SAFE & SECURE ENVIRONMENT: VISITORS & COMPANIONS

Banner understands that individuals are looking forward to reuniting with their loved ones. We want to ensure visits are done in a safe manner to protect our team members and the community. These guidelines are a leadership tool to help plan for the return of visitors for acute care facilities.

VISITOR & COMPANION EXPERIENCE

Our visitation guidelines are subject to changes based on COVID-19 community indicators, which include COVID-19 positivity ratings and Arizona Department of Health Services data. As community indicators improve, our visitation protocols will be expanded. Any changes to the level of visitations will be authorized and communicated from a system level, facilities cannot determine level of visitations.

At this time visitations are not allowed for COVID-19 or COVID-19 suspect patients unless patient is determined to be at end-of-life. End-of-life requirements are defined as discontinuation of life-sustaining technology or once comfort care orders are written.

DEFINITION OF INDIVIDUALS WHO CAN VISIT

SUPPORT INDIVIDUAL
- PERSON WITH A DISABILITY POPULATION: an individual who accompanies a patient with a disability who, due to the specifics of the disability, requires assistance from a support person to effectively participate in the health care process
- LABOR & DELIVERY POPULATION: an individual who is authorized to accompany a laboring mother
  - Doulas may be present with laboring mothers in addition to the support individual
  - Doulas will be required to leave the hospital following the birth
  - No doulas will be permitted for mothers who are COVID-19 positive or COVID-19 suspect
- PEDIATRIC POPULATION: an individual who accompanies a pediatric patient (under the age of 18) to support delivery of care
- SPIRITUAL LEADERS: an individual who visits an end-of-life patient to offer the “Sacrament of the Sick” or other spiritual support

GENERAL VISITOR
- Individuals visiting a patient who is admitted to the hospital
- Any individual who is not a legal guardian for a patient under the age of 18 or does not meet the definition of support individual
- Must be over the age of 12; exception to someone under 12 will be handled on a case by case basis
- For COVID-19 end-of-life patients, 1 of the 2 visitors can be 12 years or older if it is an immediate family member passing (i.e. parent or sibling passing).

COMPANION
- Is a single individual accompanying a patient that is not admitted (Emergency Department, Clinic visit, or Outpatient procedure)
- Must be over the age of 12
- Space is limited at healthcare locations and social distancing will be practiced during the visit
- It is asked that a companion does not bring children with them, if possible

WHAT SHOULD INDIVIDUALS EXPECT TO EXPERIENCE DURING THEIR VISIT

ENTRANCES
- Health screenings will be required for all individuals (guidelines are included below)
- Wait times may occur at the entrance location due to the additional requirements in place for safe and secure environments
- For end-of-life enhanced precautions visits, Security or designee will escort individuals(s) to the patient’s room

PPE
- Individuals are always required to wear a mask. It is preferred for visitor/companion/support person to supply their own mask but if they do not have one, the facility will supply a mask for them
- Individuals may have to wear additional PPE during their visit, a team member will assist them in donning additional PPE
- For enhanced precautions and end-of-life visits, it may be difficult, but individuals must keep their mask and protective equipment on during the visit

VISITATION DETAILS

VISITORS FOR INPATIENT SETTING
- Limited hours: 10:00a.m. – 6:00p.m.
  - If visiting a Behavioral Health unit, please check with the unit directly to obtain visitation hours and guidelines
  - If visitors are coming in pairs for an end-of-life visit, we ask that both visitors arrive at the same time
  - Inpatient visitors will be required to visit in patient rooms only
  - For end-of-life visits with enhanced precautions, prepare visitors for the first look of their loved one as they could be attached to monitors, tubing and other things to support them; Click Here for End-of-Life Visitation Prep Video

COMPANIONS

ED, HOSPITAL-BASED CLINICS, OUTPT PROCEDURES
- Length of visit
  - ED – Length of visit will be until disposition, if patient’s status changes to observation or inpatient then inpatient guidelines would apply
  - Clinics - Companion must accompany patient throughout clinic
  - Procedure Areas – Companion can join post-procedure and accompany patient during discharge instructions
- Companion may be asked to leave if patient becomes COVID-19 suspect during the visit

Please note this is a fluid situation and materials are subject to change. For internal use only.
Banner Internal Data
## Community Indicator

