### New process description

The hours for patient designated individuals allowed entrance in the medical center will increase to 7:00 am - 7:00 pm each day. The 1 or 2 individuals must be designated by the patient but only 1 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.


### Door screeners will:

- check monitor individual's temperatures,  
- ask questions about symptoms,  
- ensure they are wearing a properly applied face mask and verify the room number,  
- track by room number when a support individual has entered to prevent a second individual from entering.

### Nursing Unit staff will:

- ensure that they are wearing a mask and continue to wear the mask during their entire visit,  
- monitor patient rooms to ensure only 1 support individual is in the room unless exceptions are in  
- ensure that exceptions are communicated properly via a patient visitor order in Cerner,  
- monitor waiting areas to ensure no groups are congregating,  
- remind individuals who plan to leave after 7 p.m. that they will not be allowed entrance to the hospital again until 7 a.m. the next day.

### Problem / Issue Description / Reason for change:

Patients are more content and satisfied when they have a loved one present to support them physically and emotionally.