



Care Partner/Visitor Guidelines

Because we know how important visitors are to our patients' healing process, **we are now allowing patient-directed visitation (patients decide who can visit) between 7 am and 8 pm for all inpatients who are not diagnosed with COVID-19 or rule out COVID-19.**

Patients who are diagnosed with COVID-19 may have one Care Partner during the regular visiting hours of 7 am and 8 pm. A Care Partner is a designated member of a patient's support system who serves an important role in helping our patients feel comfortable, safe and prepared to return home. It is important that the designated Care Partner stays consistent throughout the course of a patient's stay. When the patient is well-enough to return home, Care Partners play an important role in easing that transition.

While in our hospitals, Care Partners/visitors must adhere to the following guidelines which are strictly enforced:

- ▶ Must be 18 years of age or older.
- ▶ All Care Partners/visitors should monitor their temperatures before arriving and not be experiencing any fever or flu-like symptoms.
Note: Care Partners for COVID positive patients will receive a call from the patient's nurse before arriving at the hospital to answer some screening questions and receive additional instructions.
- ▶ One Care Partner is allowed to stay overnight with patients who are not diagnosed with COVID-19.
- ▶ **Masks are required in healthcare settings at all times.**
- ▶ Any Care Partner/visitor not wearing a mask or refusing to practice appropriate hand hygiene will be asked to leave.

Care Partners/visitors should use the following entrances:

Edward Hospital

- ▶ South Entrance
- ▶ North Entrance

Elmhurst Hospital

- ▶ Main entrance
- ▶ Emergency Department

Please note these Care Partner/visitation exceptions:

- ▶ **Surgical/Procedural Patients** - two Care Partners allowed.
- ▶ **Pediatric Patients** - two Care Partners allowed unlimited visitation. Any additional visitation is managed by the staff on the unit.
- ▶ **Neonatal Intensive Care Unit and Special Care Nursery** - two wrist banded parents allowed to visit.
- ▶ **Ambulatory/Physician Offices** - one Care Partner can accompany each patient to an ambulatory or physician office appointment.
- ▶ **Labor and Delivery and Mother/Baby** patients are allowed one Care Partner throughout the labor and delivery process, and who may remain with the patient on the Mother-Baby unit 24 hours a day. One additional visitor is allowed in Labor & Delivery with unlimited visiting hours and on the Mother-Baby unit during the normal visiting hours of 7am to 8pm. There may not be more than two people in the room at any given time (Care Partner plus one visitor). One visitor must leave the unit before another will be admitted.

If you have any questions you can contact our **patient experience line at (331) 221-1115.**



Staff reserve the right to limit visitors on a case by case basis allowing for social distancing in patient rooms, treatment areas or waiting areas, as recommended by the Centers for Disease Control and Prevention.



Guidelines for Masking

According to the Centers for Disease Control and Prevention, masks are still required in healthcare settings. Masks should be worn over your nose and mouth at all times, even when in a patient room. Your mask should fit snugly against your face with no gaps. Make sure you wash your hands before you put on your mask and every time you touch it, as you can easily transfer germs from dirty hands to the mask. Don't push your mask down on your chin to eat or drink. Remove it completely, perform hand hygiene, and then put it back on snugly when finished.

To remove facemask with intent to reuse:*

1. **Perform hand hygiene**
2. **Remove mask**
 - Ear-Loop Mask Style: Remove mask by holding the ear loops. The front is contaminated, so remove slowly and carefully.
 - Tie Back: Remove mask by untying lower ties FIRST. Untie upper ties last. The front is contaminated, so remove slowly and carefully. Ensure ties do not fall into clean interior side of mask.
3. After removing mask, **visually inspect** for contamination or any distortions in shape or form. If soiled, torn or saturated, the mask should be discarded.
4. If the mask is NOT visibly soiled, torn, or saturated, **carefully place on a clean paper towel or paper bag.**
5. **Perform hand hygiene.**

To re-apply used mask:*

1. **Perform hand hygiene**
2. **Grasp mask**
 - Pinch mask at the ear loops or grasp upper ties
3. **Place over face**
 - For ear-loop style mask: Secure ear loops behind the ears. Secure mask.
 - For tie back style mask: Secure upper ties first, behind head. End by securing lower ties behind head.
4. **Perform hand hygiene**

Tips and tricks to prevent mask irritation:*

1. **Ensure your face mask is dry.** If your mask becomes moist/wet, replace with a new one. Perform hand hygiene right before removing your mask and placing it back on.
2. **Try to avoid wearing makeup.** Makeup tends to create moistness, which can lead to irritation and skin breakouts.
3. **Consider placing a barrier cream on your skin** before placing your mask on if you tend to have ongoing dry skin. Dermatologists recommend certain moisturizers such as Aquaphor and Cerave.
4. **Wash your face** with a mild soap or skin cleanser and water both before and after wearing a face mask.
5. **Take breaks as needed** (for meals, etc.). During breaks, you may remove your mask while maintaining six feet social distance from others. If you cannot social distance from one another, find a location where you may safely remove your mask. This will allow you to have a break from wearing your mask. Take time to take care of yourself - hydrate and nourish your body.

*Guidelines apply to both surgical masks and cloth masks.