<table>
<thead>
<tr>
<th>Visitor Protocols</th>
<th>Number of Visitors</th>
<th>Expectation for Length of Visit</th>
</tr>
</thead>
</table>
| **End of Life**   | Enhanced Precautions: 2 visitors  
- Single visit  
- When patient’s life-sustaining technology is discontinued or once comfort care orders are written  
- Location of visit must be in patient room  
- PPE in addition to mask may include gown, gloves, face shield, etc.  
- Click here for full EOL details  
| No Enhanced Precautions: Up to 8 visitors per day  
- Rotation of 2 visitors at a time  
- Example: 2 people for up to 4 hours and then rotate next 2 people for up to 4 hours  
| Enhanced Precautions: 15 min max  
| No Enhanced Precautions: 4 hours max per rotation  

| **COVID-19 Positivity Rate** | Enhanced Precautions: 2 visitors  
- Guardian or support individual is not a visitor and can accompany the patient  
| No Enhanced Precautions: No more than 3 hours  
| **Labor & Delivery** | Enhanced Precautions: 2 visitors  
- Support individual is not a visitor  
- Doulas are allowed with laboring mothers in addition to the support individual  
- Doulas will be required to the hospital following the birth  
- No doula will be permitted for mothers who are in COVID-19 or suspect COVID-19  
| No Enhanced Precautions: No more than 3 hours  
| **Persons with Disabilities** | Enhanced Precautions: 2 visitors  
- Guardian or support individual is not a visitor and can accompany the patient  
| No Enhanced Precautions: No more than 3 hours  
| **General Visitation** | Enhanced Precautions: 2 visitors  
- Visits will not be allowed for COVID-19 or suspect COVID-19 patients  
| No Enhanced Precautions: No more than 3 hours  

## Companion Protocols

<table>
<thead>
<tr>
<th>Number of Companions</th>
<th>Expectation for Length of Visit</th>
</tr>
</thead>
</table>
| **Emergency Department** | Enhanced Precautions: 1  
- ED - Until disposition, if patient’s status changes to observation or inpatient then inpatient guidelines would apply  
| No Enhanced Precautions: 1  
| **Hospital-Based Clinics** | Enhanced Precautions: 1  
- Clinics - Companion must accompany patient throughout clinic  
| No Enhanced Precautions: 1  
| **Outpatient Procedure Areas** | Enhanced Precautions: 1  
- Procedure Areas - Companion can join post-procedure and accompany patient  
| No Enhanced Precautions: 1  

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<table>
<thead>
<tr>
<th>COMMUNITY INDICATOR</th>
<th>VISITOR Protocols</th>
<th>NUMBER OF VISITORS</th>
<th>EXPECTATION FOR LENGTH OF VISIT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>END OF LIFE</strong></td>
<td>Click here for full EOL details</td>
<td>Enhanced Precautions</td>
<td>No Enhanced Precautions</td>
</tr>
<tr>
<td>END OF LIFE</td>
<td></td>
<td>2 visitors</td>
<td>Up to 6 visitors per day</td>
</tr>
<tr>
<td></td>
<td>Enhanced Precautions</td>
<td>• Single Visit</td>
<td>• Rotation of 2 visitors at a time</td>
</tr>
<tr>
<td></td>
<td>No Enhanced Precautions</td>
<td>• Location of visit must be in patient room</td>
<td>• Example: 2 people for up to 3 hours and then rotate next 2 people for up to 3 hours</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Location of visit must be in patient room</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• PPE in addition to mask may include gown, gloves, face shield, etc.</td>
<td></td>
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<tr>
<td><strong>COVID-19 Positivity Rate</strong></td>
<td><strong>5% - 10%</strong></td>
<td>Safety and Secure Screening Activated</td>
<td></td>
</tr>
<tr>
<td><strong>PEDIATRIC</strong></td>
<td></td>
<td>1</td>
<td>No more than 3 hours</td>
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<td></td>
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</tr>
<tr>
<td><strong>LABOR &amp; DELIVERY</strong></td>
<td></td>
<td>1</td>
<td>No more than 3 hours</td>
</tr>
<tr>
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<td></td>
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<tr>
<td><strong>PERSONS WITH DISABILITIES</strong></td>
<td></td>
<td>1</td>
<td>No more than 3 hours</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>GENERAL VISITATION</strong></td>
<td></td>
<td>1</td>
<td>No more than 3 hours</td>
</tr>
<tr>
<td></td>
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<td></td>
</tr>
<tr>
<td><strong>COMPANION Protocols</strong></td>
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<td></td>
</tr>
<tr>
<td><strong>EMERGENCY DEPARTMENT</strong></td>
<td></td>
<td>Enhanced Precautions</td>
<td>No Enhanced Precautions</td>
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<tr>
<td></td>
<td></td>
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</tr>
<tr>
<td><strong>HOSPITAL-BASED CLINICS</strong></td>
<td></td>
<td>Enhanced Precautions</td>
<td>No Enhanced Precautions</td>
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<tr>
<td></td>
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<tr>
<td><strong>OUTPATIENT PROCEDURE AREAS</strong></td>
<td></td>
<td>Enhanced Precautions</td>
<td>No Enhanced Precautions</td>
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<tr>
<td></td>
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</tbody>
</table>

