

# Visitor Policy Einstein Medical Center Philadelphia

Effective February 16, 2022

During normal times, Jefferson Health openly welcomes families and guests who want to connect with and comfort patients receiving care. We understand how important this is to you and to them as they heal and feel supported during their recovery. The pandemic has presented all of us with some new challenges, and while we are fully committed to providing patient and family-centered care, we must also ensure the safety of everyone entering our facilities.

It is important to be aware that visitor guidelines change continuously based on state, county and local hospital guidance and recommendations. **We will be reviewing guidelines at regular intervals and will update this policy accordingly.**

*Our care teams will always compassionately consider unique circumstances and are encouraged to seek guidance from local leadership and infection control in scenarios where it is unclear how we should protect our core value of "Doing the Right Thing." We are deeply committed to doing the right thing.*

## Hours

As part of our ongoing review of policies and procedures during the COVID-19 pandemic to ensure safety for staff, patients and their visitors, the following updated guidelines have been put in place for Einstein Medical Center Philadelphia, Elkins Park, MossRehab, Center One and our physician practices.

### **Guidelines: Inpatient, Emergency Departments, Outpatient Surgery and Rehabilitation**

- Inpatient visitation is 9 a.m. to 9 p.m.
- Patients arriving for surgery may have one visitor beginning at 6:30 a.m.
- No visitation of any patient who is on isolation precautions and COVID-19 positive or suspect.
- Temperature screening will be completed at hospital entrances. It is preferred that visitors enter and leave the hospital once per day.
- For Einstein Medical Center Philadelphia patients who reside in double occupancy rooms, there will be an alternating visitation for door and window patients to ensure social distancing. The door patients' visitation hours are 9 a.m. to 3 p.m. Visitation hours for window patients are 3 p.m. to 9 p.m. A request to modify hours should be discussed with the nurse manager or designee.

### **Rehabilitation locations:**

- MossRehab and Elkins Park Acute Moss

- In patient visitation: 9 a.m. to 9 p.m. For patients who reside in double occupancy rooms, there will be an alternating visitation for door and window patients to ensure social distancing.
  - Visitation days for the door (bed 1) patients are odd days of the month (e.g. March 1,3,5).
  - Visitation days for the window (bed 2) patients are even days of the month (e.g. March 2, 4, 6).
  - Visitation days for private room patients are odd days of the month.
- MossRehab 2 tip in patient visitation: 10 a.m. to 8 p.m.
  - Visitation days for private room patients are odd days of the month.
- MossRehab satellites (MossRehab at Jefferson Frankford, Jefferson Bucks and Doylestown) will be coordinated with the host site to meet overall safety needs of the facility.
  - Note that any deviation from rehab visitation schedules is contingent upon review and approval of unit nurse manager.

### **Exceptions to Inpatient, Emergency Departments and Outpatient Surgery Visitation**

- NICU – Visitation includes two parents or parent and support person for a total of two visitors- Please consult the RN for exact scheduling details.
- Obstetrics/L&D- one support person for the duration of birth parent’s stay  
One doula for the duration of birth parent’s stay
- Post-Partum – No sibling visitation.
- Behavioral Health Units – No visitation
- Hospice – Two visitors are permitted 24/7. Visitors must check in with nurse.

### **Emergency Departments:**

- **No visitors will be permitted in the Emergency Department Waiting Room, with the exception of:**
- Patient with a family member or caregiver who will relay pertinent medical information on behalf of the patient at the time of triage, during the MSE, and while in WR in order to request assistance if needed. (The Emergency Department will not deny access to an attendant, caregiver or family member of a patient with an intellectual, developmental or cognitive disability, communication barrier, or behavioral concern.)
- Minor child with guardian(s)
- **The Einstein Emergency Departments will allow patient ED treatment room visitation within the below parameters:**
- Parent(s) or guardian of a minor child

One (1) adult (>18 years old) visitor that is requested to be present/or a family member by the patient under the care of the Emergency Department. Visitors may not ‘swap out’ to allow another person to visit.

- Family members wishing to participate in end-of-life visitation of a family member. More than one family member may be permitted at the discretion of the ED care team.

#### **Parameters for Emergency Department patient visitation:**

- Adult over 18 years old
- Must comply and wear a facemask (provided if needed)
- Visitor maintains social distancing to the extent possible with clinical staff
- Visitor must always remain in patient room unless directed otherwise by clinical team
- Conduct is within the organizations Standards of Behavior
- There is no time limit for visitation

#### **COVID Illness**

ED Patients suspected of or who have a diagnosis of COVID illness may have one adult visitor within the parameters above if that visitor states fully vaccinated and wears a face mask. Visitor is aware of COVID risk.

#### **Willowcrest**

- Visitation is permitted 24/7 for Willowcrest patients

#### **Physician Practices, Outpatient Locations, Diagnostic Testing**

- Visitors will not be permitted unless the patient requires help to facilitate care under the following circumstances: parent of a child, person with a disability, critical decisions on surgical procedures, medical care and cancer care or seniors who need to have someone present for the visit. Please check with the office if you have questions or specific needs.

