

MULTICARE COVID-19 HOSPITAL AND AMBULATORY VISITOR POLICY

Revised 01.05.21

MultiCare Hospital Visitor Policy

No visitors are allowed in Multicare facilities, with only certain exceptions. Visitors who are allowed as an exception (as detailed below), must meet the following criteria:

- **Age:** No visitors 17 or under. Use current escalation process for exceptions.
- **No temperature:** Assess for fever (>100.4 or if 65 or older, >99.6)
- **No symptoms:** cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat, new loss of taste or smell, headache, congestion, runny nose or GI symptoms, like nausea, vomiting or diarrhea.
- Has not been in close contact with a person who is known to be COVID-19 positive
- Has not been exposed to a person who is known to be positive and is now in quarantine, or
- Has not been in close contact with a person waiting on a COVID-19 test result

Inpatient Visitor Exceptions – Non-COVID-19 Patients

Within the following exceptions, each unit manager has the discretion to limit the duration of the visit based on clinical considerations. All visitors must comply with hospital masking requirements.

- **Pediatric Patients** (age 17 and under) may be accompanied by the same two (2) asymptomatic parents or caregivers during their hospital stay.
 - If the child has only one parent/caregiver and the parent/caregiver is positive with a COVID-19 symptom, provide the parent/caregiver with a procedure face mask and alert the care team.
- **NICU Patients** will be allowed the same two (2) asymptomatic visitors or caregivers in a 24-hour period.
 - If the patient has only one parent/caregiver and that parent/caregiver is symptomatic for COVID or has had a positive COVID lab result within the last 10 days, the care team and Infection Prevention will determine if entry is essential and how to proceed
- **Patients who are at the end of life (EOL)** may have four visitors in a 24-hour period, with two visitors at a time. EOL status is determined by the care team and refers to a patient who is near death and not expected to survive the hospitalization.
 - EOL visits from a minor are permissible if accompanied by a parent or guardian and approved by the care team. One immediate family member of EOL patient may spend the night, but no sleeping accommodations will be made.
- **Patients who need a caregiver for safety** because of their mental or developmental status or for their disability, such as hearing loss or vision impairment, may have one caregiver.
- **Patients who require a home caregiver** to be trained may have one visitor in addition to the caregiver, for only the length of the training session.

- **Community-based care providers**, who are involved in the care of the patient may visit for support and care continuity.
 - **A member of the spiritual community** may visit patients; virtual options are preferred.
 - **Family Birth Center patients** will be allowed two asymptomatic support persons. A support person includes: a spouse or partner, a family member, a friend or a trained doula.
 - Two hours after delivery one support person will be able to remain at the bedside while the second support person will be required to leave. The one support person that remains will be the same individual throughout the entire hospital stay. Please see OB Visitor Restrictions document for more comprehensive guidance.
- Antepartum patients may have one visitor or caregiver within a 24-hour period

Inpatient Visitor Exceptions – COVID-19 Positive/Presumptive Patients

No visitors will be allowed in rooms of patients who have tested positive for COVID-19 or who are being tested for COVID-19, with the following exceptions:

- **Pediatric Patients** – one parent or guardian at a time with two in 24-hour period
- **NICU Patients** – see above for details
- **Patients who are at the end of life (EOL)** – see above for details; with the addition of visits being limited to an hour and no overnight stays.
- **Patients who need a caregiver for safety** – see above for details.
- **Family Birth Center patients** – See OB Visitor Restrictions Policy for more detail

| Patient Population | Exception | Notes |
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| Adult Patients | No visitors are permitted. | Encourage “virtual” visits. |
| Inpatient Adult Surgery | One caregiver may be allowed for transportation purposes only. | Caregiver may bring the patient into the hospital and pick the patient up following surgery or hospital stay. |
| End-of-Life Patients – Non-COVID Patients | May have four visitors in a 24-hour period, with two visitors at a time. One immediate family member visitor of EOL patient may spend the night, but no sleeping accommodations will be made. | EOL status is determined by the care team and refers to a patient who is near death and not expected to survive the hospitalization. Visits from a minor are permissible if accompanied by a parent or guardian and approved by the care team. |
| End-of-Life Patients - COVID Positive Patients | May have four visitors in a 24-hour period, with two visitors at a time. Visitors are limited to 1 hour. No overnight stays. | EOL status is determined by the care team and refers to a patient who is near death and not expected to survive the hospitalization. Visits from a minor are permissible if accompanied by a parent or guardian and approved by the care team. |

Hospital Restrictions (cont.)

