



**To: Erlanger Health System Personnel**

**From: Erlanger Command Center**

**Date/Time: March 5, 2021**

**Interim Guidance Memo: Erlanger Health System Visitor Policy**

Visitors will not be allowed if they have symptoms of respiratory infection (fever, runny nose, cough, shortness of breath).

Visitors will be directed to Concierge Desk to obtain Raptor visitor badge which must be worn and visible during visitation. Visitor badge will have a colored identifier that will change daily. Approved daily color will be announced to staff. Once identified, visitors cannot be swapped out.

Children under age 16 will not be allowed except under extraordinary circumstances.

Visitors will not be allowed to switch with another person during the ICU visitation period or 24-hour period for medical/surgical inpatients.

Visitors may bring one small bag with one set of clothing for discharge and toiletry items for patient.

**Visitors must stay in the patient room and wear a mask during their entire visit.** Inpatient hospital visitors can go to the cafeteria but must wear a mask the entire time and return to patient room after getting food.

Any exceptions to ICU visitation times, i.e. end-of-life patients, will be determined on individual bases by CNO, ACNO, or House Supervisor. Exceptions will be placed onto the Command Center's visitor exception list and notifications sent to screeners. Any visitor that is not on the exception list will not be allowed into the facility.

End-of-Life patients can have a total of 4 visitors.

Visitors must not leave patient rooms from 8 p.m. to 7 a.m. If they must leave they will not be allowed back until 7 a.m.

Violations of the visitor policy will result in the patient, whose visitors violated the visitor policy, losing the visitor privileges.

No flower or balloon deliveries are allowed.

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## COVID-19 HOSPITAL VISITATION

The following guidance will be used to protect patients, visitors, and staff, and limit the spread of COVID-19. Visitation policy will be determined by the number of community cases, percent positive, hospitalizations, and ICU patients. Visitation guidance / COVID-19 cases will be monitored daily, evaluated every other Monday, and necessary changes will be made on Friday. Notifications will be posted at Erlanger Facility Entrances, Erlanger website, Erlanger Intranet, and Erlanger Employee Newsletter. This policy can be revised sooner according to the circumstances.

### **Inpatient:**

- ONE visitor will be allowed per 24-hour period.
- Visitors are not allowed to swap out during the 24-hour period.
- Once a visitor leaves the hospital they will not be allowed reentry unless an exception has been made by CNO, ACNO, or House Supervisor and exception has been placed onto Command Center's exception list.
- Minors under the age of 18 may have two visitors (parent or guardian). Maximum of THREE support people during the entire time at the facility but only TWO allowed bedside. Support visitors can switch out but not exceed the approved THREE support people nor can all THREE be at bedside.

### **ICU Patients:**

- ONE visitor during visitation hours 4 p.m. – 8 p.m.
- Visitors are not allowed to swap out during visitation hours.
- Once a visitor leaves the hospital they will not be allowed reentry until the next visitation time unless an exception has been made by CNO, ACNO, or House Supervisor and exception has been placed onto Command Center's exception list.

### **Surgical Services/ Procedures:**

- **Outpatient Surgery:** ONE visitor allowed.
- **Inpatients Surgery:** ONE visitor allowed. Once patient arrives to assigned inpatient room, above inpatient guidelines will be followed.
- **Cath Procedures:** ONE visitor allowed.
- **Children's Surgery:** TWO caregivers allowed.
- If the waiting area becomes overcrowded to the point that social distancing cannot be safely practiced visitors will be asked to wait outside the facility until overcrowding is no longer an issue as determined by Surgical Services Management.

### **Emergency Department:**

- ONE visitor per patient.
- COVID-19 patients, Patients Under Investigation for COVID, prisoners, and psych patients will not be allowed a visitor.
- Any visitor beyond the ONE that arrives with the patient must wait in the car. Only ONE visitor will be allowed into the facility. Visitors will not be allowed to swap out during a patient's stay in the Emergency Department.

