

PURPOSE

To establish provisions for visitor involvement in the rehabilitative plan of care for patients while maintaining patient and personnel safety during the COVID-19 pandemic.

POLICY

It is the policy of Madonna Rehabilitation Hospitals that during the COVID-19 pandemic, visitation will be modified in order to maximize effective rehabilitative care for patients while balancing patient and personnel safety. The visitation system will depend on the presence of COVID-19 in the community and the implementation of restrictive procedures at the institutional and county level.

PROCEDURE

General Principles:

- Visitation modification is necessary as long as COVID-19 is present and circulating in the community and **ideally, visitors should be restricted as much as possible.**
- Because a proportion of transmission of COVID-19 is from persons who are pre-symptomatic or asymptomatic, screening visitors for symptoms will not prevent all persons with COVID-19 from entering the facility.
- Visitation is important for the psycho-social health as well as safe and appropriate rehabilitative care of inpatients, but must be balanced against the risk of transmission of COVID-19 to inpatients and healthcare workers.
- Visitation is limited to those persons essential for the patient's physical or emotional well-being and care.
- Alternative mechanisms for patient and visitor interactions, such as Zoom calls on cell phones or tablets, are strongly encouraged in lieu of in-person visitation.
- **Visitors are only allowed to visit a single patient room. Patients must also wear a mask while visitors are in their room.**
- **Visitors must comply with all precautions to limit the spread of COVID-19 (general masking policy, hand hygiene, etc.) or they will be asked to leave the facility.**

Expectation of Visitors:

- Visitors will comply with all instructions from health care personnel.
- Visitors will not be allowed to visit the hospital if they are ill.
- Visitors will be screened for illness at the main entrance at the time of each visit.
- Visitors must comply with all precautions to prevent the transmission of COVID-19, which includes **wearing a mask at all times while on the property.** Visitors who do not comply with these requirements will be asked to leave the facility for the day.
 - Being asked to leave the facility for failure to comply with masking requirements two times will result in permanent removal from the hospital for the rest of the patient's stay.
- If privacy is required during patient cares, the visitor will wait on the other side of the privacy curtain.
- The designated visitor should serve as a spokesperson to other family members and facilitate communication between the patient's providers and the family.

- Once visiting hours are over, visitors must leave the building wearing a mask the entire time.

Visitation Procedures:

- Beginning **Oct. 26, 2021**, we have made the following changes to our visitor policy:
 - All adult and pediatric patients can have **one or two (2) visitors on-site at one time.**
 - In instances where more than two individuals show up to gain entry into the hospital to visit a patient, only a maximum of two visitors will be allowed to visit at one time.
 - We strongly prefer that no one wait in the lobby areas because close proximity does have the potential to spread the virus. If absolutely necessary, visitors must remain masked and maintain social distancing. Children under age 12 are not allowed to be left unattended.
 - For pediatric patients, one visitor is allowed on-site 24/7.
 - All visitors, **including children 2 years of age and older**, need to be masked at all times while on the hospital property, including when they are accompanying their loved one to and in an approved outdoor space.
 - For all children under 2 years of age, visitors need to work with their case manager who will review with the patient's care team to determine the location and frequency of visits and how best to incorporate the child into the patient's plan of care. This must occur before visitation is allowed.
 - Visitation hours are between the hours of **9 a.m. and 9 p.m., seven days a week.** Care teams can expand those hours based upon a patient/visitor's need for training. Those expanded hours can include an overnight stay in the patient room or use of the transitional living apartment if that is part of the discharge plan.
 - Visitors should report to the screening station at the main entrance upon entering the hospital.
 - Personnel will screen the visitor for signs and symptoms of infection which will include a temperature check.
 - Persons with fevers of 100 F or greater, symptoms of illness, those with an exposure or a pending COVID test will not be allowed entry.
 - Visitors must successfully pass a screening to gain entry and provided a dated sticker to wear that designates them as an approved visitor for that date only. In addition, the screener will hand each visitor a badge with the hospital room number of the patient they are visiting printed on it. Visitors are asked to clip the visitor badge to their shirt collar and wear it throughout the duration of their stay and **hand it back to the screener upon exit.**
- **Approved visitors will directly report to the specific patient care unit housing the designated patient. Visitors should not loiter in other areas of the hospital.** At the conclusion of visitation, the visitor should promptly leave the facility.
 - Individuals involved in training to prepare for patient discharge, may in certain limited circumstances accompany the patient and a staff member to a specified training location.
 - Training may occur outside the room if the visitor is actively involved in a hands-on training session and the skills being trained cannot be accomplished in room.
 - Visitors must return to the room immediately upon completion of the hands-on training session and **may not accompany the patient to therapies merely to observe.**
- **Beginning June 7, 2021, additional** changes we've reinstated include:
 - **Community-Based Outings:** Visitors can accompany their loved one on an individual, therapeutic, community-based outing. Staff, visitors and patients must be masked at all times in all public settings. Transportation in a Madonna vehicle is preferred.
 - **On-site Family Meetings:** If Zoom meetings don't meet the family or patient's need, we will

- conduct these meetings in person with adherence to proper masking and social distancing guidelines.
- **Cafeteria Access:** We are allowing visitors back into the hospital cafeterias. Specifically for the Lincoln Campus, the hours are between 9:45 - 11 a.m. and 12:45 - 6:30 p.m. For the Omaha Campus, the hours are between 11 - 11:30 a.m., and 1 - 1:30 p.m. They can also bring in outside food and drink for consumption in the cafeterias. To maintain social distancing, we ask that patients continue having their meals on the unit either in their room or on dining areas and not
- **Mass:** Visitors can accompany patients attending Mass. Patients will be socially distanced and masks are required for all participants. Patients also have the opportunity to attend Mass in their rooms via channel 13.

As a component of Madonna's holistic approach to rehabilitation, we understand the value of our patients being able to enjoy the outdoors, whether that is integrated into therapy sessions or during personal time either alone or with a screened visitor. However, due to the COVID-19 pandemic and our resulting visitation restrictions, we have created designated spaces for our patients to visit.

For our inpatients on both campuses, outdoor access is as follows:

- **Lincoln Campus:**

- **Adult patients** who are able to independently navigate the hospital may access enclosed courtyards, the outdoor garden area directly outside the main entrance and the meditation garden from 9 a.m. to 9 p.m. Visitors of adult patients may accompany their loved one to enclosed courtyards and the meditation garden directly outside the main entrance from 9 a.m. to 9 p.m.
- **Pediatric patients** and screened visitors may access enclosed courtyards and the meditation garden directly outside the main entrance from 9 a.m. to 9 p.m.

- **Omaha Campus:**

- **Adult patients** may access designated spaces on the west side of the building, an area in front of the main entrance and the sidewalk along the front of the building that wraps around to the west side independently, if able, or with one or two screened visitors from 9 a.m. to 9 p.m.
- **Pediatric patients** may access designated spaces on the west side of the building, an area in front of the main entrance and the sidewalk along the front of the building that wraps around to the west side, as well as the outdoor patio and playground directly adjacent to the pediatric unit with their screened visitors from 9 a.m. to 9 p.m. (Note: the pediatric playground door locks from the outside, so patients and visitors will have to reenter the hospital through the main entrance.)

Patients and visitors must remain masked while outside and are NOT permitted to go in the parking lot or meet with unscreened visitors during outdoor hours.

As a reminder, visitors should remain in the patient's room for the duration of their visit unless they have been approved to accompany a therapy session, or are accompanying their loved one to an approved outdoor area.

We ask for your help in keeping Madonna a safe place to rehabilitate and work as we continue to provide the best care possible throughout this pandemic.