

Alaska Native Medical Center

ANMC Visitor's Guide during COVID-19 Policy 01/07/2022

1. Purpose

To establish guidelines regarding visitation on the Alaska Native Medical Center (ANMC) campus allowing patients the opportunity for visitors while providing a safe environment for the patients, visitors, and staff working at ANMC.

This procedure temporarily replaces ANMC Visitor's Guide and Quiet Hours Procedure #101-07 until further notice is communicated from ANMC Administration.

2. Scope

All components of the ANMC accredited campus.

3. Policy

- 3.1 Due to the changing nature of the COVID-19 emergency, ANMC Hospital Command Center is implementing a multi-level patient visitation guide including restricted access that is in place for the safety of our patients, caregivers and community. The decision by the Hospital Command Center to change the level of visitation will be informed by both external and internal COVID-19 data.
- 3.2 The number of visitors per patient visit/hospitalization and visiting hours is determined by the corresponding patient visitation level (see attached table).
 - 3.2.1 The patient visitation levels are defined as follows:
 - 3.2.1.1 Red –very little to no patient visitation
 - 3.2.1.2 Orange – some patient visitation
 - 3.2.1.3 Yellow – more patient visitation
 - 3.2.1.4 Green – most patient visitation
 - 3.2.2 As appropriate for each level, staff will be assigned to screen patient visitors and document information about the visitors entering or leaving the area.
- 3.3 Departmental details
 - 3.1.1. **Outpatient Specialty Clinics:** If needed, minors and adult patients with a legal guardian may have more than one parent/guardian present for an appointment.
 - 3.1.2. **Emergency Department:** If needed, minors and adult patients with a legal guardian may have more than one parent/guardian present.
 - 3.1.3 **Outpatient Surgery:**

Alaska Native Medical Center

ANMC Visitor's Guide during COVID-19 Policy 01/07/2022

3.1.3.1. Pre-op Appointments: ANMC staff will notify patients and/or visitors about visitation guidelines prior to scheduled outpatient surgeries/procedures. If visitors are allowed, they will aide in establishing and support of a plan of care for the patient. This includes education related to at-home instructions necessary for the ongoing support of the patient after surgery.

3.1.3.2. Day of Surgery: Visitors in surgery are extremely limited. If a visitor is allowed, they may remain with the patient in the waiting room until the patient is taken into surgery. The visitor will return to their accommodations or remain in the waiting area, if physical distancing allows, after verifying their contact information with surgical staff. To further limit the risk of infectious diseases, visitors in the waiting area will remain in their designated spaces or the adjacent bathrooms until the patient is ready for discharge.

3.1.3.3. At Discharge: Surgical staff will contact caregivers to coordinate the discharge location and discharge instructions. If applicable, surgical staff will contact the receiving inpatient unit to notify if the patient has a visitor.

3.1.4. Inpatient Units:

3.1.4.1. Patients Receiving End of Life/Palliative Care are allowed visitors with a specific number at a time, if the patient does not test positive for COVID-19 and is not under investigation for having COVID-19.

3.1.4.2. When end of life discussions are occurring, the family may visit ONE visitor at a time.

3.1.5. Labor and Delivery, Post-Partum: Unless otherwise noted, once the patient is admitted for labor, her support person will be allowed to visit her. The support person must be 18 years old, unless they are the parent.

3.1.5.1. Support person is allowed to leave the unit one time after admission for labor in order to retrieve personal items necessary to stay in the unit until discharge from post- partum.

3.1.5.2. The support person will follow physical distancing requirements and wear a mask at all times.

3.4 The ANMC Hospital Command Center will initiate and alert the facility of a change in patient visitation at ANMC. (Excerpt from ANMC EOP)

3.4.1 The decision will be made in the event of an emergency that threatens the safety of patients, employees, and visitors of the hospital.

Alaska Native Medical Center

ANMC Visitor's Guide during COVID-19 Policy 01/07/2022

- 3.4.2 The decision to initiate restricted access will be determined by one of the following:

- 3.4.2.1 Administrator (or Administrator On-Call)
- 3.4.2.2 Nursing House Supervisor
- 3.4.2.3 Hospital Incident Commander

3.5 POSITIVE COVID-19 or PUI patient visitation guidelines

- 3.5.1 **COVID-19+ Adults:** Visitation for adult COVID- 19+ or patients under investigation (PUI) are not routinely permitted and can only be allowed through the exception process. Staff may facilitate interaction via non-contact methods to the extent possible (e.g., playing messages for the patient, facilitating secure videoconferencing).

- 3.5.1.1 CCU patients must be removed from isolation prior to permitting a visitor.
- 3.5.1.2 Visitation may be permitted for COVID 19 patients when they are no longer infectious or infection with COVID -19 has been ruled out.

- 3.5.2 **COVID-19+ Children:** ONE parent is allowed to visit and must stay in the child's room at all times. Parents will receive routine testing and screening per the ANMC COVID-19 Maternal Child Health Visitation Guidelines and will be required to wear mask and eye protection. Unhealthy parents will be asked to leave the unit for medical evaluation to include COVID-19 testing, and a healthy caregiver/support person should be rotated into the child's room.

3.6 Visitor Exception Process

- 3.6.1 Visitor exception requests will be presented to the unit Nursing Director for consideration. If needed, the unit Nursing Director may consult one or more of the following: CNE, Hospital Administrator, and Incident Commander.

- 3.6.1.1 Approved visitor exceptions will specify the number of visits/timeframe.
- 3.6.1.2 Approved visitor exceptions will be re-evaluated as the patient's condition or status changes.

- 3.7 Visitor Masking: All visitors are required to wear a mask at all times. Masks must cover the nose and mouth. If a visitor is unable to wear a mask then they will wear a face shield.

