

VISITATION GUIDELINES

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 in the hospital, you and our community and to 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 if your provider has asked you to bring a responsible adult to your appointment or procedure (this includes all infusion treatments).

Outpatient Visitor Restrictions, continued

Pediatric patients, elderly patients, patients with cancer and those with special needs are permitted to bring no more than one guest. 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 be made only in the limited circumstances defined below. For all others, we will leverage technology to help patients and loved ones connect virtually.

We can't imagine how difficult this is and how hard not visiting your loved one will be, but 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.

Exceptions to Inpatient Visitation Guidelines (Ohio only)

Visitor Exceptions	COVID-19+/PUI	COVID-19 negative
Pediatrics	1 parent visitor daily during inpatient stay	1 parent visitor daily during inpatient stay
End of Life	Pediatrics: 2 parents (caregivers) for end of life, single visit Adult: single in-person visit	Pediatrics: 2 parents (caregivers) for end of life, single visit Adult: single in-person visit
Emergency change in care	1 single in-person visit	1 visitor outside room, single visit
Emergent admission	1 single in-person visit	1 single in-person visit
Life-changing diagnosis	1 single in-person visit	1 single in-person visit
Discharge	1 single in-person pickup	1 single in-person visit
Labor	1 single in-person visit during labor	1 single in-person visit during labor

Notes (Ohio only):

- All visitors to COVID-19+ patients must wear personal protective equipment (PPE).
- All visitors are encouraged to wear their own masks or masks will be provided.
- Visiting hours are from 8 a.m. to 5 p.m.
- 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 during visiting hours (leaving the room signifies the end of 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 Service, 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 Greeters and Security Officers

- This might be difficult to hear. In order to reduce the risk of spreading COVID-19, Cleveland Clinic has suspended patient 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, video calling using apps such as FaceTime, 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 the most up-to-date information at clevelandclinic.org. Are there other concerns I can assist you with?

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 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 the most up-to-date information at clevelandclinic.org. Are there other concerns I can assist you with?