

Guidelines for Visitation Restrictions

This document is for internal Duke Health use only. Please note these restrictions are subject to change as needed. Leadership will review and re-evaluate which tier we should be in for visitation on a weekly basis. The ultimate decision to move between Tiers will be made by DUHS Leadership and communicated through typical employee communication channels. Additional factors including evidence of hospital-acquired transmission of respiratory viruses or hospital capacity shortages related to respiratory viral illnesses may be used to determine phase of visitations, as determined by DUHS Emergency Preparedness, Influenza Task Force, Infectious Diseases, and Operational Leaders.

Phase of Visitation Access*	Tier 1 Open Access	Tier 2 Limited Access	Tier 3 Restricted Access	Tier 4 Critical Access
Visiting hours (Inpatient) (unless otherwise noted)	8:00 am - 9:00 pm	8:00 am - 9:00 pm	9:00 am - 9:00 pm	1:00 pm - 9:00 pm
Visiting hours (Emergency Department, non-COVID Maternity)	<ul style="list-style-type: none"> • 24/7 access • visiting hours do not apply 	<ul style="list-style-type: none"> • 24/7 access • visiting hours do not apply 	<ul style="list-style-type: none"> • 24/7 access • visiting hours do not apply 	<ul style="list-style-type: none"> • 24/7 access • visiting hours do not apply
General Adult (Age 18 or older) Inpatient Visitation Guidelines				
Number of visitors & Age of visitors	<ul style="list-style-type: none"> • 4 visitors in room at a time • Switching allowed • 8 total visitors in the hospital • All ages 	<ul style="list-style-type: none"> • 2 visitors in room at a time • Switching allowed • 4 total visitors in the hospital • Ages 12+ 	<ul style="list-style-type: none"> • 2 designated visitors • 2 total designated visitors in the hospital • Ages 18+ 	<ul style="list-style-type: none"> • 1 designated visitor • Ages 18+
Designated (Y/N)	No	No	Yes	Yes
Overnight	<ul style="list-style-type: none"> • 1 visitor • No switching • In by 9pm; no returning if leaving • Age 18+ 	<ul style="list-style-type: none"> • 1 visitor • No switching • In by 9pm; no returning if leaving • Age 18+ 	<ul style="list-style-type: none"> • 1 designated visitor • In by 9pm; no returning if leaving • Age 18+ 	<ul style="list-style-type: none"> • 1 designated visitor • In by 9pm; no returning if leaving • Age 18+
Pediatric (Age under 18) Inpatient Visitation Guidelines				
Number of visitors & Age of visitors	<ul style="list-style-type: none"> • 4 visitors in room at a time • Switching allowed • 8 total visitors in the hospital • All ages 	<ul style="list-style-type: none"> • 2 visitors in room at a time • Switching allowed • 4 total visitors in the hospital • Ages 12+ 	<ul style="list-style-type: none"> • 2 designated visitors • Age 18+ unless parent 	<ul style="list-style-type: none"> • 1 designated visitors • Age 18+ unless parent
Designated (Y/N)	No	No	Yes	Yes
Overnight	<ul style="list-style-type: none"> • 2 visitors overnight • Switching allowed • In by 9pm; no returning if leaving • Age 18+ unless parent 	<ul style="list-style-type: none"> • 2 visitors overnight • Switching allowed • In by 9pm; no returning if leaving • Age 18+ unless parent 	<ul style="list-style-type: none"> • 2 designated visitors overnight • In by 9pm; no returning if leaving • Age 18+ unless parent 	<ul style="list-style-type: none"> • 1 designated visitor overnight • In by 9pm; no returning if leaving • Age 18+ unless parent

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Maternity Inpatient Visitation Guidelines *Nursing Mothers				
Number of visitors & Age of visitors Hours 24/7	<ul style="list-style-type: none"> • 4 visitors in room at a time • Switching allowed • 8 total visitors in the hospital • All ages 	<ul style="list-style-type: none"> • 2 visitors in room at a time • Switching allowed • 4 total visitors in the hospital • Ages 12+ 	<ul style="list-style-type: none"> • 2 designated visitors (including Doula) before birth; visiting hours do not apply • After birth, 2 designated visitors for length of stay • No switching • Ages 12+ 	<ul style="list-style-type: none"> • 2 designated visitors (including Doula) before birth; visiting hours do not apply • After birth, 2 designated visitors for length of stay • No switching • Ages 18+
Designated (Y/N)	No	No	Yes	Yes
Overnight	<ul style="list-style-type: none"> • 1 visitor overnight • No switching • In by 9pm; no returning if leaving • Age 18+ unless parent 	<ul style="list-style-type: none"> • 1 visitor overnight • No switching • In by 9pm; no returning if leaving • Age 18+ unless parent 	<ul style="list-style-type: none"> • 1 designated visitor overnight • No switching • In by 9pm; no returning if leaving • Age 18+ unless parent 	<ul style="list-style-type: none"> • 1 designated visitor overnight • No switching • In by 9pm; no returning if leaving • Age 18+ unless parent
Emergency Department Guidelines (24/7 access; visiting hours do not apply)				
Number of visitors (as capacity allows) & Age of visitors Hours 24/7	<ul style="list-style-type: none"> • 2 visitors in room • 4 visitors in lobby • Switching allowed • All ages 	<ul style="list-style-type: none"> • 2 visitors in room • 2 visitors in lobby • Switching allowed • Ages 12+ 	<ul style="list-style-type: none"> • 1 visitor in room • 1 visitor in lobby • Switching allowed • Ages 12+ 	<ul style="list-style-type: none"> • 1 visitor in room • No visitors in lobby • No switching • Ages 18+
COVID-19 Adult (Age 18 or older) Inpatient Visitation Guidelines				
Number of Visitors & Age of Visitors	• Under Development	• Under Development	No visitors	No visitors
Designated (Y/N)			N/A	N/A
Overnight			No	No