#### **Vendor Access**

- Vendors must have approval for access prior to arrival and are permitted entry if they are required to assist with a patient care or provider need.

## **Visitors**

- You will be provided an earloop mask when you enter the hospital. This protects you, our patients and our staff. You may wear your own NIOSH approved KN95. **No cloth masks or gaiters are allowed.**
  - **It is required** that a face mask is worn at all times (ensuring that it covers both your mouth and your nose) while in the hospital building. It may be removed while eating in designated locations in the hospital (not in the patient room).

- If you are unable to wear a mask for protection, you should not visit our facilities\*\*. Your safety and the safety of others is really important.
- When you are in our facilities we ask that you please wash your hands or use the hand sanitizer, and limit touching surfaces in patient care areas.
- We are limiting the number of entrances to our facilities so that you can be properly screened for coronavirus symptoms, typically cough, fever, and shortness of breath as well as a number of other symptoms. If you have symptoms we will ask you to delay your visit.
  - Also if you currently tested positive for COVID in the last 10 days please do not visit
- Vaccination with the COVID-19 vaccine will not change any of these requirements. Masks, social distancing and hand hygiene must continue to be used and practiced.

*\*\* If you are unable to visit a patient in person, our staff can help set up a video visit with the patient through the use of our technology.*

## **Inpatient Guidelines**

### *Visiting non-coronavirus patients*

- **As mentioned above you must wear an approved mask at all times that covers your nose and mouth.**
- When visiting a patient, we will ask you to please stay in the room except for your own basic personal needs (e.g.: food, restroom). **Please do not eat in the patient room and keep your mask on at all times.**
- **Minors:** At this time, only those 18 and over are permitted to visit. Exceptions may apply (such as for end-of-life or other critical times) and will be reviewed by the care team.

### **IN PENNSYLVANIA JEFFERSON FACILITIES:**

- **Adult inpatient** – Up to two visitors permitted at the same time. May be adjusted to allow for social distancing needs in semi-private rooms and common rooms.
- **Emergency Department** Up to Two caregivers, family members, or support persons accompanying patients to the Emergency Department (ED) will be permitted to stay in the ED waiting room, including for patients presenting for or seeking psychiatric care and services. The accompanying person may relay pertinent medical information on behalf of that patient during time of triage, during the medical screening exam, and through the ED care continuum.
- Local situations may necessitate the need to limit visitors depending on volume and the need for social distancing.
- The ED will not deny access to any attendant, caregiver, or family member of a patient with intellectual, developmental, cognitive disability, communications barrier, or behavioral concern.

**The Einstein Emergency Departments will allow patient ED treatment room visitation within the below parameters:**

1. Parent(s) or guardian of a minor child
1. (2) adults (>18 years old) - visitors or family members that is requested to be present by the patient under the care of the Emergency Department.

**Parameters for Emergency Department patient visitation:**

Adult over 18 years old

Must comply and wear a facemask (provided if needed)

Visitor maintains social distancing to the extent possible with clinical staff

Visitor must remain in patient room unless directed otherwise by clinical team

Conduct is within the organizations Standards of Behavior

There is no time limit for visitation

- **Clinics/surgeries/procedures** – Two support persons will be permitted (as long as social distancing can be maintained)
- **Maternity** – Up to two visitors permitted at same time
  - one doula for the duration of birth parent's stay in addition to two visitors.
  - **Neonatal ICU** – Two parents or guardians will be permitted every 24 hours
  - **Pediatrics/minors who are patients** – Two parents or guardians may stay with the minor
- **Patients with physical, intellectual, behavioral, developmental disabilities and/or cognitive impairments** - Two support people will be permitted every 24 hours
- **End-of-life** – **No limit on number of visitors permitted**, provided care team approves and deems it is safe and feasible to meet social distancing guidelines

**Inpatient Guidelines:**

*Visiting COVID-19 positive patients (or patients with coronavirus symptoms)*

- No visitors are permitted.
- Exceptions may be made for end of life or critical care needs.
  - Other extenuating circumstances should be addressed with patient's medical team and infection prevention.

**Outpatient Guidelines:**

**As mentioned above you must wear an approved mask at all times that covers your nose and mouth**

- Clinics/ambulatory practices– Two support person will be permitted (as long as social distancing can be maintained)
- Pediatrics/minors who are patients – two parents or guardians may stay with the minor
- **Minors:** A child under the age of 18 is allowed to accompany a parent or caregiver during their medical appointment or PAT visit. Minors (2 years old and older) **MUST** wear a mask at all times and must social distance appropriately.

**Patients who leave the hospital:**

- A patient who has COVID-19 or symptoms of COVID-19 will be brought to the vehicle of the person picking up the patient. This protects you, the visitor/support person, from possible virus exposure.
- A patient who does not have COVID-19 may have one visitor/support person who can be with the patient as he or she leaves the unit and is brought to the vehicle. If there is a second visitor, that individual should stay with the vehicle.

