



Ascension

# Ascension Saint Agnes Visitor Guidelines

Effective November 1, 2024

Visitors are asked to limit visitation to **Visiting Hours between 6:00 a.m. - 9:00 p.m.** and under specific circumstances outlined below. Department-specific exceptions to these hours may apply. Exceptions to this visitor policy may be considered for specific situations\*, including End-of-Life, as outlined below based on the approval from the **Department Manager/designee or physician on a case-by-case basis**. Some specialty floors/areas, such as Labor & Delivery & NICU, may have additional guidelines. Please see unit staff for floor-specific policies.

**Patients with a disability (physical or cognitive) who require bedside care from a caregiver due to the specifics of their disability are permitted one (1) visitor at all times, at the minimum.** Additional guidelines may apply for certain situations as outlined below.

**Faith leaders and Clergy members are considered part of the care team and do not count towards any visitor restrictions.**

**Any person presenting to Ascension Saint Agnes seeking care by the individual or someone else on their behalf, or if a prudent layperson observer would conclude from the individual's appearance that they are in need of examination or treatment of a medical condition, regardless of any accompanying visitors, must be evaluated by a medical professional in the Emergency Department or in the Labor and Delivery Unit.**

**Visitors must follow these guidelines:**

- All visitors will be required to self-screen for symptoms (including fever, cough, shortness of breath, diarrhea, loss of smell or taste, runny nose) and will not be allowed to visit if symptoms exist.
- Any visitor presenting with respiratory symptoms may be asked to wear personal protective equipment (PPE), such as a mask, for the duration of their visit.
- Visitors under age 16 must be accompanied by a parent or guardian at all times unless they are the parent of a child in the hospital. This includes waiting rooms and other public areas.

- Visitors should use the main entrance and check in with security and the front desk. Visitors in the Emergency Department must check in at the registration desk.
- Visitors to common areas (i.e. Credit Union, Subway, etc.) are permitted.
- Security, in partnership with hospital leadership, may restrict the gathering of visitors in common areas awaiting the opportunity to visit a patient to ensure the safety of patients, other visitors, and staff. In such a situation, visitors waiting to visit a patient may be asked to wait in their cars or outside of the facility.

Type of Patient	Visitor Details
<p><b>Patients who do not have any visitor restrictions in place, either clinical or behavioral:</b></p>	<p><b>Admitted Adult Patients:</b></p> <ul style="list-style-type: none"> <li>● Three (3) visitors/support persons on a rotating basis.</li> <li>● One (1) visitor may spend the night with the patient</li> </ul> <p><b>Pediatric Patients:</b></p> <ul style="list-style-type: none"> <li>● Two (2) visitors permitted at any time in addition to parents or caregivers of a patient. These visitors must be at the request/approval of the parents.</li> </ul> <p><b>OB Patients in Labor &amp; Delivery and Postpartum:</b></p> <ul style="list-style-type: none"> <li>● Parents are permitted at any given time.</li> <li>● Siblings of a newborn are permitted during normal visitor hours only when accompanied by a caregiver.</li> <li>● Visitors other than parents or siblings are permitted two (2) at a time, in addition to the parents.</li> <li>● Visitors may include a professional support person/postpartum helper (like a doula) or two individuals of the patient’s choice.</li> </ul> <p><b>NICU Patients:</b></p> <ul style="list-style-type: none"> <li>● Two (2) visitors permitted at any time. Any visitor who is not a parent, including siblings over 12, may visit NICU patients when accompanied by a parent and count as one of the two permitted visitors.</li> </ul> <p><b>Adult Emergency Department:</b></p> <ul style="list-style-type: none"> <li>● Two (2) people will be allowed to stay with the patient in the waiting room at all times.</li> </ul>

- Once a patient has been brought back to the treatment area, two (2) visitors may be at the bedside, at the discretion of the treatment team.
  - The visitors must stay with the patient.
  - The visitors may accompany the patient to their room if admitted after checking in with the main entrance.
- **Adult Emergency Department- End of Life:** up to (3) visitors are permitted at the bedside at any one time; additional visitors may be permitted at one time, if requested, at the discretion of the medical team; there are no restrictions on the age of visitors in this situation. Visitors may switch out as needed.