- 3.7.1 Exceptions for not wearing a mask:

- 3.7.1.1 Children under 2 years old

Alaska Native Medical Center

ANMC Visitor's Guide during COVID-19 Policy 01/07/2022

- 3.7.1.2 Anyone who has trouble breathing
- 3.7.1.3 Anyone who is unable to remove their mask without assistance
- 3.7.2 Visitors with these exceptions should avoid being on campus since they are at significant risk.
- 3.8 Masking Enforcement:
 - 3.8.1 All staff have the responsibility and authority to remind visitors they must wear a mask at all times on campus. If a visitor refuses, staff are to contact their supervisor or security for assistance.
- 3.9 Visitors must:
 - 3.9.1 Be 18 years or over and be immediate family, guardians, or patient representatives, unless noted above.
 - 3.9.2 Frequently perform hand hygiene as instructed; limit their interactions with others in the facility; maintain physical distancing; restrict their visit to the room of the patient they are visiting, or other location designated by the facility; and restrict their visit to visiting hours unless visiting the ED or a visitor exception has been approved as stated above.
- 3.10 Visitors will be asked to return home if they exhibit symptoms of respiratory infection or do not comply with ANMC policies.
- 3.11 Staff are expected to correct deficiencies and visitors are expected to comply with directions, including departure for violating rules and policies.

Attachment: Patient Visitation Levels

References:

1. CMS Revised COVID-19 Focused Infection Control Survey Tool for Acute and Continuing Care (Dec. 30, 2020).
2. Emergency Operations Plan Rev. 9/29/2021

Alaska Native Medical Center

ANMC Visitor's Guide during COVID-19 Policy 01/07/2022

Responsibility	ANMC Administration
Written	4/17/2020
Approval	6/13/2020; 7/27/2020 (Interim COVID Policy); 12/02/20; 3/8/2021; 7/29/2021; 11/29/2021; 01/06/2021
Date of last review	6/13/2020; 7/2020; 11/19/2020; 2/15/2021; 7/27/2021; 11/29/2021; 01/06/2021
Date of last revision	6/13/2020; 7/2020; 11/19/2020; 2/24/21; 7/27/2021; 11/29/2021; 01/06/2021
Supersede	Temporarily supersedes AMC Procedure 101-07

Alaska Native Medical Center

ANMC Visitor's Guide during COVID-19 Policy 01/07/2022

Attachment: Patient Visitation Levels

Visiting Guidelines & Levels

Welcome to the Alaska Native Medical Center. To allow patients the opportunity for visitors during the COVID-19 emergency, ANMC Hospital Command Center is implementing a multi-level patient visitation guide including restricted access that is in place for the safety of our patients, caregivers and community.

More Visiting ← → Less Visiting
Green **Yellow** **Orange** **Red**

Please Note: Visiting guidelines may change as needed for the safety of patients and staff.

Level Green		8am – 9pm
All Patients	Negative COVID-19	Positive COVID-19
	Normal Visiting Hours	Restrictions may apply

We want you and your loved one to stay in touch when you are not here. Options include: phone calls, video chat, voice recorder, letters, email, cards, etc.

For more information about visiting, please call the Alaska Native Medical Center at (907) 563-2662 or online at
<https://anthc.org/covid19/patient-appointment-and-anmc-information/>

Visiting Safely

Visitors must:

- Be assessed for symptoms at an entry screening station;
- Respond to screening questions;
- Provide full name and contact number for visitor log;
- Follow all directions from staff.



Always wear a mask

Mask must cover nose and mouth



Wash or sanitize hands often



Always stay in the room with the patient

Alaska Native Medical Center

ANMC Visitor's Guide during COVID-19 Policy 01/07/2022

	Level Yellow 10am- 8pm		Level Orange 10am - 8pm		Level Red No Visiting Hours	
	Negative COVID-19	Positive COVID-19	Negative COVID-19	Positive COVID-19	Negative COVID-19	Positive COVID-19
Adults Patients (18 and over)						
 Appointments	Two Care Partners	No visitors*	One Care Partner	No visitors*	No visitors*	No visitors*
 Emergency Department	One Care Partner	No visitors*	One Care Partner	No visitors*	No visitors*	No visitors*
 Day Surgery	One Care Partner	No visitors*	One Care Partner (check in & pick up)	No visitors*	No visitors*	No visitors*
 Hospitalized Patients	Two Care Partners Exception: ICU (one)	No visitors*	One Care Partner	No visitors*	No visitors*	No visitors*
 Maternity Services	Two Care Partners	No visitors*	One Care Partner	No visitors*	One Care Partner after OB Triage	No visitors*
 End of Life	Two Care Partners†	One Care Partner†	One Care Partner†	No visitors*†	One Care Partner*†	No visitors*†
Pediatric Patients (under 18)						
 Appointments	Two parents or guardians	One parent or guardian	One parent or guardian	One parent or guardian	One parent or guardian	
 Emergency Department	Two parents or guardians	One parent or guardian	Two parents or guardians	One parent or guardian	Up to two parents or guardians (one at a time)	
 Day Surgery	One parent or guardian	One parent or guardian	One parent or guardian	One parent or guardian	One parent or guardian	
 Hospitalized Patients	Two parent or guardian	One parent or guardian	Two parents or guardians	One parent or guardian	One parent or guardian	One parent or guardian

The patient may choose Care Partner(s) who are 18 or older.

Care Partners must be the same person(s) for the whole stay and may visit each day during established visiting hours.

* A patient's care team may make exceptions if a visitor is critical to physical or emotional care during an appointment.

† Patients at end of life may have a limited number of visitors at a time (maximum of 2 at the bedside).