

Our patients' safety is Asante's top priority. This policy is designed to ensure the safety of patients, staff and visitors while slowing the spread of COVID-19. It was developed and implemented to comply with state and federal mandates.

All individuals, including but not limited to all hospital staff and health care workers, will be screened before entry. The points of entry to the facilities are limited to support proper screening.

**The cafeteria is temporarily closed to visitors, but you may buy coffee drinks and snacks at our espresso bar.**

You may order a meal in your loved one's room and pay with a debit or credit card over the phone. Call **extension 13663**.

Asante has ensured that common areas that remain open are able to accommodate physical distancing. Visitors are encouraged to visit patients in patient rooms and avoid common areas.

Asante has implemented measures such as patient-specific tablets to increase remote communication with families and ensure language access, including CART real-time captioning and ASL and spoken-language interpretation services (e.g. phone, FaceTime, Skype, etc.).

Asante will ensure patients, including patients who communicate in a language other than English, minors and patients with disabilities, have their needs met in accordance with U.S. Department of Health and Human Services Office of Civil Rights requirements.

## Asante Screening Criteria for Visitors:

Everyone coming into the hospital will be screened and, if approved, given a sticker to wear that must be visible to staff at all times. You may be denied entry if you:

- Exhibit symptoms, including, but not limited to, fever, sore throat, runny nose, cough, shortness of breath, body aches.
- Have traveled internationally within the last 14 days to CDC level 3 risk countries and/or have been on a cruise within the last 30 days.
- Have been recently tested for, or diagnosed with, COVID-19 (if not yet released from quarantine or isolation by the local health department).
- Have had contact with known or suspected COVID-19 cases within the last 14 days.

## Visitor Restrictions:

1. All visitors and support persons must complete the screening process.
2. No visitors under the age of 18.
3. Each patient may have one visitor or support person per day who has passed the screening criteria and complies with infection control procedures (e.g. handwashing, masking). A visitor or support person who does not pass the screening criteria may be granted entry as set forth by Asante policy in compliance with SB 1606.
  - a. Exceptions to "one visitor or support person per day" criteria to allow greater access:
    - i. OB, pediatrics (including those in ED) and NICU will allow two visitors per day.
    - ii. For end-of-life situations, there is no daily restriction to the number of visitors, including visitors for a patient with COVID-19.
4. Each patient with COVID-19 may have one visitor or support person per day who has passed the screening criteria and complies with infection control procedures (e.g. handwashing, masking).
  - a. Asante will encourage the use of telecommunication for patients with COVID-19.

- b. All COVID visitation will be on a case-by-case basis.
5. Patients will have adequate and lawful access to support persons pursuant to SB 1606 and chaplains or clergy in conformance the Religious Freedom Restoration Act and Religious Land Use and Institutionalized Persons Act.
6. Any restriction on visitation or support persons may be removed for an individual patient as determined by Asante staff utilizing the chain of command, considering:
  - a. The communication needs of the patient;
  - b. A patient's individual circumstances;
  - c. Whether the risk of the spread of COVID-19 can be mitigated; and
  - d. The emotional and physical toll that restrictions and limitations have on families and friends.
2. Asante has signage regarding screening protocols and visitation restrictions.
3. Each individual seeking entry to the facilities has the opportunity to take written information applicable to the screening protocols and visitation restrictions, which include instructions regarding the facility's procedures to follow if an individual believes they are being inappropriately restricted from the facility.
4. Visitors failing to comply with Asante policy may be removed from the facilities.

## For Additional Help

If you have any questions or concerns, or if you believe you have been denied access to the hospital inappropriately, please email [PatientRelations@asante.org](mailto:PatientRelations@asante.org).

## Education and Signage

1. Asante educates individuals seeking entry to the facilities to:
  - a. **Perform hand hygiene.** Before entering a patient room and after leaving a patient room, individuals shall wash hands with soap and water for 20 seconds or clean hands with an alcohol-based hand sanitizer.
  - b. **Avoid touching their face.**
  - c. **Use good respiratory etiquette:** cover coughs and sneezes with the elbow and properly use and dispose tissues.
  - d. **Use personal protective equipment properly.**