

**MetroWest Medical Center Visitation Policy, during COVID-19 Pandemic,
Effective June 15, 2020.**

The purpose of this guidance is to delineate the procedures to be implemented including screening visitors and restriction of visitors as necessary to protect the health of patients and staff during the 2019 Coronavirus (COVID-19) outbreak.

All requests for visitation will be reviewed by the department leader/designee

Any changes in visitation practices will be reviewed and approved by Infection Prevention in consultation with Infectious Disease.

Visitation:

1. Prohibited visitation:

- Patients with COVID-19 positive infection or Patient under investigation (PUI) – showing symptoms of COVID-19
- If visitation poses a significant infection control risk to the patients, visitors or staff.

2. Permitted visitation:

- Non-COVID-19 patients
- COVID-19/PUI patients in compassionate care situations, including but not limited to end-of life situations. Decisions about visitation should be made collaboratively with the patient and loved ones, as appropriate on a case-by-case basis.

3. Limited Visitation in the Emergency Department:

- Pediatric
- Patients with disabilities or cognitive impairment
- End of life or other special circumstances

Visitors/Individuals:

1. **Approved visitors:** include the spouse or significant other; exceptions may be made based on circumstances.
2. **Appropriate individuals:** the following individuals are not considered visitors and are allowed to be present with the patient:
 - Birth partners,
 - Parents of patients who are under the age of 18 years old,
 - Attorneys of patients and
 - Companions for patients with intellectual and/or physical disabilities

3. **All other visitors/ Alternatives:**

- Every attempt to use alternatives to in-person visitation for all other visitors including the use of electronic devices and methods of communication (e.g., Facetime®, Skype®, WhatsApp® or Google Duo ®) should be made in lieu of a visit.
- All non-essential personnel who do not provide direct care (including sales vendors) should be restricted from the hospital.

Conditions of Visitation:

- Hospital visiting hours: 10am-7pm.
- Visitor screening process: approved individuals and visitors must be screened for possible COVID-19 infection including 1. Health screening questions and not have a (fever, shortness of breath, sore throat, chills, myalgia, or new onset of loss of taste or smell, cough) or other acute illness that would preclude them being in the hospital at this time, and 2. Temperature check (as screened upon entrance to the hospital, or nursing supervisor or designee).
- All visitors are required to perform hand hygiene upon entering and exiting the hospital and the patient's room.
- All visitors are required to wear a facemask at all times while in the hospital
- The visit will be supervised by the department leader or designee.
- Only one visitor or appropriate individual is allowed for each patient in the hospital at one time.
- No visitors under the age of 18 years old are allowed in the hospital, unless the visitor is a child of a patient.
- Visitors waiting to visit a patient should wait outside, rather than in hospital waiting rooms, until the time of their visit. If visitors are requested to leave for any reason they will be asked to wait outside – not in the waiting room.
- Visitors will remain in the patient's room at all times and will not be permitted to stand in the door way of the room.
- Outdoor visitation is not permitted

Infection Prevention guidelines for appropriate individuals/visitors:

1. PUI / COVID-19 Patients

- Visitors will be required to wear a surgical mask during the entire visit and perform hand hygiene upon entering and exiting the building and patient's room.
- Visitors will be instructed to don a gown and gloves, if the patient is a PUI/COVID-19 positive. This will reduce the risk of transmission of COVID-19 from the patient to the visitor, or from an infected visitor to the patient or staff.
- Following interaction with the patient, the visitor will be instructed on safe removal of their gown and gloves, keep the mask, and will be observed washing hands; visitor will be accompanied to an exit of the hospital by a nursing supervisor or designee.

2. Non PUI / COVID-19 Patients

- Visitors will be required to wear a facemask during the visit and perform hand hygiene upon entering and exiting the hospital and the patient's room.