

## Scripting for Call Center Operators – New Visitor Restrictions

**As of Tuesday, March 24, 2020, these restrictions are in place:**

### **Outpatient Visitor Restrictions**

- No visitors permitted
- Visitor exceptions will be made for the following:
  - Adult patients: special assistance needed or provider requested responsible adult accompany patient to appointment or procedure (includes all infusion patients)
  - Pediatric patients (1 visitor permitted)
  - Elderly patients (1 visitor permitted)
  - Cancer patients (1 visitor permitted)
  - Special needs patients (1 visitor permitted)
  - **Anyone else coming to visit a patient will be instructed to leave the building**
- Visitors who are sick, have a fever, or a confirmed case of COVID-19 should not visitor accompany a patient
- Visitors must sanitize their hands before and after entering clinical areas and waiting rooms

*Below is a sample script and additional statements that may be used. Say only what comes naturally to you. When we can empathize with the experiences of patients and families, we are able to connect with them in powerful ways.*

### **Outpatient Visitor Restrictions Script:**

In order to protect our patients in the hospital and our community, prevent the spread of COVID-19 and conserve essential resources, Cleveland Clinic has suspended guests or visitors accompanying adult patients at all Ohio locations, effective Friday, March 20.

Exceptions will be made for adult patients who require special assistance or if the provider has requested a responsible adult accompany the patient. This includes all infusion patients.

Pediatric patients, elderly patients, cancer patients, and special needs patients are permitted to have 1 visitor.

We can't even imagine how difficult this is and how hard it will be to not visit or accompany your loved ones, and ask you to care for them by not exposing them to additional risk.

We value you and the trust you've placed in us to make these difficult decisions to prevent the spread of COVID-19.

## **Inpatient Visitor Restrictions**

- No visitors permitted
- Visitor exceptions will be made for the following:
  - Pediatric patients (1 guardian at a time, no other children)
  - Labor and delivery (1 visitor)
  - End of life care (see restrictions below))

### **Exceptions**

### **Accommodation Allowed**

Pediatric patients	1 guardian at a time, no other children
Labor and delivery	1 visitor
End of life care/critical life support nearing EOL	1 visitor at a time
End of life COVID-19 positive patients	
• Adults	1 single visit with 1 visitor
• Pediatrics	1 single visit with 2 parents attending
Emergency life-threatening admissions	1 visitor at a time
Patients lacking decision making capacity	1 caregiver (Healthcare Power of Attorney)
Patients who are non-ambulatory/non-verbal	1 caregiver to assist with advocacy
Traumatic new diagnosis	1 visitor
Emergency change in level of care (Code Blue)	1 visitor
Patients being discharged	1 visitor for discharge instructions

- All visitors will undergo a temperature check and must foam in and out prior to entering and leaving our facilities
- Visitors of COVID-19 positive patients must: wear a mask in the hospital; wear PPE in the unit; self-quarantine at home for 14 days after visit

*Below is a sample script and additional statements that can be used. Say only what comes naturally to you. When we can empathize with the experiences of patients and families, we are able to connect with them in powerful ways.*

## **Outpatient Visitor Restrictions Script:**

In order to protect our patients in the hospital and our community, prevent the spread of COVID-19 and conserve essential resources, Cleveland Clinic has suspended guests or visitors at all Ohio locations, effective Friday, March 20.

Exceptions will only be made for pediatric patients, labor and delivery, and those receiving end of life care. For all others, we will be leveraging technology to help patients and loved ones connect virtually.

We can't even imagine how difficult this is and how hard it will be to not visit your loved ones; and ask you to care for them by not exposing them to additional risk.

We value you and the trust you've placed in us to make these difficult decisions to prevent the spread of COVID-19.

### **Additional Resources**

#### **For Call Center:**

If the person calling is insistent on visiting you can do one of the following:

- Transfer to the Ombudsman Dept. (8 am to 5 pm M-F)
- Transfer to the nursing unit where the patient is receiving care

#### **Additional statements:**

- We can't even imagine how difficult this is and how hard it will be to not visit your loved ones; and ask you to care for them by not exposing them to additional risk.
- We value you and the trust you've placed in us to make these difficult decisions responsibly. We wish that these measures were not necessary. Please know when it is safe to no longer need this social distancing, we will return to our preferred methods for family and friends to visit with their loved ones.
- As we continue to navigate the best ways to contain the spread of COVID-19, we understand these changes are difficult and appreciate your patience and understanding.
- These restrictions are being put in place to help protect our patients, caregivers and community.
- Thank you for accommodating our new policy. It has been put in place to help protect you, the care team and others in the hospital.

- I want you to know that you are not alone in these worries. This is a very difficult time. No one wants to be away from their loved one, especially when their loved one is sick.
- I understand your fear and concern about your loved one.
- I am grateful for your understanding.