicable criteria is met)
 - Please see additional guidelines for Maternal Child Health/ Labor and Delivery visitation
- **Maternal Child Health/Women's Services patients (Women's Care Center):** 10a – 2p and 4p – 8p. One visitor, per patient per day unless patient is a Labor & Delivery patient in which 2 support persons are allowed.
 - For OB/Labor and Delivery patients, children 12 years and older may visit, if accompanied by an adult
- **Hospital-Based Testing (blood draw and radiology):** No support person allowed to accompany patient to test.
 - **Specific to blood draw and radiology departments on the hospital campus**
 - **Please ensure to remain patient-centered and make the appropriate exceptions where necessary**

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.
 - o Patients with disabilities may include but not be limited to:
 - Altered mental status
 - Physical, intellectual or cognitive disability
 - Communication barriers or
 - Behavioral concerns
 - o 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.
 - o 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.
 - o 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.

***There are no changes to Peri-op, Outpatient/Procedural (excluding testing appointments on hospital campus), or Children's Hospital at this time.**

****Please continue to remain patient centered with visitation exceptions****