

Talking points for team members regarding visitor restrictions

This document outlines talking points for responding to patients and visitors regarding our visitor restrictions. *This is for internal use only by Duke Health team members.*

- **Commitment to Care:** Duke Health's top priority is to protect the health and well-being of our patients, visitors and team members.
- **Duke Health Hospital Visitation Guidelines:**
 - **Visitation hours – 9 a.m. to 9 p.m. daily**
 - **Adult and Pediatric Inpatients:** Adult and pediatric inpatients may have **two designated visitors** for their entire length of stay. These visitors must be age 18 or older.
 - **Maternity Inpatients:** Maternity inpatients may have **two designated visitors** ages 12 or older before birth which may include a doula. After birth, **two designated visitors** are permitted. Visiting hours do not apply to maternity inpatients.
 - **Emergency Department:** Emergency Department patients may have **one visitor** age 12 or older as capacity allows. Visiting hours do not apply to visitors in the Emergency Department.
 - **COVID-19 Inpatients:** Inpatients with COVID-19 or inpatients under investigation for COVID-19 in adult units are not permitted visitors. Inpatients with COVID-19 or inpatients under investigation for COVID-19 in pediatric or maternity units may have **one designated visitor** allowed in the patient's room and **two total designated visitors** ages 18 or older allowed in the hospital.
 - **Adult Surgical Inpatients:** Adult surgical inpatients are not permitted to have visitors in the waiting area. Adult surgical inpatients are allowed **two designated visitors** ages 18 or older to join the patient after their procedure and when they have been placed in their room.
 - **Pediatric Surgical Inpatients:** Pediatric surgical inpatients will be allowed **two visitors** ages 18 or older. **Both** of these visitors will be allowed in either the designated waiting areas or the surgical patient care area.
 - **Overnight Visitation:** **One** overnight visitor age 18 or older is permitted for inpatients on adult units. **Two** overnight visitors ages 18 or older are permitted for inpatients in pediatric units.
 - The overnight visitor must have completed their health screening at one of the hospital's designated entry points by 9 p.m.
 - The overnight visitor must stay in the hospital.
 - Re-entry will not be permitted until visitation hours begin again at 9 a.m. the following day.
 - Overnight visitation is not permitted in shared patient rooms.
 - If a visitor stays overnight and would like to stay the following day, they must be re-screened and receive a new identification badge by noon the following day.

- **Outpatient Surgical:** Outpatient adult surgical patients will be allowed **one visitor** age 18 or older to remain in a designated waiting room during the procedure or surgery. Outpatient pediatric surgical patients will be allowed **two visitors** ages 18 or older. **Both** of these visitors for pediatric surgical outpatients will be allowed in the surgical patient care area during pre-operative and post-operative care.
- **Outpatient Clinics:** **One visitor** age 18 or older is allowed to accompany an adult patient to an appointment. **Two visitors** age 18 or older are allowed to accompany a pediatric patient
 - Exceptions to this policy include: 1) An additional aide, assistant or caregiver may accompany a patient when their presence is required, 2) A child/sibling under the age of 18 may accompany a patient when a caregiver has no other reasonable option for childcare, 3) An additional child/sibling may accompany the patient when a caregiver has no other reasonable option for childcare.
 - Any **prior** location/clinic-specific restriction **may** continue to apply.
- **Exceptions:** Exceptions may be made only under special circumstances with approval by the patient’s care team and leadership.
- **Masking:** All visitors are required to wear a mask while in our facilities and should continue to wear their mask even in the patient’s room. Visitors may bring their own mask, or one will be provided.
- **Health Screenings:** All visitors will be required to pass a health screening at one of our designated entry points. No visitor with fever, cough, cold or flu-like symptoms will be permitted to enter the facility. No one should visit a patient if they have come into contact with someone who is under investigation or tested positive for COVID-19 in the last 14 days.
- **Badges or Wristbands:** Visitors who pass the health screening may be given a wristband or badge. Every day, each approved visitor needs to go through screening again.
- **Eating in Designated Areas:** Maintain six feet of distance from individuals outside your household while eating or drinking. Visitors should avoid eating or drinking in patient rooms, waiting rooms or lobbies, as these are high-risk activities for the spread of infection.
- **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.
- **Thank you:** We recognize these restrictions may be difficult for you and your loved ones. This is a challenging time, and this visitor policy is intended to provide additional safeguards for our patients, families, visitors and team members. Thank you for your understanding and support of our commitment to safety.