**Process Name:** Patient Support individuals entering hospital  
**Process Description:**  
- The number of Patient Support individuals allowed will increase to 2. Each patient will designate 1 or 2 individuals and 2 Patient Support individuals will be allowed to stay with the patient per calendar day. Entry into the medical centers is as follows:  
  - **MercyOne Des Moines Medical Center**  
    - Emergency Department Entrance: 7 a.m.–11 a.m.  
    - Main Entrance: 11 a.m.–7 p.m.  
  - **MercyOne West Des Moines Medical Center**  
    - Emergency Department Entrance: 7 a.m.–7 p.m.  
- See full Visitor Restriction Guidelines for details  
  
<table>
<thead>
<tr>
<th><strong>Problem / Issue Description / Reason for change:</strong></th>
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<tr>
<td>Patients are more content and satisfied when they have a loved one present to support them physically and emotionally.</td>
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</table>