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| <p>Family Birth Center</p> | <p>Labor and Delivery patients will be allowed two asymptomatic support persons. Two hours after delivery one support person will be able to remain at the bedside while the second support person will be required to leave. The one support person that remains will be the same individual throughout the entire hospital stay.</p> <p>Antepartum patients may have one visitor within a 24-hour period.</p> | <p>A support person includes: a spouse or partner, a family member, a friend, or a trained doula.</p> <p>Only one support person may be allowed in a C-section suite, if not involving general anesthesia. Support person will have to wear required PPE (gown, glove, mask, and eye protection). Please see OB Visitor Restriction document for more comprehensive guidance.</p> |
| <p>Pediatric Patients Non-COVID-19 Patients</p> | <p>Two asymptomatic parents/caregivers.</p> | <p>If there is only one parent/caregiver with the pediatric patient and the parent/caregiver has a COVID- 19 symptom, ensure they are wearing a procedural mask and alert the care team. The parent/caregiver must not leave the room.</p> |
| <p>Pediatric Patients COVID-19 Positive/Pending Patients</p> | <p>Two asymptomatic parents/caregivers.</p> | <p>If there is only one parent/caregiver with the pediatric patient and the parent/caregiver has a COVID- 19 symptom, ensure they are wearing a procedural mask, and alert the care team. The parent/caregiver must not leave the room.</p> |
| <p>NICU Patients Non-COVID-19 Patients</p> | <p>Two asymptomatic parents/caregivers.</p> | <p>If the patient has only one parent/caregiver and the parent/caregiver is symptomatic for COVID or has had a positive COVID lab result within the last 10 days, the care team and Infection Prevention will determine if entry is essential and how to proceed</p> |
| <p>NICU Patients COVID-19 Positive/Pending Patients</p> | <p>Two asymptomatic parents/caregivers.</p> | <p>If the patient has only one parent/caregiver and the parent/caregiver is symptomatic for COVID or has had a positive COVID lab result within the last 10 days, the care team and Infection Prevention will determine if entry is essential and how to proceed</p> |

MultiCare Ambulatory Visitor Policy

Scope: Clinics, Clinics within a hospital, Surgery Center, Urgent Care, Emergency Department

Visitor Guidance:

- Only one caregiver (as detailed in the definitions in the appendix) may accompany adult or pediatric patients to an ambulatory appointment or visit.
- No siblings of any age will be allowed in the clinic unless they have appointments themselves. Use appropriate escalation pathway to address exceptions.
- Mothers are allowed to bring infants to postpartum appointments
- Maternal Fetal Medicine/OB appointments may have one support person or caregiver at appointments if needed.

Patient Guidance:

- Patients with a “yes” response to any COVID-19 screening symptoms should immediately receive a procedural mask before or upon entering the facility. A cloth mask is not acceptable if the patient has any COVID-19 symptoms.
- Masks may be clinically contraindicated for some patients, such as those with certain behavioral health or other diagnoses.*
- If a patient declines a mask:
 - Any patient who declines to wear a mask should be immediately evaluated by the care team (RN, MD, DO, ARNP, PA, etc.) to determine if wearing a mask is clinically inappropriate or would otherwise interfere with the patient’s access to needed care. Clinics should make every effort to evaluate or room the patient in a timely manner. If a patient is unable to wear a mask, we should assess the patient’s ability to wear a face shield.
 - If the patient can wear a mask, but refuses, staff may choose to ask the patient to leave the clinic and assist with scheduling a virtual visit instead.
 - If the patient refuses to wear a mask and the care cannot be provided virtually, the care team can determine if the visit should be postponed or if doing so would potentially harm the patient, in which case the patient should be placed in a room with the door closed. All others entering the room should be masked.
 - If patient is being screened in a location with multiple clinics and refuses to wear a mask, screeners should contact the patient’s individual clinic to discuss with the care team.

