Visitation Restrictions - Phase 3
COVID-19 – Adult Inpatients

Yale New Haven Health remains in a Phase 3 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.

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 visitors must wear a mask while on hospital grounds. Any mask is acceptable, even those that are homemade. If visitor does not have a mask, one will be provided.
- If the visitor is visiting a COVID-positive patient and are NOT providing hands on care, the visitor can continue to wear the mask that they entered the hospital wearing. 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.
- All visitors should adhere to good hand hygiene. Visitors should be encouraged to use hand sanitizer 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.

Exceptions can be made for:

- A visitor to receive **discharge instructions** to provide care at home. (One visitor only.)
- Patients that are at **Imminent End of Life, two visitors allowed.** Once visitors leave, they may not re-enter. Visitors may not “swap.”
- 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 individual 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, not previously confirmed positive for COVID-19 and have their temperature checked every 12 hours.
- 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.)