

Updated Visitor Restrictions Talking Points

- **Commitment to Care:** Duke Health's top priority is to protect the health and well-being of our patients, visitors and team members.
- **Updated 3/23/20:** As we continue to respond to the evolving COVID-19 outbreak, we have updated our visitor restrictions starting March 23, 2020.
- **Screening Patients:** All patients and visitors to Duke University Hospital, Duke Regional Hospital, and Duke Raleigh Hospital, along with all Duke Health clinics, will be asked if they have symptoms of illness and exposure risks upon arrival. People without symptoms will be given a wristband and allowed to enter.
- **Wristbands:** People without symptoms will be given a wristband. Every day, each approved visitor will need to go through screening to receive a new colored wristband.
- **Virtual Connection:** We understand how important family and loved ones are to the care team. We encourage you to use FaceTime, Skype and phone calls to visit with loved ones in the hospital. To help patients who don't have access to devices to allow for virtual connection, we are working to provide resources so everyone can be surrounded by their support system during this difficult time.
- **Hospital Visitation Guidelines:** No visitors will be allowed until further notice with the following limited exceptions:
 - Visitation of a patient nearing the end of life
 - One parent at a time for visitation of a child in an intensive care nursery
 - One parent at a time for pediatric patients
 - One coach or partner for a patient on the labor and delivery or postpartum unit
 - One visitor at a time for patients in inpatient hospice
 - One visitor to accompany patients for hospital discharge
- All patients are restricted from leaving their assigned unit or floor unless medically necessary (e.g., for a medical test in another area) unless if escorted by appropriate medical personnel. Patients with a pending or positive COVID-19 test may not leave their rooms at all.
- **Emergency Department:** One visitor will be allowed per Emergency Department patient. These exceptions will allow the visitor to enter the facility after screening and go to the patient's bedside. No visitors are allowed to wait in the lobby or waiting rooms.
- **Outpatient Surgery:** One visitor is allowed to accompany each patient to a procedure or same-day surgery. Visitors will be screened alongside patients prior to entering the clinic.
- **Outpatient Clinics:** One visitor is allowed to accompany each patient to an appointment, unless additional aide or assistance is required. Visitors will be screened alongside patients prior to entering the clinic.
- **Thank you:** We are grateful for your patience and understanding while we work diligently to address this rapidly evolving situation and prevent the spread of infection.