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 and outpatient sites and clinics until further notice.

Screening: All visitors will be screened for symptoms, travel and 18 years or older.

Exceptions: The following exceptions may apply where visitation may be permitted:

<table>
<thead>
<tr>
<th>Patient</th>
<th>Guidelines for ONE Visitor Exception</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inpatient</td>
<td>For Discharge Instructions unless other exception</td>
</tr>
<tr>
<td>Inpatient Surgical or Procedure</td>
<td>One visitor during surgery if necessary, must leave after the update from MD</td>
</tr>
<tr>
<td>Outpatient or Physician Visit</td>
<td>If needed for compassionate safety during visit</td>
</tr>
<tr>
<td>Emergency Department</td>
<td>Leave once patient triaged and settled</td>
</tr>
<tr>
<td></td>
<td>Trauma patient visitor allowed to stay</td>
</tr>
<tr>
<td>Disruptive Behavior</td>
<td>When family member is key to their care</td>
</tr>
<tr>
<td>Altered Mental Status or Developmental Delays</td>
<td>When family member is key to their care</td>
</tr>
</tbody>
</table>

CHILDREN’S

| Inpatient or Outpatient                | One caregiver allowed at a time |
| NNICU                                  | One wrist-banded caregiver at a time |

WOMEN’S

| Obstetrics                             | One visitor at a time per delivery network protocol |

<table>
<thead>
<tr>
<th>Patient</th>
<th>Guidelines for TWO Visitors Exception</th>
</tr>
</thead>
<tbody>
<tr>
<td>Imminent End of Life</td>
<td>No swapping out for rule out (R/O) or COVID positive patients</td>
</tr>
</tbody>
</table>

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.
COVID-19 Visitation Restrictions

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.

- Visitor(s) will be asked to show identification prior to screening.

- Visitors who do not pass fever screening will not be allowed to attempt visitation again for 7 days (temperature screening is delivery network specific at this time).

- 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 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.

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.

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.

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.