**A child age two (2) and under or persons with a medical condition, mental health condition or disability that prevents wearing a face covering. This includes, but is not limited to, persons with a medical condition for whom wearing a face covering could obstruct breathing or who are unconscious, incapacitate or otherwise unable to remove a face covering without assistance. (From the Order of the Secretary of Health on face coverings – 6.24.2020)*

| Patient Population | Visitors | Notes |
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| Ambulatory clinic | One caregiver if needed. | One caregiver (is allowed based on patient’s specific needs. “Caregiver” is defined below in the Appendix. |

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| Retail Health | One caregiver if needed. | One caregiver is allowed based on patient's specific needs. "Caregiver" is defined below in the Appendix. |
| Adult Outpatient Surgery | One caregiver allowed for transportation to and from facility. | Caregiver who provides transportation must stay off-site during surgery or in designated waiting areas. |
| Pediatric Outpatient Surgery | One caregiver is allowed to accompany patient. | Caregiver who provides transportation must stay off-site during surgery or in designated waiting areas. |

MultiCare Visitor Restrictions Summary Chart

| Patient Population | Exception | Notes |
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| Adult Patients | No visitors are permitted. | Encourage “virtual” visits. |
| Ambulatory and Retail Adult and Pediatric Patients | Only one caregiver may accompany a patient if needed. | “Caregiver” is defined below in Appendix. |
| Emergency Department and OCED Patients | Only one asymptomatic caregiver may accompany a patient if needed. | “Caregiver” is defined below in Appendix. |
| Inpatient Adult Surgery | One caregiver may be allowed for transportation purposes only. | Caregiver may bring the patient into the hospital and pick the patient up following surgery or hospital stay |
| End of Life Patients – Non-COVID Patients | May have four visitors in a 24-hour period, with two visitors at a time. One immediate family member visitor of EOL patient may spend the night, but no sleeping accommodations will be made. | EOL status is determined by the care team and refers to a patient who is near death and not expected to survive the hospitalization. Visits from a minor are permissible if accompanied by a parent or guardian and approved by the care team. |
| End of Life Patients - COVID Positive Patients | May have four visitors in a 24-hour period, with two visitors at a time. Visitors are limited to 1 hour. No overnight stays. | EOL status is determined by the care team and refers to a patient who is near death and not expected to survive the hospitalization. Visits from a minor are permissible if accompanied by a parent or guardian and approved by the care team. |
| Family Birth Center | Labor and Delivery patients will be allowed two asymptomatic support persons. Two hours after delivery one support person will be able to remain at the bedside while the second support person will be required to leave. The one support person that remains will be the same individual throughout the entire hospital stay. Antepartum patients may have one visitor within a 24-hour period. | A support person includes: a spouse or partner, a family member, a friend, or a trained doula. Only one support person may be allowed in a C-section suite, if not under general anesthesia. Support person will have wear required PPE (gown, glove, mask, and eye protection). Please see OB Visitor Restriction document for more comprehensive guidance. |
| Pediatric Patients Non-COVID-19 Patients | Two asymptomatic parents/caregivers. | If there is only one parent/caregiver with the pediatric patient and the parent/caregiver is positive withhas a COVID-19 symptom, ensure they are wearing a disposable face mask, quickly room them, and alert the care team. The parent/caregiver must not leave the room. |
| Pediatric Patients COVID-19 Positive/Pending Patients | Two asymptomatic parents/caregivers. | If there is only one parent/caregiver with the pediatric patient and the parent/caregiver is positive withhas a COVID-19 symptom, ensure they are wearing a disposable face mask, quickly room them, and alert the care team. The parent/caregiver must not leave the room. |
| Adult Outpatient Surgery | One caregiver may provide transportation to and from facility. | Caregiver who provides transportation must stay off-site during surgery or in designated waiting areas. |
| Pediatric Outpatient Surgery | One caregiver may accompany patient. | Visitor who provides transportation must stay off-site during surgery or in designated waiting areas. |

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| <p>NICU Patients Non-COVID-19 Patients</p> | <p>Two asymptomatic parents/caregivers.</p> | <p>If the patient has only one parent/caregiver and the parent/caregiver is symptomatic for COVID or has had a positive COVID lab result within the last 10 days, the care team and Infection Prevention will determine if entry is essential and how to proceed</p> |
| <p>NICU Patients COVID-19 Positive/Pending Patients</p> | <p>Two asymptomatic parents/caregivers.</p> | <p>If the patient has only one parent/caregiver and the parent/caregiver is symptomatic for COVID or has had a positive COVID lab result within the last 10 days, the care team and Infection Prevention will determine if entry is essential and how to proceed</p> |

Appendix

Definitions:

- **Caregiver:** an individual who is needed by the patient in order to be treated in the hospital or clinic. The patient is physically, developmentally or mentally unable to complete the hospital or clinic visit on their own.
- • Example: a mother bringing a two-year-old child into a clinic or **EDPatient:** an individual receiving care
- **Visitor:** an individual coming into a facility to visit a patient who is already admitted
- **Clinical Facility:** a place where patient care is provided (a hospital, off-campus ED, urgent care, ambulatory clinic (MMA or RWC))