- If the waiting area becomes overcrowded to the point that social distancing cannot be safely practiced visitors will be asked to wait outside the facility until overcrowding is no longer an issue as determined by Emergency Department Management.
- At any time, Emergency Department Management has the discretion to have the visitors leave the patient's room.
- End-of-Life patients can have 2 visitors if approved by Emergency Department Management.
- **Children's Emergency Department:** 2 caregivers allowed.

**Women's OB:**

- TWO support people allowed bedside. Maximum of THREE support people during the entire time at the facility but only TWO allowed bedside. Support visitors can switch out but are not to exceed the approved THREE support people.
- GYN surgery patients will follow above surgical service / procedure guidance.

**Neonatal Intensive Care Unit (NICU):**

- Patients may have one birth parent plus one significant other who must remain at the bedside for the duration of the visit. Significant other can switch out with one additional support person during the visit but no more the TWO allowed bedside.

**Erlanger Ambulatory Practices:**

- No visitors without prior approval from the practice.

**Outpatient Services at all Erlanger Facilities:**

- Adult patients, who have an appointment at an Erlanger hospital-based clinic, laboratory, or radiology, cannot have a visitor without prior approval from the practice.
- Children's Hospital and Kennedy Outpatient Center outpatients/ambulatory patients may have TWO visitors.

**Applies to all areas (EXCEPT COVID Units, COVID Patients, and Patients Under Investigation)**

**Erlanger Western Carolina** - Inpatients at Erlanger Western Carolina Hospital may have ONE visitor per day, age 16 and over, between the hours of 1 p.m. and 5 p.m.

**No visitors will be allowed for patients who have a pending or positive COVID-19 test.**

**Baroness and Children's Hospitals Entrances:**

Entrances - Visitors for Baroness Hospital must enter from the main parking garage entrance that leads to the gift shop. Visitors for Children's Hospital must enter through the Children's Hospital parking garage entrance. Visitors who enter through the emergency department to visit an inpatient will be directed to the entry points for screening.

- Hospital entrance from garage (near gift shop) patients only      Open daily 0600 – 2000
- BEH-ED- ED patients and one care partner      Open 24 hours daily

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- Children's-ED- ED patients only Open 24 hours daily
- Children's parking garage entrance Open 24 hours daily
- Hampton Street Valet- for surgery patient use only Open Mon thru Fri 0445-1500
- Plaza entrance- medical mall access only Open Mon thru Friday 0600-1700
- Medical Mall- medical mall access only Open Mon thru Friday 0600-1700

**Western Carolina Hospital Entrance:**

All Erlanger Western Carolina Hospital patients, including emergency patients and visitors must drive to the main entrance canopy of the hospital where they will be screened in their vehicle. After receiving approval to enter, they will receive an armband labeled with the day of the week and directed to their destination. This location will operate from 5:30am to 5:00pm Monday – Friday. The ER will be the only access point all other times. Anyone in the facility should be identified with a current armband or other identifying badge.

**Erlanger East Hospital Entrances:**

- A Building Inpatient Tower: 24/7 with screening.
- Emergency Department open 24/7 with screening.
- B Building Women's side entry open 24/7 with screening.
- C Building will operate normal business hours M-F. All physician clinics will prescreen patients and provide information regarding mask requirement.

**Erlanger North Hospital Entrances:**

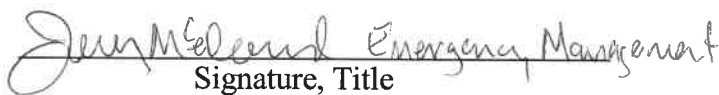
- Emergency Department open 24/7 with screening.
- Outpatient Departments such as CH Physical Therapy, Sleep Lab, and Cardiac Rehab will monitor and perform screening in each of their departments per their routine hours of operation.

**Erlanger Sequatchie Hospital Entrances:**

- Emergency Department open 24/7 with screening.
- Hospital Entrance open daily 6a-10p.

**Erlanger Bledsoe Hospital Entrances:**

- Emergency Department open 24/7 with screening.
- Hospital Entrance 6a-9p

  
 Signature, Title

3-5-2021  
 Date