



COVID-19 Visitor Restrictions and Policies – Effective 1.18.21

Universal Mask Policy

To protect our patients, staff and community members, CCH requires everyone to wear a mask within our facilities and clinics. We discourage the use of gaiters or bandanas as research has found that these are not as effective. Approved masks are available at the Emergency Department Registration screener desk.

All support people/visitors to our facility and clinics must:

- Wear a mask
- Answer and pass all applicable COVID-19 screening questions
- Pass a temperature test
- Be age 19 or older

Acute Care/Intensive Care Visitor Policy

Policy for patients with no COVID-19 diagnosis:

- Visitors will be limited to 7 a.m. to 7 p.m., seven days a week.
- Each patient is limited to one visitor/support person and the name of this support person must be given to CCH staff upon the patient's admission. The one visitor/support person is asked to remain in the patient's room for the duration of their visit.
- Pediatric/minor patients are allowed one parent or support person at a time. These parents or support people need to stay in the pediatric or minor patient's room.
- The number of support people allowed in the room with dependent adults will be determined by the patient's needs and in conjunction with the departmental manager or charge nurse.
- Certified service animals are able to accompany patients, as long as patients are able to care for them.
- Clergy who receive a request for a visit by a patient/family may visit these patients if they pass the required COVID-19 screening.
- Patients should delegate one primary support/contact person and one secondary contact person that CCH staff and physicians can release information to regarding the patient's status and condition.
 - This individual would be contacted by CCH staff via telephone.
 - The secondary contact person would only be contacted in the event that CCH staff was unable to reach the primary support/contact person.
- Patients who are receiving hospice/comfort care may have visits from their immediate family only with direction from the departmental manager or charge nurse.



Policy for patients with COVID-19 positive diagnosis:

- No support people, clergy members or service animals are allowed for patients with a pending COVID-19 test or with a confirmed COVID-19 diagnosis.
- These patients should delegate one primary support/contact person and one secondary contact person that CCH staff and physicians can release information to regarding the patient's status and condition.
 - This individual would be contacted by CCH staff via telephone.
 - The secondary contact person would only be contacted in the event that CCH staff was unable to reach the primary support/contact person.

Maternal Child Health Department Visitor Policy

- Patients may have one designated support person, who must stay in the patient room.
 - If the support person needs to leave, they will not be able to return.
 - If the support person is also COVID-19 positive, they will not be allowed in during the patient's stay.
- One designated support person is allowed in the NICU from 7 a.m. to 7 p.m. If circumstances change, the charge nurse will make exceptions, as needed.

Outpatient Procedures Visitor Policy

(This includes diagnostic imaging, respiratory therapy, laboratory, outpatient surgical services, and endoscopy)

- One support person is allowed in with patients who are not presenting with potential or confirmed COVID-19 diagnoses.
- Pediatric/minor patients are allowed one support person who needs to stay in the room.
- The number of support people allowed in the room with dependent adults will be determined by patient needs and in conjunction with the departmental manager or charge nurse.
- No support people are allowed for patients with a pending COVID-19 test or with a confirmed COVID-19 diagnosis. Support people will be asked to leave their phone numbers and remain in their cars or return home.

Emergency Department Visitor Policy

- One support person is allowed in with patients who are not presenting with potential or confirmed COVID-19 diagnoses.
- Pediatric/minor patients are allowed one support person who needs to stay in the room.



- The number of support people allowed in the room with dependent adults will be determined by patient needs and in conjunction with the departmental manager or charge nurse.
- No support people are allowed for patients with a pending COVID-19 test or with a confirmed COVID-19 diagnosis. Support people will be asked to leave their phone numbers and remain in their cars or return home.