

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 for them.
 - 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.
 - 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.
 - For Visitors: virtual visitation can be offered.
 - 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 in conjunction with patient relations.**

Please see exceptions below:

- A visitor to receive **discharge instructions** to provide care at home.
- Inpatient/overnight surgical patient one visitor allowed to accompany the patient to pre-op, but must leave after.
- Inpatient/overnight CARDIAC SURGERY PATIENT (including TAVR) one visitor allowed to accompany the patient to pre-op, and greet the patient post op.
- COVID Negative patients that are at **Imminent End of Life, two visitors allowed.** Re-entry is not allowed. Swapping is allowed, this must take place outside of the hospital. *For PUI/COVID positive patients, exception is for 2 visitors, no re-entry, no swapping.*
 - o If an exception is granted for a visitor visiting a PUI/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 PUI/COVID positive patient, they should be supplied with an isolation gown, eye protection and gloves. N95/Respirator is not required.

- 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 individual 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, 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.

- All significant issues that arise related to visitation should be directed to Patient Relations, not the COVID-19 Call Center.

Please note that while the safety of our patients and staff is the priority, there may be exceptions that need to be made that fall outside of the list provided above. Please work with your teams to ensure we are keeping both safety and compassion at the forefront of our exception decisions.

There are no changes for Peri-op, Outpatient Procedural, Radiology at this time.