

Beaumont

COVID-19 Visitation – Staff Guidelines

Support person presence requests that differ from the guidelines below should be reviewed on a case-by-case basis by the nursing supervisor or clinical leadership and elevated to the site administrator-on-call as needed.

Since the start of the COVID-19 pandemic, modifications to the Family Presence Policy have been essential to suppress the transmission of COVID-19. As coronavirus evolves, continued modifications will be necessary; however, we remain committed to supporting family presence and participation of those who are essential to the care of the patient with attention to elements that minimize avoidable exposure to COVID-19 whenever possible.

Universal Masking and Other Precautions (Hospital Campus and Ambulatory Care)

EVERYONE visiting must:

- Be asymptomatic, COVID diagnosis free, and must not be waiting for COVID-19 test results. Each person visiting must complete a COVID-19 Health Assessment each time they come to Beaumont.
 - People screening positive will not be allowed to visit.
 - People screening negative will be given a “sticker” that must be worn at all times.
- Wear a face mask that fits well covering the nose and mouth **at all times**. A mask will be provided by Beaumont as needed.
 - Valved masks are not permitted.
 - It is acceptable to “double mask” meaning to wear a cloth mask over a surgical mask.
 - Any person refusing to wear a mask will not be allowed to visit.
- Wear all required PPE at all times, when needed and as directed and provided by the clinical team.
- Practice social distancing, keeping 6 feet from others at all times.
- Stay in the patient’s room at all times except when using the bathroom.
- Clean hands upon entry and exit to any patient care area. Those with gloves will be asked to remove them.
- Leave the Beaumont facility after the visit is over without spending time in public areas.
- Additionally:
 - Children (<16 years) must not visit patient rooms or waiting spaces except for end-of-life or other extreme situations where presence has been approved. Patients must arrange for childcare or reschedule outpatient appointments as necessary.
 - Support person may be asked to leave if social distancing cannot be maintained or if expectations are not being followed.
 - If food must be eaten, it must occur in non-patient care areas. Staff should inform support persons where they may eat.

Staying Connected

Encourage support persons who are at high risk for developing COVID-19 complications to stay home and connect virtually. Staff should inform them of audio and video opportunities to connect with patients and care providers, via our tablet lending program.

Connecting Patient with Family/Friends

- Call hospital “in-room” phone.
- Call via personal cell phone, tablet or laptop for audio/video calls or text messaging.
- Offer a Beaumont-owned electronic device (i.e., iPad or tablet) and provide support to patient and family on how to use 8x8 Video Meetings app. Guides for [patients](#) and [family members](#) are available for download.
- If patient is noncommunicative, offer family/friends the opportunity to audio record messages, music, prayers etc..

Connecting Family with Health Care Team

- Encourage patient/family to select one person to be family contact person for communication with health care team members. Note who the family contact is in EPIC.
- Set up a schedule with the family contact to receive daily updates and participate in medical decisions.
- Provide an opportunity to connect with family during medical rounds, shift change report, discharge planning and/or other conversations surrounding the plan of care.
- Send text messages to families through EPIC.

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Hospital Campus (Inpatient, Emergency Center, Appointments)

Patients who do not have or are not suspected of having COVID-19

- **From 8 a.m.- 8 p.m.**
 - ONE support person each day is welcome.
 - *Approved* community clergy visitation is in addition to the one support person who is visiting.
 - TWO support people or parents/legal guardians are welcome for the following:
 - Patients being evaluated for/on hospice care or nearing end-of-life. *Approved* community clergy visitation counts as one of the two support people who are visiting.
 - Children (21 years of age or under) not in Neonatal Intensive Care Unit (NICU). Families of babies in NICU must talk with the doctor/nurse about NICU visitation.
- **Overnight** (providing space allows and safety can be maintained)
 - ONE support person or parent/legal guardian:
 - Children (21 years of age or under) not in NICU.
 - A laboring woman. *Approved* doula may be present in addition to support person.
 - Patient in serious or critical condition or on hospice care.
 - Adult with a cognitive, physical, developmental, or mental disability requiring help with communication, activities of daily living, and keeping the patient safe or calm.
 - TWO support people:
 - Patient at end-of-life.
- **Other** - Patient having surgery that starts before 8am or extends past 8pm may have a support person present.

Patients who have been diagnosed with or are suspected of having COVID-19:

- Visitation is restricted.** No one will be allowed in rooms of patients who have or are suspected of having COVID-19 except:
- ONE support person or parent/legal guardian may be present for the following:
 - Pregnant woman in labor, pre-term labor, or requiring C-section, pre-natal testing, procedure, or genetic counseling.
 - Child who is 21 years of age or under.
 - Adult with a cognitive, physical, developmental, or mental disability requiring help with communication, activities of daily living, and keeping the patient safe or calm.
 - Patient being admitted to the hospital. Once the patient has registered, the support person should leave the building.
 - As approved, patient who needs a support person to learn how to care for them after discharge.
 - Exercise power of attorney or court-appointed guardianship.
 - TWO support people may visit a patient who is being evaluated for hospice care or nearing the end-of-life. If community clergy is requested, this person should be included in the rotation of those visiting.
- Exceptions for other extreme circumstances must be approved by clinical leadership.**
As directed and provided by the clinical team, all required PPE must be worn at all times.

Outpatient and Emergency Center Care

- **Each patient may bring ONE support person with them.**
 - TWO parents/legal guardians may accompany children who are 21 years or under. Others must wait outside of the building until the patient is ready to leave.
 - Patients must not bring children <16 to appointment. Appointment must be rescheduled if childcare is not possible.
 - Patients presenting with COVID-19 symptoms and not seeking emergency care may be promptly moved to an isolated area where they must remain with the door closed or asked to call their appointment destination from outside of the facility to receive further instruction.
- **Emergency Center (EC)** - Unless the support person is essential to patient care as per the exceptions listed above, each site determines whether the support person may stay after the patient is registered or received by an EC staff member.