

**GUIDANCE
COVID-19 VISITOR MANAGEMENT**



DOC ID HHCMPA302020_v7

Effective Date: December 5,
2022

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Purpose	To provide guidance and steps to screen and manage visitors and companions prior to and during visitation of admitted patients or accompanying patients to ambulatory care visits.
Scope	New York City Health + Hospitals System
Requirement	NYS DOH; Section 405.7(c)(20), for hospitals, and Section 751.9(g) for diagnostic and treatment centers of Title 10 of the Official Compilation of Codes, Rules, and Regulations of the State of New York (NYCRR)
Process	<p>Hospitals and Diagnostic and Treatment Center must authorize family members and other adults including end-of-life religious, spiritual leaders and/or cultural advisors, to visit consistent with the facility’s ability to receive visitors. These visits are essential and contribute to the patient’s well-being and care and must be allowed to the maximum extent possible. Visitation must, however, be accompanied by strict adherence to infection prevention and control requirements including the requirement that all visitors two years of age and older who are able to medically tolerate a face covering/mask, shall continue to be required to wear a face covering/mask in healthcare facilities, regardless of vaccination status, until the Commissioner’ Determination is modified or rescinded. See section on Infection Prevention and Control on page 2 for more guidance.</p> <p>All visitors entering a NYC Health + Hospitals (H+H) clinical care sites are screened for COVID-19 using a standardized Point of Entry (POE) screening format, implemented by the facility POE staff, which includes the following information:</p> <ul style="list-style-type: none"> • Visitor's Name • Patient Name & Room Number • Date and Time of Visit • Exposure Screening: Did the visitor or the visitor's household member(s) have significant exposure or have they tested positive for COVID-19 in the last 10 days? <ul style="list-style-type: none"> ○ YES: <ul style="list-style-type: none"> ▪ For ambulatory care patients, companion (visitor) entry into the facility will be coordinated with the clinic leadership. ▪ Regardless of vaccinations status, if yes to exposure to an active case of COVID-19 OR if the visitor has tested positive for COVID-19 within past 10 days, a navigator will review and further assess if the visitor will be allowed entry.

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- Symptom screening and temperature check: Do you currently have cough, shortness of breath, rash, sore throat, diarrhea, chills, new loss of taste and smell or other flu like symptoms and other COVID-like-illness signs and symptoms?
 - **YES:** Regardless of vaccinations status, if yes to symptoms consistent with COVID-19 during the prior 10 days OR have a temperature equal to or greater than 100.4 degrees Fahrenheit, an H+H representative will review and further assess if visitor will be allowed entry.
 - The H+H representative will also facilitate referral to the appropriate clinical care for the visitor as needed. For example: primary care referral or ED visit depending on the visitor's symptoms.

In summary an H+H representative will review - either in person or remotely via phone - and further assess if visitor will be allowed entry and to aid them with the proper follow-up required to gain entry to the facility if they:

- Report exposure to an active case of COVID-19 in the prior 10 days
- Test positive for COVID-19 within past 10 days prior to the first visit or subsequent visits
- Have symptoms consistent with COVID-19
- Have a temperature equal to or greater than 100.4 degrees Fahrenheit

*NYC H+H will provide testing or vaccination on-site in our COVID-19 testing tents or vaccination pods where they are available at no cost to the individual

Infection Prevention and Control:

All visitors- including ambulatory care patient's companions - must adhere to the following policies and practices:

- Counseling patients and their visitor(s) about the risks of an in-person visit (as needed).
- Visitors must wear a surgical mask or other well-fitting mask at all times, regardless of visitor or patient vaccination status for COVID-19. Surgical masks will be provided to the visitor, as needed.
- Visitors may be provided with and asked to wear additional personal protective equipment (PPE), as appropriate to the patient's condition or diagnosis(es) as recommended by the facility policy.
- Visitors must be advised regarding how to perform appropriate and effective hand hygiene and limiting surfaces touched in patient's room as well as the proper donning, doffing, and disposal of PPE and must adhere to such procedures.
- Visitors who fail to wear a surgical mask and other PPE as requested by the

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	<p>facility will be asked to leave the facility.</p> <ul style="list-style-type: none"> Once in the facility, visitors must remain in the patient's room throughout the visit, except when directed to leave by staff during aerosol-generating procedures or other procedures or circumstances for which visitors are usually asked to leave, or to use the restroom, and must maintain appropriate distance from any other patients or staff. Visitors must be at least 12 years of age except in rare exceptions as determined by the facility. <p>Additional Considerations:</p> <ul style="list-style-type: none"> Hospitals must: <ul style="list-style-type: none"> Ensure the ability to contact visitors as part of contact tracing, if necessary. Collect, in electronic format, the visitor's name, contact information, date(s) of visit(s), and name of the patient(s) visited. If collected, this information must be maintained for a minimum of 4 weeks from the date the visitor was last in the facility. Monitor visitor compliance with wearing surgical masks and PPE and must ask visitors who fail to comply to leave the facility <p>Ambulatory Care</p> <ul style="list-style-type: none"> Ambulatory care patients and their companions will be screened upon entry into the facility using standardized Point of Entry (POE) screening format. Companion(s) must adhere to social distancing in the waiting rooms Companion(s) will step-out of an examination room if an aerosol-generating procedure is performed. If an ambulatory care patient's companion screens positive based on point of entry screening questionnaire, their entry into the facility will be coordinated with the clinic leadership with the assistance of the H+H representative at the point of entry. <p>Post-acute Care</p> <ul style="list-style-type: none"> Refer to facility specific visitor guidance for PAC/skilled nursing facilities. 	
Definitions	Visitor	Visitor are individuals who are granted permission to enter the facility as a support person to a patient for limited duration of time.
	Companion	Companion are individuals are who are assisting a patient during their visit at NYC H+H ambulatory site

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References	NYS DOH November 18, 2022 DHDTA DAL#: 22-11: Hospital Visitation Notification
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	_____ Name/Signature	_____ Title	_____ Date
Approved by:	<i>Machelle Allen, MD</i> Name/Signature	<i>SVP CMO</i> Title	<i>12/6/22</i> Date

Reviewed and Readopted Without Change

Signature	Title	Date
Machelle Allen	SVP/CMO	Version 1 - October 23, 2020
Machelle Allen	SVP/CMO	Version 2 - Revised July 1, 2021
Machelle Allen	SVP/CMO	Version 3 – Revised November 18, 2021
Machelle Allen	SVP/CMO	Version 4 – Revised December 22, 2021
Machelle Allen	SVP/CMO	Version 5 – Revised February 4, 2022
Machelle Allen	SVP/CMO	Version 6 – Revised March 14, 2022
Machelle Allen	SVP/CMO	Version 7 – Revised December 5, 2022

Personal Protective Equipment Guidance for Visitors

How to stay safe when visiting a loved one.

Speak with a health care provider before entering the room to ensure you wear the correct personal protective equipment.

IN ALL AREAS:



- + Wash your hands often. Use soap and water for at least 20 seconds or hand sanitizer.



- + Wear a mask at all times. Make sure your nose and mouth are both covered.

IN SPECIFIC AREAS:



GOWN

- + Fully cover from your chest to your knees and your arms to your wrist.
- + Tie the back of your gown securely.



EYE PROTECTION

- + Make sure eye protection covers your eyes properly.



GLOVES

- + Make sure to choose the right hand size.
- + Make sure the gloves cover your wrist.