Phase 2 Visitor Restrictions for any MercyOne Facility

Updated August 31, 2020

In recognition that patient support from a family member or friend contributes to patient experience, safety and healing, we desire to balance these important elements with the need to protect patients and colleagues from unnecessary exposure to COVID-19. We also recognize that different regions of the country experience the pandemic differently at any given point of time. This guideline is intended to offer a more relaxed restriction of visitors during periods of time when the virus is less active in a state or region.

Threshold for trigger to move to Visitation Phase 2:
Must have less than 100 active cases/100K in the defined service area located on the daily county specific dashboard (TH Markers) or the MercyOne Daily Active Case Report
  - Service areas include multiple counties, not just the county within the hospital zip code
  - If exceed threshold for more than 7 consecutive days, must go back to full visitor restrictions, as outlined in Phase 1 Visitation Restrictions

Key Considerations for Ministry Leadership Team:
  - The hospital will determine visiting hours
  - The visitor to any patients should be encouraged to limit their visit to a certain number of hours, e.g. no more than two hours, per day, depending on the patient’s status and condition
  - The visitor will be encouraged to perform hand hygiene and required to wear their mask throughout the visit.
  - Visitors who fail to agree to wear a mask will be asked to leave
  - Visitation to COVID-19 positive or PUI patients is prohibited unless permitted by state/local law or if the patient meets compassionate care exception criteria:
    - Children (minor) admitted to the hospital
    - Maternity units
    - NICU
    - Patients receiving end-of-life (EOL) care – see section End of Life (EOL) Visitor(s) for PUI or patient with COVID-19 below for additional guidance
    - Developmentally/Cognitively Impaired adults
  - The visitor to PUI or those with COVID-19 must be in a single patient room or be the only patient in a multi-occupancy room.
  - The visitor to PUI, confirmed COVID-19, or other patient in isolation precautions, will be encouraged to use hand hygiene just after entering the room and upon exit and should don appropriate PPE
  - If the visitor can contact the patient's care team prior to the visit they can be instructed to bring any personally owned PPE, e.g. disposable glove and a gown or other protective cover to use while in the patient's room
  - A facility may suspend visitation at any time when it deems warranted (medical necessity; PPE availability, etc.)
  - Any potential visitor with symptoms of a respiratory infection (fever, cough, shortness of breath/difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, or diarrhea) should not be permitted to enter the facility at any time (even in end-of-life situations).
Guidance by Type of Care Setting:

Emergency Department

No change to guidance, refer to Phase 1 Visitation Restrictions available on the [MercyOne COVID-19 Colleague and Clinician Hub](#).

End of Life, Obstetrics, NICU, Developmentally Impaired Adult and Pediatric

No change to guidance, refer to Phase 1 Visitation Restrictions available on the [MercyOne COVID-19 Colleague and Clinician Hub](#).

Visitor to Inpatient in Acute Care

- One visitor, of at least 18 years of age, per patient, per day
- Visitor must undergo screening at entrance to ministry for symptoms of possible COVID-19 (fever, cough, shortness of breath/difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, or diarrhea) and then be masked at all times after clearing entrance screening
- Visitor will be instructed to bring their own cloth (or other material) mask to wear after entering the ministry. If the visitor arrives without a mask, either a cloth, if available, or disposable mask will be provided.
- The visitor may not be present during any intermittent or continuous aerosol generating procedures (AGPs) during the visitation.
- Visitors only allowed in the patient room or other area in which the patient they are visiting is located; no use of waiting rooms or the cafeteria.
- Limit visitors accompanying the pregnant women to no more than one essential support person for women in labor (i.e. spouse or partner).

Outpatient procedures, surgery

- One visitor, of at least 18 years of age, is allowed to accompany the patient up until the patient goes for their procedure – The visitor will only be allowed in the patient room or care area; no waiting area or cafeteria until they exit the facility
- Visitor must undergo screening at entrance to ministry for fever, symptoms of possible COVID-19 (fever, cough, shortness of breath/difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, or diarrhea) and then be masked at all times after clearing entrance screening.
- The visitor may not be present during any intermittent or continuous aerosol generating procedures (AGPs) during the visitation.
- After the patient is taken back for their procedures, the visitor will exit the facility and wait for a call from the facility to come and pick up the patient.
- Visitor will be instructed to bring their own mask to wear after entering the ministry. If the visitor arrives without a mask, a cloth mask (if available), or another substitute, will be provided.