Visitation Restrictions COVID-19

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

We are restricting all visitors at all hospitals, ambulatory/outpatient sites and clinics until further notice. The following exceptions may apply where visitation may be permitted:

- Patients at end of life may have 2 visitors at a time
- Children may have 1 visitor at a time
- Women’s Obstetrics Inpatient may have 1 visitor at a time
- NNICU patients may have 1 wrist-banded visitor at a time
- Adult Emergency Department patients may have 1 visitor but once the patient is triaged and settled, the visitor must leave
- Adult Emergency Department trauma patients may have 1 visitor that is allowed to stay
- Patients with disruptive behavior, where family is key to their care, may have 1 visitor
- Patients with altered mental status or developmental delays, where caregiver provides safety, may have 1 visitor
- Patients who need family to receive discharge instructions or training may have 1 visitor
- Patients undergoing surgery or procedures may have 1 caregiver who must leave the hospital as soon as possible after the procedure/surgery concludes for patients requiring admission. Those patients being discharged may have the caregiver wait
- Patients arriving for an outpatient test, procedure or office visit requiring support may have 1 caregiver

Restriction policies 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 Yale New Haven Health COVID-19 Call Center.

Approved visitors must follow specific rules to help prevent the spread of infection:

- Approved visitor(s) must submit to a health screen for symptoms of respiratory illness (fever, runny nose, cough and shortness of breath) prior to entering the hospital and issued an “approved visitor” sticker. Anyone who does not pass the health screen will not be able to visit.
- Approved visitor(s) must remain in the patient’s room at all times, except to use the bathroom or purchase food.
- Approved visitor(s) who need to remain close but not at bedside, must wait in the designated department’s waiting area.
- Approved visitor(s) should limit the number of personal items brought into the hospital.
- When visiting is over, approved visitor(s) must leave the hospital and not wander through hallways, lobbies, waiting areas, cafeterias or vending areas.
- Approved visitors MUST wash their hands or use hand sanitizer EVERY time they enter or exit a patient room as well as upon entering and leaving the hospital.
**COVID-19 Visitation Restrictions**  
**Frequency Asked Questions**

**How can family and friends stay in touch with their loved one?**
Hospital phones are available in patient rooms. Your loved one may also use their personal phones, computers and tablets to stay connected through audio and video chatting and texting.

**Are children able to visit?**
Children should not come to Yale New Haven Health while we have COVID-19 visitation restrictions except for end-of-life and other extreme situations where visitation has been approved. Please make childcare arrangements prior to these visits. Children, who aren’t patients, will be asked to leave with the adult who brought them.

**May I still send flowers, food or other items to my loved one?**
To help limit the number of people in the hospital, we ask that people not send flowers, food or other items that must be delivered.

**How can I be sure that my loved one will be safely cared for during the COVID-19 outbreak?**
Employees wash or sanitize their hands each time they enter and exit a patient’s room. They also wear personal protective equipment (gown, gloves, face shields or goggles) when they enter the room of a patient with an infectious illness. Employees safely dispose of these items before going into the next patient room to keep clothing free from germs. YNHHS is following Centers for Disease Control and Prevention (CDC) guidelines and screening protocols and following infection control prevention best practices.

**What can I do to prevent the spread of COVID-19 and to protect myself and others?**
- Stay home when you are sick (fever, cough, upper respiratory infection symptoms).
- Wash your hands often with soap and water or an alcohol-based hand sanitizer, especially before eating, after coughing or sneezing and after using the bathroom.
- Cover your mouth and nose when you cough or sneeze by coughing or sneezing into the elbow of your arm or a tissue. Throw tissues away immediately and wash your hands.
- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose and mouth.
- Clean frequently touched objects and surfaces using a regular household cleaning spray or wipe.

**What if my loved one or I need health care for other illnesses or injury?**
During this time, our patients still need care for health conditions unrelated to the virus, and Yale New Haven Health will continue to serve and care for the needs of all patients.

Thank you for your understanding during these unprecedented times. We are confident that together we will continue to deliver the highest quality of care to our patients and the community.

---

**What do I do if I believe that I may have COVID-19?**
Call the Yale New Haven Health COVID-19 call center, 833-ASK-YNHH (833-275-9644), Monday - Friday, 7 am – 7 pm. The call center is a community resource for timely, accurate information about COVID-19 symptoms and virtual screening for people who are experiencing symptoms. If you are experiencing life-threatening symptoms, call 911 immediately.