



# Care Partner/Visitor Guidelines for Inpatients

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. During that time, Care Partners help hospital staff by coordinating visitor schedules so that only one visitor is in a patient room at a time. When the patient is well-enough to return home, Care Partners play an important role in easing that transition.

For the safety of our patients, visitors and staff, **only one Care Partner is allowed between 9-11 am and 3-5 pm for any patient at Elmhurst Hospital who is in isolation for COVID-19 or suspected COVID-19.**

Because we know how important visitors are to our patients' healing process, **we are now allowing unlimited visitors between 7 am and 8 pm for all patients who are not in isolation for COVID-19 or suspected COVID-19 (only one visitor at a time).** This includes patients admitted from congregate living facilities who have tested negative for COVID-19 and show no symptoms of the virus.

**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 must undergo a temperature screening upon entrance and not be experiencing any fever or flu-like symptoms.  
**Note:** Care Partners for COVID positive patients will also receive a call from the patient's nurse before arriving at the hospital to answer some screening questions and receive additional instructions.
- ▶ Every Care Partner/visitor must stop at the Guest Services desk to receive a pass before visiting a patient. **This pass must be returned to the same Guest Services desk before leaving.**
- ▶ No overnight stays allowed.
- ▶ Masks are required at all times, even in the patient's room.
- ▶ 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 for ICU, Ortho/Spine, Mother/Baby, Pediatrics and first floor NICU
- ▶ North Entrance for all other patients

#### Elmhurst Hospital

- ▶ Emergency Department entrance for patients admitted to the PCCU or CAA
- ▶ Main entrance for all other patients

**Please note these visitation exceptions:**

- ▶ **Surgical/Procedural Patients** - only one Care Partner allowed.
- ▶ **Emergency Department** - only one Care Partner allowed for patients who are not in isolation for COVID-19 or suspected COVID-19.
- ▶ **Pediatric Patients** - two Care Partners allowed.
- ▶ **Critically ill/end of life patients** - the number of visitors will be managed by the care team.
- ▶ **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.



In order to comply with safe social distancing recommendations, we cannot allow large gatherings of friends and families in the common areas of our hospitals at this time. We will permit one extra visitor per patient to wait within the hospital, but everyone else should stay in their car or at home until it is their time to visit.

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



# Guidelines for Masking

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.