



## Updated Visitation Policies Effective April 21

Your safety and well-being are our top priority. Effective April 21, Duke Health has modified its visitation guidelines based on recommendations from the CDC and our infectious disease experts. **All visitors will be screened daily and required to wear a mask while on campus and should continue to wear their mask even in the patient's room.**

### Visitation Guidelines for Duke Health Hospital Locations

- Adult inpatients may **designate two support people** age 18 or older for the entire length of stay in the hospital.
  - When entering the building, the designated visitors will be asked to show a form of photo identification; however, entry will not be denied without it.
  - Visitation hours are from 9:00 a.m. to 9:00 p.m. daily.
- All visitors will be screened daily and required to wear a mask while in the hospital and on campus.
- No visitors are allowed to wait in the lobby or waiting rooms. Visitors should remain in the patient's room and are discouraged from leaving and re-entering the facility during visitor hours.
- **Two parent/guardian visitors** may stay with a patient in a pediatric area in the hospital.
  - Pediatric surgical patients will be allowed **two parent/guardian visitors**. Only one parent/guardian visitor will be allowed in the surgical patient care area during pre-operative and post-operative care.
  - **One parent/guardian visitor** may stay at the bedside of pediatric COVID-19 inpatients under investigation or confirmed to have COVID-19, regardless of the patient's age.
- There will be no visitors for COVID-19 patients or patients under investigation for COVID-19 in adult units, with exceptions made for end-of-life care.
- Emergency Department patients may **designate two support people** age 18 or older. Visiting hours do not apply to visitors in the Emergency Department.
- Laboring mothers may **designate two support people**, which could include a doula. After birth, patients may **designate two support people** for the entire length of stay in the hospital. Visiting hours do not apply to these visitors.
- Patients undergoing surgery who are same-day admissions may **designate two support people** to join the patient after their procedure and placed in their inpatient room.
- Visitors who are over 65, pregnant or immunocompromised are discouraged from visiting.

Exceptions may be made only under special circumstances, such as end-of-life care, with approval by the patient's care team and leadership.

### Visitation Guidelines for Outpatient Surgery

- Outpatient surgical patients will be allowed **one visitor** to accompany them to facilitate care for a procedure or same-day surgery.
- Pediatric surgical patients will be allowed **two parent/guardian visitors**. Only one parent/guardian visitor will be allowed in the surgical patient care area during pre-operative and post-operative care.
- Visitors will be screened alongside patients prior to entering the clinic.
- The visitor will be required to remain in a designated waiting room during the procedure or surgery.

## Visitation Guidelines for Outpatient Clinics

- One visitor over 12 years of age is allowed to accompany each patient to an appointment. Exceptions to this policy include: 1) An additional aide, assistant or caregiver may accompany a patient when their presence is required, 2) 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.
- All visitors will be screened prior to entering the clinic and must follow the restrictions below.

## Additional Restrictions

- All visitors will wear masks in addition to our team members and patients who can tolerate them. Visitors may bring their own mask, or one will be provided.
- If visitors are feeling ill, they should refrain from visiting. No visitor with fever, cough, cold or flu-like symptoms will be permitted to enter.
- All visitors will be required to pass a health screening at one of our designated entry points. These screenings require everyone to sanitize their hands, put on a mask and answer questions about symptoms of illness and exposure risks prior to entering the facility. Based on the results of this screening, visitors will be welcomed into the facility or asked to return to their car with instructions to follow up with their healthcare provider.
- 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.
- We also encourage you to use virtual means to connect with your loved ones using FaceTime and Skype, in place of in-person communication when possible.

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We recognize these restrictions may be difficult for you and your loved ones. This is a challenging time, and the COVID-19 hospital 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.