

For almost a century, you have trusted us to take care of you and your loved ones. We do not take this privilege lightly. What we are about to say is one of the hardest and most heart rending decisions we have had to make, and not one we would ever consider under normal circumstances. In order to protect our patients in the hospital, you - our community, prevent the spread of COVID-19, we are suspending visitation.

**Outpatient Visitor Restrictions**

No guests or visitors are permitted to accompany adult patients unless special assistance is required or your provider has asked you to bring a responsible adult to your appointment or procedure (includes all infusion treatments).

Pediatric patients, elderly patients, cancer patients, patients on the day of surgery/procedure, and those with special needs are permitted to bring one responsible adult. Visitors may wait in designated areas, will receive an update from the provider post procedure and may participate in a brief post-operative visits if absolutely necessary. Visitors who are sick, have a fever, or a confirmed case of COVID-19 should not visit or accompany a patient. Visitors must sanitize their hands before and after entering clinical areas and waiting rooms.

**Inpatient Visitor Restrictions**

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.

**Exceptions to Visitation Guidelines**

Exceptions are being made for special populations that we would like to share with you.

**Exceptions**

Pediatric patients

Labor and delivery

End of life care/critical life support nearing EOL

End of life COVID-19 positive

- Adults
- Pediatrics

Emergency life-threatening admissions

Patients lacking decision making capacity

Patients who are non-ambulatory/non-verbal

Traumatic new diagnosis

**Accommodation Allowed**

1 guardian at a time, no other children

1 visitor

1 visitor at a time

- 1 single visit with one visitor is permitted
- 1 single visit attended by no more than 2 parents or guardians is permitted

1 visitor at a time

1 caregiver (Healthcare Power of Attorney)

1 caregiver to assist with advocacy

1 visitor

Emergency change in level of care (Code Blue)	1 visitor
Patients being discharged	1 visitor for discharge instructions
Day of Surgery or Day of Procedure requiring Conscious Sedation or General Anesthesia	1 Responsible Adult

### **New Visitation Policy Greeters AND Security Officers**

- This might be difficult to hear...in order to reduce the risk of spreading COVID-19, Cleveland Clinic has suspended all visitation at this time. We acknowledge how hard this is for you.
- All visitors are being asked to leave the hospital at this time, and we understand that you may feel uncomfortable and have concerns.
- We understand that you would prefer to be with your loved one. The alternatives we can offer include: calling the Inpatient unit for updates, use of distance video such as Face-time, and providing the direct room number for the patient. I wish there were better options for you.
- We appreciate your support as we work to keep everyone safe. The Cleveland Clinic website has our most updated information: [www.Clevelandclinic.org](http://www.Clevelandclinic.org) Are there other concerns I can assist you with?

### **Bedside Nurses**

- **At patient bedside:**
  - This might be difficult to hear...in order to reduce the risk to patients, Cleveland Clinic has suspended all visitation at this time. I acknowledge how hard this may be for you.
  - We can provide your loved ones with the number for the Unit Clerk and your direct room phone. We can also assist in connecting you with them virtually if you need assistance.
- **To visitor/loved one:**
  - This might be difficult to hear...in order to reduce the risk to patients, Cleveland Clinic has suspended all visitation at this time. I acknowledge how hard this may be for you.
  - I can provide you with the number for the Unit Clerk and <patient's name> direct line. We can also assist in connecting you virtually if you need assistance.
- We appreciate your support as we work to keep everyone safe. The Cleveland Clinic website has our most updated information: [www.Clevelandclinic.org](http://www.Clevelandclinic.org) Are there other concerns I can assist you with?