

## Tip Sheet

### Essential Visitors - Visiting During COVID-19 Phase 2

**Guiding Principles:** To align with the updated graduated visitor re-integration approach released by the MOH, beginning **June 24<sup>th</sup>, 2020** HRH will be moving to phase 2 of the visitor policy.

**Highlights of the New Visitor Policy:**

- On-Site visiting Hours:** 1300-1900 hrs
- Maximum Visitors on Unit:** 6 per hour (based on visitor schedule and tracking log)
- Visit Duration:** 1 hour block as designated
- Visitor Specifications:** **1 Designated Visitor** or **Designated Alternate** is allowed based on the hospital’s risk assessment. Visit duration and frequency will be based on the patient population (see the HRH Visitor Guide).
- COVID-19 Positive Patients:** Visitors will now be allowed for all patients as per the HRH Visitor Policy.

**Screening:**

- All patients and visitors are encouraged to wear their own masks or face covering when entering the hospital. If the patient or visitor does not have a mask or face covering, they will be provided one procedure mask at the entrance.

**Visitors who meet the following criteria will not be allowed entry:**

- Symptoms of fever, and/or cough, and/or difficulty breathing, or
  - Testing positive for COVID-19 or having close contact with a confirmed or probable case of COVID-19 in the past 14 days, or having close contact with a person with acute respiratory illness or travel history in the past 14 days
- \*\* Any visitors who meet the above criteria may be permitted on a case by case basis with Manager and Director approval.

**Staff Responsibilities:**

**Identifying Visitors:** The Clerk or Nurse on the unit will contact the visitor; which should be the same visitor, unless there are other circumstances. All designated visitors and/or designated alternates will be documented in Meditech under the new “visitation” intervention by the department. A nurse at the door will check in the visitor on the specified date/time and document the name in the Essential Visitor field for the visit occurrence.

Inpatient Areas	Ambulatory Areas	Emergency Department
<ul style="list-style-type: none"> <li>○ RP and SWs to categorize patients every morning during/after rounds (TLs on weekends).</li> <li>○ Primary nurse to use visitor schedule sheet to schedule visitors when providing daily update to family.</li> <li>○ Clerks to monitor daily visitor log and inform primary nurse if visitor has not checked out/left at designated time.</li> <li>○ RP/TL/Manager to review visitor schedule sheet to ensure all identified pts have scheduled visitor times as per the category.</li> </ul>	<ul style="list-style-type: none"> <li>○ Ambulatory Areas will provide appointment lists and identify potential visitors on the schedule to the door screeners at the entrances.</li> <li>○ The appointment list will be updated and provided to the door screening team by 1600hrs each day for the following day’s scheduled appointments.</li> </ul>	<p>If the patient falls into a category allowing a visitor based on the ED Visitor Policy Criteria:</p> <ul style="list-style-type: none"> <li>○ Visitor receives a mask at entry</li> <li>○ Patient provided “Visitor Sticker” and informed of Visitor policy by ED Team Member, approved pamphlet is provided to Visitor</li> <li>○ ED Team member documents in Meditech, visitor’s name and contact information under Visitor Tab</li> <li>○ Visitor instructed to stay in room</li> <li>○ If patient is admitted, visitor goes home and contacts unit directly for visitation time, unit extension is provided by ED team member.</li> </ul>

**Supporting Visitors:**

- Educate visitors on the appropriate donning and doffing of PPE and hand hygiene practices, providing educational materials as required.
- Provide timely updates to the designated caregiver, address any questions or concerns and connect patients with their families at least twice a day.
- Facilitate communication between patients and families using their personal devices or the IBT (FaceTime, Skype, Panacea Video chat, etc.) ensuring language line or translation services are available if needed.
- Encourage patients and Families to utilize the My Humber Health patient portal for timely access to information.

**Know the Appeal Process:**

- The patient, family member, or caregiver may appeal the visiting decision by the clinical team (review the policy on PPM for the process).

# Tip Sheet

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### Phase 2: HRH Visitor Guide

#### Category 1: Patients with Life Altering Events

Category	Clinical Team Guidance	Institutional Guidance
End of Life (including MAID)	High Risk of Dying in the Next 2 Weeks	1 visitor daily (For all other palliative/ End of Life Patients- 1 visitor 2x/week)
Child Birth	Includes Post-Partum	1 visitor for as long as mother requires assistance with care of infant
Major Surgery	Anticipated LOS >3 days	1 visitor daily (Reassess after 7 days for need for ongoing visits)
Critical Illness	Unstable/deteriorating patient	1 visitor daily
Mental Health Crisis		1 visitor daily
Life Altering Diagnosis	Includes inpatient & outpatient	1 visitor daily or 1 escort for outpatients

#### Category 1: Vulnerable Patients

Emergency Department Patients	Time dependent need for essential care partners to support the clinical team with timely assessment (history, symptoms, consent, etc.)	1 visitor in the ED
Under 18 Years	Includes care by patient; consider shelter in place	2 visitors daily (no in and out privileges)
Significant Developmental or Intellectual Disability		2 visitors daily (no in and out privileges)
Cognitive Impairment	(ie. dementia, severe brain injury, severe stroke, etc.)	1 visitor 3x/week and increased by the team as needed
Unable to Effectively Communicate	(ie. significant language barrier and all means of remote communication failed)	1 visitor 3x/week
Patient Requiring Caregiver to Support Hospital Workflow, Unmet Care need or Absence of Caregiver Causes Undue Burden on the Healthcare Team	Visitor required to avoid significant physical/psychological harm, heightened emotionally (unable to calm without medication or restrain) by supporting fundamental care needs	1 escort for outpatients For inpatients- frequency and time to be tailored to the specific needs of the patient and burden to the healthcare team

#### Category 2: Essential Care Partners

Long Stay Patients	> 30 day stay	1 visitor 2x/week
Patients Requiring Transition Support (Excludes new admissions)	Coordination of care (ie. home care, follow up instructions, etc.)	1 visitor daily through 3 days of transition (discharge or admission)

#### Category 3

Low Acuity, Short Stay Patients		No visitors
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