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Visiting hours (Inpatient) (unless otherwise noted)	8:00 am - 9:00 pm	8:00 am - 9:00 pm	9:00 am - 9:00 pm	1:00 pm - 9:00 pm
COVID-19 Pediatrics (Age under 18) as well as COVID-19 Maternity (all ages) Inpatient Visitation Guidelines				
Number of Visitors & Age of Visitors	<ul style="list-style-type: none"> Under Development 	<ul style="list-style-type: none"> Under Development 	<ul style="list-style-type: none"> 1 designated asymptomatic visitor in room 2 total designated asymptomatic in hospital Switching allowed Age 18+ unless parent 	<ul style="list-style-type: none"> 1 designated asymptomatic visitor in room No switching Age 18+ unless parent
Designated (Y/N)			Yes	Yes
Overnight			<ul style="list-style-type: none"> 1 designated asymptomatic visitor in room Switching in 24-hour intervals In by 9pm; no returning if leaving Ages 18+ unless parent 	<ul style="list-style-type: none"> 1 designated asymptomatic visitor in room Switching in 24-hour intervals In by 9pm; no returning if leaving Ages 18+ unless parent
INPATIENT: Perioperative Procedural/Inpatient Surgical Visitation Guidelines				
Number of visitors & Age of visitors	<ul style="list-style-type: none"> 2 visitors per adult patient with 1 in clinical area 2 visitors per pediatric patient with 2 adults in clinical areas Switching allowed Ages 18+ 	<ul style="list-style-type: none"> 2 visitors per adult patient with 1 in clinical area 2 visitors per pediatric patient with 2 adults in clinical areas Switching allowed Ages 18+ 	<ul style="list-style-type: none"> No visitors for adult patients in waiting area 2 designated visitors when adult patient placed in Inpatient room 2 designated visitors per pediatric patient in either the designated waiting areas OR the in clinical areas No switching Ages 18+ 	<ul style="list-style-type: none"> No visitors for adult patients in waiting area 1 designated visitors when adult patient placed in Inpatient room 1 designated visitor for pediatric patient in clinical area No switching Ages 18+
Hours 24/7				
Designated (Y/N)	No	No	Yes	Yes
Overnight	N/A	N/A	N/A	N/A

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Phase of Visitation Access*	Tier 1 Open Access	Tier 2 Limited Access	Tier 3 Restricted Access	Tier 4 Critical Access
Visiting hours (Inpatient) (unless otherwise noted)	8:00 am - 9:00 pm	8:00 am - 9:00 pm	9:00 am - 9:00 pm	1:00 pm - 9:00 pm
Non-COVID, End-of-life Inpatient Visitation Guidelines				
Number of visitors & Age of visitors Hours 24/7	<ul style="list-style-type: none"> 4 visitors for patients in a room at a time 8 total visitors in the hospital Switching allowed 	<ul style="list-style-type: none"> Refer to Escalation of Exceptions to Visitation Guidelines and age 4 visitors for patients in a room at a time 8 total visitors in the hospital Switching allowed 	<ul style="list-style-type: none"> Refer to Escalation of Exceptions to Visitation Guidelines for age 4 visitors No switching 	<ul style="list-style-type: none"> Refer to Escalation of Exceptions to Visitation Guidelines for age 4 visitors No switching
COVID, End-of-life Inpatient Visitation Guidelines				
COVID PATIENTS Number of visitors & Age of visitors Hours 24/7	<ul style="list-style-type: none"> Refer to Escalation of Exceptions to Visitation Guidelines for age 2 visitors No switching 	<ul style="list-style-type: none"> Refer to Escalation of Exceptions to Visitation Guidelines for age 2 visitors No switching 	<ul style="list-style-type: none"> Refer to Escalation of Exceptions to Visitation Guidelines for age 2 visitors No switching 	<ul style="list-style-type: none"> Refer to Escalation of Exceptions to Visitation Guidelines for age 2 visitors No switching
OUTPATIENT: Perioperative Procedural/Outpatient Surgical Visitation Guidelines				
Number of visitors & Age of visitors Hours 24/7	<ul style="list-style-type: none"> 2 visitors per adult patient 1 visitor per adult in clinical area 2 visitors per pediatric patient in either the waiting room OR the clinical areas Switching allowed Ages 18+ (unless parent or caregiver of pediatric patient) 	<ul style="list-style-type: none"> 2 visitors per adult patient 1 visitor per adult in clinical area 2 visitors per pediatric patient in either the waiting room OR the clinical areas Switching allowed Ages 18+ (unless parent or caregiver of pediatric patient) 	<ul style="list-style-type: none"> 1 designated visitor per adult patient in either the designated waiting room OR in the clinical area 2 designated visitors per pediatric patient in either the designated waiting room OR in the clinical area No switching Ages 18+ (unless parent or caregiver of pediatric patient) 	<ul style="list-style-type: none"> 1 designated visitor permitted in designated waiting area only (none in clinical area) 1 designated visitor per pediatric patient in either the designated waiting room OR the clinical area No switching Ages 18+ (unless parent or caregiver of pediatric patient)
Designated (Y/N)	No	No	Yes	Yes
Overnight	N/A	N/A	N/A	N/A