#### **IN NJ JEFFERSON FACILITIES (to be compliant with NJHA)**

1. **Adult inpatient** – Up to two visitors permitted at the same time.
2. **Emergency Department** – Up to two visitors permitted for duration
  - Local situations may necessitate the need to limit visitors depending on volume
3. **Obstetrics/L&D** Up to two visitors permitted at same time
  - One doula for the duration of birth parent’s stay in addition to the visitors.
4. **Surgery/procedure** –
  - One visitor until patient is taken into prep (as long as social distancing can be maintained)
  - One visitor when patient is in recovery and preparing for discharge.
5. **Pediatrics** –
  - Two parents or guardians may visit at the same time, unless COVID(+) or PUI guidelines apply
  - Siblings may be permitted for end of life
6. **Psychiatry** –
  - One Visitor, must be the same person for duration.. Permission must be granted in advance by the care team.
7. **Immunocompromised\*\***-
  - No visitors with the exception of one parent or guardian for pediatric patients for the duration of the stay.
8. **End of Life** – **No limit on number of visitors permitted**, provided care team approves and deems it is safe and feasible to meet social distancing guidelines.
9. **\*\*Overall Exceptions** may apply to pediatrics, labor and delivery, end of life, and patients with intellectual, developmental or cognitive impairment including dementia, communication barriers or behavioral concerns.

Thank you for your understanding during this challenging time. Our goal is to protect you, your loved ones and our staff. Patient and public safety are always our top priorities.

Thank you for choosing Jefferson Health for your care and the care of your loved ones.

## **In Pennsylvania Jefferson Facilities:**

- **We will welcome two visitors per day.** Visitor may change but cannot overlap.
- **Several exceptions are listed below:**
  - **Emergency Department** – One support person will be permitted for the duration of the stay. Patients with physical, intellectual, developmental disabilities and/or cognitive impairment may have one support person for the entirety of the ED stay including access to the waiting room.
  - Local ED activity such as the waiting room capacity may necessitate the need to limit visitors depending on volume.
  - **Clinics/surgeries/procedures** – Two support persons will be permitted as long as social distancing can be maintained.
  - **Maternity** – One support person for the duration of birth patient’s stay
    - One doula for the duration of birth parent’s stay
  - **Neonatal ICU** – Two parents or guardians will be permitted every 24 hours
  - **Pediatrics/minors who are patients** – Two parents or guardians may stay with the minor
- **Patients with physical**, intellectual, developmental disabilities and/or cognitive impairments - Two support people will be permitted every 24 hours but cannot overlap.  
*(For patients with lengthy hospitalizations, the patient or family/caregiver may assign two support people)*
- **End-of-life** – Up to two visitors may visit at the same time, but visitors may switch throughout the days (exceptions will be determined by the care team after discussions with the immediate family)
- **Inpatient Guidelines**  
*Visiting COVID-19 positive patients (or patients with coronavirus symptoms)*
- No visitors are permitted.
- Exceptions may be made for end of life or critical care needs.
  - Other extenuating circumstances should be addressed with patient’s medical team and infection prevention.

## **Outpatient Guidelines:**

**As mentioned above you must wear an approved mask at all times that covers your nose and mouth**

- Clinics/ambulatory practices– Two support person will be permitted as long as social distancing can be maintained.
- Pediatrics/minors who are patients – Two parents or guardians may stay with the minor

- **Minors:** A child under the age of 18 is allowed to accompany a parent or caregiver during their medical appointment or PAT visit. Minors (2 years old and older) MUST always wear a mask and must social distance appropriately.

**Patients who leave the hospital:**

- A patient who has COVID-19 or symptoms of COVID-19 will be brought to the vehicle of the person picking up the patient. This protects you, the visitor/support person, from possible virus exposure.
- A patient who does not have COVID-19 may have one visitor/support person who can be with the patient as he or she leaves the unit and is brought to the vehicle. If there is a second visitor, that individual should stay with the vehicle.

**IN NJ JEFFERSON FACILITIES (to be compliant with the NJHA)**

**Adult inpatient** – May have one visitor at a time. Visitor may change but cannot overlap

Please see below for exceptions:

- **ED** – visitor, must be the same person, for duration of stay
  - Local situations may necessitate the need to limit visitors depending on volume
- **Obstetrics/L&D-** One support person for the duration of birth parent’s stay including COVID-19 patients.
  - One doula for the duration of birth parent’s stay
- **Surgery/procedure** –
  - One visitor until patient is taken into prep (as long as social distancing can be maintained)
  - One visitor when patient is in recovery and preparing for discharge.
- **Pediatrics** –
  - Same two parents or guardians may visit at the same time
  - Siblings may be permitted for end of life
- **Psychiatry** –
  - One Visitor must be the same person for duration. Permission must be granted in advance by the care team.
- **Immunocompromised\*\*-**
  - No visitors with the exception of one parent or guardian for pediatric patients for the duration of the stay.
- **End of Life** – Up to two visitors may visit at the same time, but visitors may switch throughout the days (exceptions will be determined by the care team after discussions with the immediate family)

- **\*\*Overall Exceptions** may apply to pediatrics, labor and delivery, end of life, and patients with intellectual, developmental, or cognitive impairment including dementia, communication barriers or behavioral concerns.

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