

# Emergency Medicine Service Line

## Mandatory Visitor Guidelines

Date Created: 9/20/2021

Date Updated: 9/28/2021, 12/22/2021, 1/4/2022

Reviewed By: EM Patient Experience Committee



Emergency Department leadership unequivocally believes that patients should have the support of their family when feasible. **All patients will be allowed at least one visitor**, provided the visitor meets the below criteria and follows the outlined rules.

The Emergency Department's visitor guidelines are **different from the inpatient units' visitor guidelines in the following ways:**

	<u>Inpatient</u>	<u>ED</u>
Visiting hours	Restricted – hours vary by hospital	24/7
Visitor eligibility	Must be vaccinated or have proof of negative COVID-19 test within 72 hours	No restrictions
Visitor age	12 or older	18 or older

### Before a Visit

- Visitors must be 18 years of age or older.
  - Any visitors under the age of 18 should not be allowed into the Emergency Department.
  - Accommodations will be made for parents of pediatric patients with more than one child present.
- Visitors must wear a surgical mask during their visit. A mask will be provided if needed.
- Visitors must wash their hands with soap and water or use hand sanitizer before entering and exiting their loved one's room.
- Visitors will be screened for COVID-19 to confirm no recent infection, no close contacts and temperature status.
  - There are no restrictions on visitor entry for COVID-19 positive patients.

### During a Visit

- One visitor at a time is allowed.
- Visitors must maintain safe distance practices.
- While in the ED, visitors must remain either in the patient's room or at the patient's bedside.
- If any aerosol-generating treatments are required for COVID-19 positive patient care, visitors will be asked to leave the Emergency Department.

### If Patient is Admitted

- Visitors should be directed to hospital main entrances to be re-screened and receive information on inpatient visiting hours.

***Visitors who do not comply with all of the above requirements will be asked to leave.***

***During surge times, the visitor allowances may change. Please refer to the document entitled "ED Visitation Policy Tables" to determine visitor guidelines in times of surge.***

### Special Considerations

Pediatric patients, patients with Intellectual and/or Developmental Disabilities, and patients with cognitive impairments (including dementia) may designate one support person to remain with them at all times.