

Modified Visiting Policy During COVID 19: February 12, 2021

Terrebonne General Medical Center strives to provide a caring compassionate environment, recognizing the important role that visitation by family and friends play in our patient's recovery.

We must balance this with adhering to state guidelines and protecting the health of our patients, staff and community during this pandemic in order to prevent and minimize the risk of spreading COVID 19.

We encourage the use of phone and video chat as an alternate means of communication with our patients if at all possible. We are allowing in person visits (or stays under specific circumstances), however precautions will be in place to protect patients, families and staff and must be adhered to at all times.

The following are **visitation policies** at this time:

- **General Inpatient Visitation-** One visitor will be allowed for all admitted patients from 9:00 a.m. – 6:00 p.m. The visitor can be switched out **once** throughout this time frame as long as only one visitor is with the patient at a time. (a total of two bodies can visit within 24 hours; if one person leaves and the same person returns, that counts as two)
- **Emergency Department-** One person is allowed with the patient in the Emergency Department. Should admission be required, they will follow the general inpatient visitation guidelines for the area of admission. For patients less than 17 years of age, both parents will be allowed with the patient. Emergency Department visitors are not allowed to leave the room and go into the hospital including the cafeteria. If extended stay, and a meal needed, special accommodations can be made to have food sent to the visitor in the ED.
- **Critical Care Services-** One visitor will be allowed from 12:30 p.m. – 1:30 p.m. and again from 5:00 p.m. – 6:00 p.m.
- **Health and Rehabilitation Center-** One person is allowed to visit Monday through Friday from 4:00 p.m.-6:00 p.m. Saturday visiting from 12:00 p.m.- 6:00 p.m. and Sunday visiting from 9:00 a.m. – 6:00 p.m. The visitor can be switched out **once** throughout this time frame as long as only one visitor is with the patient at a time. (a total of two bodies can visit within 24 hours; if one person leaves and the same person returns, that counts as two)
- **Out Patient Pavilion-** One person is allowed with the patient from admission until discharged home from OPP. Should the patient require admission, the visitor may remain until after the procedure and then must follow the general inpatient visitation guidelines for the area of admission.

Minor patients (<17) will be allowed to have both parents/legal guardians with them as outlined above.

- **Oncology/Infusion Center-** One person will be allowed with the patient during their infusion appointment but must remain at with the patient at all times.
- **Maternity Unit –**
 - OB Triage:** One person is allowed with the patient in the OB Triage Room. Should admission be required, they will follow the antepartum visitation guidelines.
 - Antepartum Patients:** One support person identified on admit will be allowed to stay with the patient 24/7. The support person is allowed to come and go during the 24-hour period.

Labor and Delivery and Postpartum: (Delivering patients and post-delivery patients) Two support people identified on admission will be allowed to stay with the mother 24/7 from admission to discharge. The two support people may not change during the duration of the mother's stay. The two support people will be allowed to come and go during the 24-hour period. Both support people will be permitted to attend delivery, unless otherwise directed by the OB physician.

NICU- Mother is allowed to visit 24/7. The mother is allowed to come and go during the 24-hour period. Support person can visit during the time of 9AM – 6PM. If they leave during this time, they cannot return for the day. Support person may not change for the baby's duration. Times in which visitors may not be at the bedside are shift change, MD rounds, NICU admit or emergencies.

- **GYN Patients** - One person is allowed with the patient from admission until discharged home. Should the patient require admission, the visitor may remain until after the procedure and then must follow the general inpatient visitation guidelines for the area of admission. Minor patients (<17) will be allowed to have both parents/legal guardians with them as outlined above.
- **Pediatrics-** Both parents can visit 24/7.
- **Medical Clinics-** One person is allowed with the patient during their clinic visit.
- **Skilled Nursing Unit-** Will have visiting process in regards to hours and number of visitors as outlined in general visiting guidelines. A specific log will be maintained at the unit level as required by the state.

Exceptions in which a visitor may remain at the bedside 24/7:

1. Documented patient who is confused whether acutely or from a chronic condition. Should they leave for any reason, they will not be allowed back in for that 24 hour period. If it is an acute condition and the confusion subsides, then the general inpatient visitation guideline will be followed at that time.
2. A patient who is in Hospice services may have a visitor with them 24/7. Should they leave for any reason, they will not be allowed back in for that 24 hour period.
3. Mentally challenged or communication challenged patients (that can't be addressed through the interpreter service) will be allowed to have a visitor with them 24/7. Should they leave for any reason, they will not be allowed back in for that 24 hour period.
4. A patient who is end of life and actively dying may have spouse and adult children with them during this time. Specifics will be worked through at the specific department level with clinical leadership of that department and the supportive care team.

ALL VISITORS:

- Will be screened for fever and respiratory symptoms.
- Must wear the arm band that is placed on them when entering at all times. If it is removed, they must be rescreened or asked to leave.
- Must wear a face mask at all times while in our facility. Must wear the face masks while in patient room visiting in order to protect our patients.
- Must be 17 years of age or older.
- Must remain in the patient's room and not gather in common areas such as waiting rooms.

- May go to the cafeteria and coffee shop provided they wear their masks and practice social distancing.
- Will be ask to leave if they exhibit symptoms of respiratory infection (fever, runny nose, cough, shortness of breath) or do not comply with our modified visitation practices.

SPECIAL NOTE: We WILL NOT allow visitor for COVID positive patients. Staff should assure that updates on patient condition are given to appointed family member daily if the patient is unable to communicate the information or request that the staff and physician provide the updates.

OB COVID positive patients WILL BE allowed to have significant other with them at all times. However they cannot leave the room and **BOTH patient and visitor MUST WEAR Mask.**

We will continue to monitor COVID 19 closely and will adjust our visitor restrictions as necessary. We appreciate your help in keeping our patients and staff safe.