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Phase of Visitation Access*	Tier 1 Open Access	Tier 2 Limited Access	Tier 3 Restricted Access	Tier 4 Critical Access
Visiting hours (Inpatient) (unless otherwise noted)	8:00 am - 9:00 pm	8:00 am - 9:00 pm	9:00 am - 9:00 pm	1:00 pm - 9:00 pm
Ambulatory (Outpatient Services – clinics/doctor’s offices) Visitation Guidelines				
Number of visitors & Age of visitors Clinic/office hours only	<ul style="list-style-type: none"> • 2 visitors per adult patient with in waiting areas • 1 visitor per adult in clinical area • 2 visitors per pediatric patient in either the waiting areas OR the clinical areas • Switching allowed • Ages 12+ unless childcare not an option 	<ul style="list-style-type: none"> • 2 visitors per adult patient in waiting areas • 1 visitor per adult in clinical area • 2 visitors per pediatric patient in either the waiting areas OR the clinical areas • Switching allowed • Ages 12+ unless childcare not an option 	<ul style="list-style-type: none"> • 1 designated visitor per adult patient in waiting areas OR in clinical area • 2 designated visitors per pediatric patient in either the designated waiting area OR in the clinical areas • No switching • No switching • Ages 18+ unless childcare not an option, or a parent or caregiver 	<ul style="list-style-type: none"> • 1 designated visitor per adult patient permitted in designated waiting areas • 2 designated visitors per pediatric patient in either the designated waiting area OR clinical areas • No switching • No switching • Ages 18+ unless childcare not an option, or a parent or caregiver
Designated (Y/N)	No	No	Yes	Yes
Overnight	N/A	N/A	N/A	N/A

Guidelines for Visitation Restrictions

Escalation of Exceptions to Visitation Guidelines					
<i>(Contact designated authority in order from 1st to 3rd)</i>					
Order of contact	DUH	DRH	DRAH	Perioperative Procedural/ Outpatient Surgical	Outpatient
1st	Charge Nurse	Charge Nurse / Clinical Team Lead / Unit Manager	Care Nurse or Charge Nurse	Charge Nurse / Clinical Team Lead	Charge Nurse
2nd	Clinical Team Lead Clinical Operations Director	Operations Administrator	Operations Administrator	Clinical Operations Director	Nurse Manager / Heath Care Administrator
3rd	Operations Administrator	Administrator on Call (AOC)	Director of Guest Services and Operations Administration Manager	Entity ACNO	Clinical Operations Director

- *All visitors are also required to comply with all safety procedures
- *Surgical admissions include Same Day Admission (SDA), Inpatient and 23 Hour stay
- *Number of visitors allowed in the hospital per patient will be the responsibility of the patient.
- *Exceptions may be made for patients who have communication barriers and those who need a caregiver to assist with decision making.
- *For Birthing Centers, if nursing mother is admitted after the baby is discharged, the baby may room in to nurse.
- *In Pediatric Units, requests to allow nursing siblings to be by the bedside will be by exception only.

Visitors or Support Persons*: including, but not limited to, their spouse, a domestic partner (including a same-sex domestic partner), another family member or a friend. Hospital patients also have the right to withdraw or deny their consent to support persons at any time. Support persons will not be prohibited by restricting, limiting or otherwise denying support based on race, color, national origin, disability, religion, sex, sexual orientation, gender identity or expression.

*Pastors/priests/clergy are considered to be one of the visitors or support persons.