VISITATION GUIDELINES FOR OHIO LOCATIONS

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 explain is one of the hardest and most heart-rending decisions we have had to make, and one we would never consider under normal circumstances. In order to protect our patients, you and our community and to prevent the spread of COVID-19, we are making changes to our visitation policy.

Effective June 8, 2020, COVID-19 negative patients being cared for in the Emergency Department are permitted one designated visitor, and COVID-19 negative pediatric patients are permitted two parents/guardians to visit daily.

Outpatient Visitor Restrictions

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

Elderly patients, patients with cancer and those with special needs are permitted to bring no more than one person. Anyone who is sick, has a fever, or a confirmed case of COVID-19 should not visit or accompany a patient. Everyone must sanitize their hands before and after entering clinical areas and waiting rooms. Patient visitors must wear masks, unless they have a health or behavioral condition. Social distancing must be maintained in these areas.

Inpatient Visitor Restrictions

Exceptions will be made only in the limited circumstances defined below. For all others, we will leverage technology to help patients and loved ones connect virtually.

Messaging for caregivers:
We can't imagine how difficult this is and how hard not visiting your loved one will be. We ask you to care for them by not exposing them to any 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. Which questions can I answer for you?

EXCEPTIONS TO INPATIENT VISITATION GUIDELINES

<table>
<thead>
<tr>
<th>Visitor Exceptions</th>
<th>COVID-19+/PUI</th>
<th>COVID-19 negative</th>
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<tbody>
<tr>
<td>Pediatrics</td>
<td>1 parent visitor daily during inpatient stay</td>
<td>N/A</td>
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<tr>
<td>End of Life</td>
<td>Adult: Single in-person visit</td>
<td>Adult: Single in-person visit</td>
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<tr>
<td></td>
<td>Pediatrics: 2 parents (caregivers) for end of life, single visit</td>
<td>Pediatrics: N/A</td>
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<tr>
<td>Emergency change in care</td>
<td>1 visitor outside room, single visit</td>
<td>1 single in-person visit</td>
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<tr>
<td>Life-changing diagnosis</td>
<td>1 single in-person visit</td>
<td>1 single in-person visit</td>
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<tr>
<td>Discharge</td>
<td>1 single in-person pickup</td>
<td>1 single in-person visit</td>
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<tr>
<td>Labor</td>
<td>1 single in-person visit during labor</td>
<td>1 single in-person visit during labor</td>
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<tr>
<td>Patients undergoing surgery that requires an overnight stay</td>
<td>1 single in-person visit on day of surgery and a single in-person visit on day after surgery</td>
<td>1 single in-person visit on day of surgery and a single in-person visit on day after surgery</td>
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Additional exceptions may include patients with disabilities, cognitive impairment, language barriers, or prolonged stays, in addition to those specifically mentioned above.
Notes:

• All visitors to COVID-19+ patients must wear personal protective equipment (PPE).

• All patient visitors are required to wear masks, unless they have a health or behavioral condition. Masks from home may be worn, or masks will be provided at entrances.

• Visitors to inpatient settings will not be permitted to enter our facilities between 9 p.m. and 7 a.m. unless a compassionate exception applies.

• Upon entering our facilities, visitors will continue to be thermal scanned, asked screening questions and asked to maintain social distancing and practice hand hygiene while inside.

• FaceTime, Google Hangouts and Skype are encouraged for family/loved one visitation if the patient has their own device. If they do not, unit iPads are available to enable visitation.

Definitions:

A single in-person visit is defined as a single designated visitor in the room visiting a given patient. The designated visitor leaving the room signifies the end of the visit.

• For labor, the designated visitor is the support person.

If a patient is admitted to Cleveland Clinic Children's and/or is being cared for by a Pediatric caregiver, the above visitation guidelines should be considered/honored and not limited by age.

No siblings will be allowed to visit the patient, unless they are designated as the guardian and 18 years old or older.

Discretion is granted to clinical teams for exceptions, but not to exceed one exception per patient. Any COVID-19+ exceptions require approval of the nursing director.

Messaging for Bedside Nurses

At patient bedside:

• This might be difficult to hear. In order to reduce the risk to patients, Cleveland Clinic has suspended visitation in certain areas of our facilities at this time. I know this is hard. We want to keep our patients and caregivers safe.

• 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 visitation in certain areas at this time. I know this is hard. We want to keep our patients and caregivers safe.

• 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 want you to be able to keep in touch with your loved one.

We appreciate your support as we work to keep everyone safe. The Cleveland Clinic website has the most up-to-date information at clevelandclinic.org. Are there other concerns I can assist you with?