

# Santiam Hospital & Clinics

## PATIENT VISITORS DURING THE CORONAVIRUS PANDEMIC

**STANDARD:** The Hospital supports patient welfare through espousal of patient visitation preferences and consistent observation of Hospital rules pertinent to patient visitors.

### DEFINITION

**family:** one or more persons who play a significant role in the life of a given patient; family members may identify as any gender and may include a spouse, domestic partner, significant other, or other persons not biologically or legally related to the patient. The breadth of this definition is applicable for use of the word “family” throughout Hospital policy, documentation, and patient care.

### POLICY:

#### I. Visitation

- A. A given hospital patient will not be permitted to simultaneously receive more than three visitors; such visitors will be designated by the patient and may include a spouse or domestic partner (of any gender identification), other family members, or friends, and the patient will reserve right to nullify such designation at any time.
- B. Visitor prerogatives will not be restricted on basis of visitor culture, ethnicity, gender expression, gender identity, language, mental disability, physical disability, race, religion, sex, sexual orientation, or socioeconomic status; however, prerogatives of a given hospital patient visitor may be restricted in accord with patient preference or applicable visitation restrictions prescribed by the Oregon Health Authority.
- C. With exceptions described in III.D, visitor prerogatives will not be restricted on basis of visitor age.
- D. At hospital admission, a given hospital patient will be notified of patient visitation rights, as well as limitation on such rights.
- E. A given hospital patient or legal patient representative may designate any three persons to be patient support persons (“advocates”) who may be present with the patient at all times, provided that the patient qualifies through applicable Oregon law (i.e. [Senate Bill 1606](#)) for such privilege due to patient disability related to altered communication ability, altered mental status, or other physical, developmental, intellectual, cognitive, or behavioral cause, and such condition indicates support person availability to facilitate patient treatment, serve as a patient advocate in discussion about patient care, ensure patient or hospital staff safety, or assist with patient activities of daily living.
- F. During the screening process for a given hospital patient who communicates in a language other than English or who requires American Sign Language interpretation, the patient will be provided, at patient request, with applicable interpretative services.
- G. Hospital entry points will be limited to the Front entrance and the Emergency Department entrance. A given patient who is scheduled for a surgical procedure will be screened at the North entrance.
- H. A given patient will be screened upon hospital entry, and a given visitor will be screened upon entry to the second or third Hospital tower floor; the following screening information will be recorded:
  1. instance, within the last 5 days, of fever
  2. presence of other applicable symptoms, including sore throat, cough, and shortness of breath
  3. instance, within the last 10 days, of household contact with a person known or suspected to be infected with SARS-CoV-2
- I. On hospital entry, a given patient or visitor will be provided with appropriate education about the following topics:
  1. hand hygiene
  2. face touching avoidance
  3. proper respiratory etiquette (e.g. covering coughs and sneezes with the elbow, and proper use and disposal of facial tissue)
  4. appropriate personal protective equipment use

- J. Hospital staff members will promote and encourage use by a given hospital patient or visitor of remote communications means to maintain contact with patient or visitor friends and family.
- II. At every hospital entrance and in other conspicuous locations inside the hospital, signage will be posted and will include the following information pertinent to patient visitation during pandemic conditions:
- A. visiting hours listed in III.A
  - B. screening protocol described in I.H
  - C. requirements related to facemask use
  - D. appropriate reference to grievance procedure

### III. Rules Pertinent to Patient Visitors

- A. Visiting Hours
  - 1. Hospital hours for most patient visitors will be 0800-1900.
  - 2. For a given patient near patient life end, family members and support persons may be present at all hours, provided satisfaction of the following conditions:
    - a. patient condition and infection control safety considerations permit such presence
    - b. Shift Supervisor has approved such presence
- B. Privacy
  - 1. For a given patient, every visitor, family member, and support person will respect privacy of all Hospital patients; any such person may be asked to leave the patient room at times during which patient privacy might be compromised.
  - 2. For a given patient, every visitor, family member, and support person will be permitted to lounge only in the patient room or in designated Hospital waiting areas; such persons may use a cellular phone in such areas, provided that such use involves sensible discretion and silenced ringers.
- C. Infection Control
  - 1. For a given patient, every visitor, family member, and support person will observe Hospital policy germane to infection control and will take sensible measures to minimize spread of communicable disease.
  - 2. If visitation restriction for a given patient is warranted because of epidemiologic conditions, Hospital staff will collaborate with the patient and family members to determine the most appropriate means by which both optimal safety and patient support might be achieved.
- D. Visitor Limitations
  - 1. For a given patient visitor, movement within the hospital will be limited within the facility; the visitor will be instructed to visit only in the patient room.
  - 2. Proper social distancing will apply for hospital common areas accessible by a given visitor.
  - 3. A given patient visitor will be restricted from hospital entry and asked to leave the hospital under any of the following conditions:
    - a. the patient has been determined to be positive for SARS-CoV-2
    - b. the visitor is aged less than twelve years
    - c. screening protocol described in I.H detects visitor SARS-CoV-2 symptoms
    - d. it is determined that the visitor carries suspected, presumptive, or confirmed active SARS-CoV-2 infection
    - e. the visitor refuses to comply with hospital infection control requirements
  - 4. No more than ten persons will be permitted in waiting areas located on the second and third Hospital tower floors; however, Hospital staff will reserve right to place further limitation on this number, depending applicable safety considerations.

### PROCEDURE:

#### I. Screening

- A. Screening described in POLICY I.H will take place at the following hospital locations and under the following conditions:
  - 1. screening at the Front entrance will take place during the hours 0700-1900
  - 2. screening at the Emergency Department entrance will take place at all times

3. screening at the North entrance will apply for patients scheduled for surgery; Surgical Services Department staff members will facilitate patient entry and conduct patient screening before patient entry into the Department area
- B. Documentation for a given person who is not a patient and who undergoes screening described in A will include record of the following information:
1. name of person
  2. screening outcome
  3. indication about whether person is a patient visitor or a patient support person
  4. name and room number of patient referenced in 3
- II. A given patient visitor will after screening described in I report to the Nurses Station on the hospital floor that houses the patient; a Hospital staff member will subsequently record visitor information in the floor visitation log.
- III. Shift Supervisor will be available to assist with patient or visitor concerns or grievances that relate to visitation issues.