**Pediatric Emergency:**

- Two (2) parents/caregivers of a patient may be at the bedside for as long as needed.

**Same Day Surgery:**

- Up to two (2) visitors may accompany the patient and wait in the surgical waiting room.
- Up to one (1) visitor may accompany the patient to the bedside when appropriate to participate in teaching or discharge planning.

**Surgery with Overnight Stay:**

- Up to two (2) visitors may accompany the patient and wait in the surgical waiting room.
- Up to three (3) visitors may accompany the patient to their room if admitted after checking in with the main entrance.

**Outpatient Appointments:**

- Up to two care partners or visitors (including siblings/minors) are welcome to accompany patients to appointments, space permitting

**End of Life:**

- Specific accommodations\* may be made for end-of-life and General Inpatient Program Hospice patients, including for children under the minimum visitor age.

**ALL visits must take place in the patient room only.**

	<p><b>Visitors must wear personal protective equipment as directed by staff pursuant to the hospital's Infection Control policies.</b></p> <p><b>Any question about whether a visitor can/should stay with the patient should be directed to the Department Manager/care team.</b></p>
Type of Patient	Visitor Details
<p><b>Patients Who have a visitor restriction in place for infection control reasons:</b></p>	<p><b>All visitors to patients positive for respiratory illness or patients awaiting test results must wear appropriate personal protective equipment (PPE), such as a mask, as directed by the patient's care team. Surgical masks and eye protection are required.</b></p> <p><b>Visits must take place in the Patient Room Only.</b></p> <p><b>Admitted Patients:</b></p> <ul style="list-style-type: none"> <li>● Three (3) visitors/support persons may visit at a time.</li> <li>● One (1) visitor may spend the night with the patient</li> </ul> <p><b>Pediatric Patients:</b></p> <ul style="list-style-type: none"> <li>● Two (2) visitors permitted at any time in addition to parents or caregivers of a patient. These visitors must be at the request/approval of the parents.</li> </ul> <p><b>OB Patients:</b></p> <ul style="list-style-type: none"> <li>● Parents are permitted at any given time.</li> <li>● Siblings of a newborn are permitted during normal visitor hours only when accompanied by a caregiver.</li> <li>● Visitors other than parents or siblings are permitted two (2) at a time, in addition to the parents.</li> <li>● Visitors may include a professional support person/postpartum helper (like a doula) or two individuals of the patient's choice.</li> </ul> <p><b>NICU Patients:</b></p> <ul style="list-style-type: none"> <li>● COVID-19 positive parents should not visit for 5 days from onset of symptoms and should be</li> </ul>

	<p>afebrile for at least 48 hours without the use of antipyretics before visiting.</p> <ul style="list-style-type: none"> <li>● If Mom is COVID-19 positive, the other parent / support person may visit if they are asymptomatic.</li> </ul> <p><b>Adult Emergency Department</b></p> <ul style="list-style-type: none"> <li>● One (1) visitor may accompany the patient at a time. The visitor is not to leave the treatment space.</li> </ul> <p><b>End of Life:</b></p> <ul style="list-style-type: none"> <li>● Two (2) visitors are permitted on a rotating basis.</li> <li>● Specific accommodations* may be made for end-of-life and General Inpatient Program Hospice patients, including for children under the minimum visitor age.</li> </ul>
<b>Type of Patient</b>	<b>Visitor Details</b>
<b>Patients who have a visitor restriction in place for behavioral reasons:</b>	All of the above restrictions apply in addition to any restrictions outlined in a Behavioral Contract, by any member of the care team, Department Leadership, or the Security Department.

\*Process for requesting an exception for specific circumstances: Patients or visitors requesting an exception should first speak to the Department Manager or designee. After hours concerns may be brought to the attention of the Nursing Supervisor on duty or the Administrator on Call. The person granting the exception will be responsible for communicating the exception circumstances to the front desk and security staff.

We appreciate your understanding and cooperation for everyone’s safety and will provide an update to this guidance as the situation progresses.