Visitation Restrictions – COVID-19
Ambulatory Areas

Yale New Haven Health System must continue to monitor the number of individuals who can visit or accompany patients who are receiving care in our facilities. We strive to keep our patients and our communities safe, while at the same time to include the family and caregivers who support those seeking care.

Patients coming for an outpatient medical office visit or to an ambulatory area, may now be accompanied by one individual throughout their visit to the extent possible. In certain areas where space is not conducive for visitors the leadership team will help seek an alternate waiting area when possible. All who enter our facilities will need to be masked and screened for COVID-19 symptoms. A family member or caregiver may choose to be included by video or telephone if they prefer.

The following patients will always be allowed to have one family member or caregiver present:

- Patients having surgery:
  - Visitors with outpatient surgery patients may accompany the patient for the entirety of the patient’s surgery. While the patient is in his or her surgery, the visitor will wait in a designated area.
  - Visitors with patients having same day admission surgery may accompany the patient until post-operative contact is made. They may go to the patient’s room if the surgery ends during visiting hours. If it ends before or after visiting hours, the visitor must leave after post-operative contact.

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 individual knowledgeable about the management of their care.
- When patients are under the supervision of DDS, staff will work collaboratively with DDS to determine appropriate visitation to meet patient’s needs. (One visitor only.)

- Any other requests for exceptions 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.