



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:

- ▶ **Pediatric Patients** - allowed two Care Partners.
- ▶ **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 who may be present to provide consistent support throughout the labor and delivery process and may remain with the patient on the Mother/Baby unit, including overnight.

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