

Emergency Medicine Service Line

Mandatory Visitor Guidelines

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Reviewed By: EM Patient Experience Committee, EM Operations Committee



Emergency Department leadership unequivocally believes that patients should have the support of their family. **All patients will be allowed 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 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

- To protect our patients and our staff, we do not allow discrimination or harassment of any kind.
- 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 receive information on inpatient visiting hours.

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

Special Considerations

Patients with Intellectual and/or Developmental Disabilities, patients with cognitive impairments (including dementia), and patients receiving end-of-life care may designate more than one support person to remain with them at all times.