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Banner Internal Data
<table>
<thead>
<tr>
<th>COMMUNITY INDICATOR</th>
<th>VISITOR PROTOCOLS</th>
<th>NUMBER OF VISITORS</th>
<th>EXPECTATION FOR LENGTH OF VISIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>END OF LIFE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Click here for full EOL details</td>
<td>Enhanced Precautions</td>
<td>2 visitors</td>
<td>Enhanced Precautions</td>
</tr>
<tr>
<td></td>
<td>None Enhanced Precautions</td>
<td>Single visit</td>
<td>Up to 4 visitors per day</td>
</tr>
<tr>
<td>COVID-19</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Positivity Rate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>&gt;10% Safe and Secure Screening Activated</td>
<td>PEDIATRIC</td>
<td>NONE</td>
<td>No visits allowed</td>
</tr>
<tr>
<td></td>
<td>LABOR &amp; DELIVERY</td>
<td>NONE</td>
<td>No visits allowed</td>
</tr>
<tr>
<td></td>
<td>PERSONS WITH DISABILITIES</td>
<td>NONE</td>
<td>No visits allowed</td>
</tr>
<tr>
<td></td>
<td>GENERAL VISITATION</td>
<td>NONE</td>
<td>No visits allowed</td>
</tr>
<tr>
<td></td>
<td>COMPANION PROTOCOLS</td>
<td>NONE</td>
<td>No visits allowed</td>
</tr>
<tr>
<td></td>
<td>NUMBER OF COMPANIONS</td>
<td>NONE</td>
<td>No visits allowed</td>
</tr>
<tr>
<td></td>
<td>EXPECTATION FOR LENGTH OF VISIT</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>EMERGENCY DEPARTMENT</td>
<td>EOL patients in ED will follow inpatient guidelines</td>
<td>Enhanced Precautions</td>
</tr>
<tr>
<td></td>
<td>OUTPATIENT PROCEDURE AREAS</td>
<td>Ex- Endo, Cath Lab, Radiology, etc.</td>
<td>Enhanced Precautions</td>
</tr>
</tbody>
</table>

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<table>
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<tr>
<th>STEP</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Ensure visitor/companion/support person has mask, provide mask if they did not bring their own</td>
</tr>
</tbody>
</table>
| 2    | Take temperature of visitor/companion/support person  
|      | • Must be under 100 degrees |
| 3    | Complete Health Screen Attestation (3 options) |

**Option 1) PRE-SCREEN ATTESTATION**
1. Door Screener will verify attestation was completed prior to visitor/companion/support person by viewing confirmation receipt on visitor/companion/support person’s phone showing approval to enter facility and validate receipt is not past expiration date

2. Ask visitor/companion/support person if they are experiencing any COVID-19 symptoms  
   (Reference STOP & SCREEN symptom sheet)

3. Ask visitor/companion/support person if they have been advised to self-quarantine because of exposure to someone with COVID-19 infection

**Option 2) LAPTOP ATTESTATION**
1. If visitor/companion/support person does not have receipt from pre-screen, Door Screener will utilize laptop at entrance and ask the visitor/companion/support person the questions and enter individual’s information into attestation
   - First and Last Name
   - Review absence of COVID-19 symptoms
   - Indicate if individual has been in recent self-quarantine due to exposure to COVID-19

**Option 3) PAPER ATTESTATION**
1. Door Screener will fill out visitor/companion/support person’s information on Tracking Form

2. Ask visitor/companion/support person if they are experiencing any COVID-19 symptoms  
   (Reference STOP & SCREEN symptom sheet)

3. Ask visitor/companion/support person if they have been advised to self-quarantine because of exposure to someone with COVID-19 infection

4. Identify if visitor/companion/support person is seeing an admitted patient or patient in Emergency Department (ED)

<table>
<thead>
<tr>
<th>ADMITTED</th>
<th>EMERGENCY DEPARTMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide Identification Sticker and directions to patient’s room</td>
<td>Direct visitor/companion/support person to patient’s location in the ED</td>
</tr>
</tbody>
</table>
ATTESTATION QUESTIONS

1. Are you experiencing any symptoms consistent with COVID-19?
   - Fever 100 degrees or higher
   - Cough or shortness of breath
   - Chills
   - Repeated shaking with chills
   - Muscle pain
   - Sore throat
   - New loss of taste or smell
   - Fatigue
   - Headache
   - Congestion or runny nose
   - Nausea or vomiting
   - Diarrhea
   - None of these symptoms

2. Have you been advised to self-quarantine because of exposure to someone with COVID-19 infection?
   - Yes
   - No