

VISITOR/SUPPORT PERSON GUIDELINES

(Reviewed August 16, 2021)



In order to continue to care for our patients, visitors and caregivers in the safest and kindest way possible, we are implementing the following guidelines for Visitors/Support persons. Please note that as we continue to monitor the spread of COVID-19 in our community these guidelines may be updated as needed for the safety and care of everyone, in keeping with the evolving recommendations from the CDC.

In situations when in-person visitation is not permitted, we encourage alternatives to include videoconference (i.e. FaceTime, Zoom, etc.) or telephone calls.

Please Note Updated Visitor Guidelines (Reviewed August 16, 2021):

Visitation is restricted at all York Hospital facilities. There may be exceptions, including:

- End of life care
- One adult visitor or support person per day welcomed for admitted patients between 11am-7pm
- Two parents or guardians per day welcomed for each inpatient pediatric patient
- One visitor or support person per day welcomed for inpatient labor & delivery patients
- One adult visitor or support person per day welcomed for Emergent Care patients
- One adult visitor or support person per day welcomed for Surgery Center patients
- One consistent adult support person welcomed in the outpatient settings (i.e. practices, walk-ins) where waiting space allows)

Guidance for Inpatient Visitors & Support Persons:

- Patients who are COVID positive or being ruled out may not have a visitor. *All others may have a visitor or support person according the above guidelines.*
 - The assigned visitor or support person is asked to be the primary contact for all family members.
 - Visitor/support person will be screened for COVID-19 by answering health questions prior to entrance. A hospital mask will be provided. If there is a positive answer to any health question, or if visibly symptomatic, the visitor/support person will not be allowed to enter.
 - Visitors and Support Persons will be permitted according to the State of Maine visitor policies. International visitors or visitors who are returning from international travel will need to meet State of Maine quarantine and/or testing requirements. (<https://www.maine.gov/covid19/keepmainehealthy/faqs>)
 - **Visitor/support person and patient must remain masked (with a surgical mask) at all times**, including while in the hospital and in the patient's room. Visitor/support person must remain in the patient's room and limit the number of times entering and exiting the room.
 - Visitor/support person should utilize the call bell for staff assistance.
 - Please note, sitting or congregating in any common area/shared patient and family spaces (i.e. waiting rooms, cafeteria, etc.) is restricted in order to maintain safe distancing practices.
 - It is preferred that Visitor/support person order a guest tray to the patient room by dialing x3663. Food and drink should be consumed in the patient room whenever possible at a safe distance from the patient. However, patients and visitors may go to Cafeteria for food. All are encouraged to order food to go, but may remain in the dining area to eat IF there is an open table (with plexiglass surround). Dining continues to be closed to public, unless here for required services.
 - If unable to comply with the above guidelines the visitor or support person will be asked to leave the building and may visit by phone or video conference.
- **Visitor** is defined as a person visiting any patient for social reasons, which may not be essential to the patient's medical care.
 - **Support Person** is defined as a person needed to assist a patient with intellectual, developmental, physical or cognitive impairments. A Support Person must be considered essential to the patient's medical care.

YH STAFF: Please provide one copy of these guidelines to approved visitor/support person when signing visitor log.