

To our visitors

Our patients' health and well-being have always been top priority. We know it means a lot to visit your loved one while they're in the hospital — and how much it means for them to have you by their side. However, due to COVID-19, we're taking extra steps to protect our patients, team members and the community. Those steps include new visitation policies. We're temporarily modifying routine, in-person visits to our hospitalized patients. When you can, visit through phone calls, Facetime, Skype and other means.

Our current visitation policy

- All adult inpatients may have two designated visitors who are not to change throughout the hospital stay, except for special situations delineated below. Visiting hours are available twice a day, from 11 a.m. to 1 p.m. and from 3 to 6 p.m. Visitors may stay for up to 2 hours during each time period.
- All inpatients on acute psychiatric units may have one designated visitor during visiting hours specific to the unit

Visitation for special situations (visiting hours can be flexible):

- Patients who are medically unstable (two designated visitors)
- All patients who are imminently dying (within hours to days), but who are **not** positive for or suspected to have COVID-19 (two visitors)
 - o One-time "substitution" with two other visitors is permitted
 - o Visits should ideally be between 8 a.m. and 4 p.m.
- Patients undergoing surgery or procedures (one single-time visitor immediately after the procedure)
- Delivering mothers (one support person)
 - o Doulas are part of the care team and not considered visitors.
- Patients who are minors and those with limited decisional capacity (up to two parents or guardians)
- Patients who have altered mental status, an intellectual, developmental or cognitive disability or a communication barrier (two visitors)
- Patients with disruptive behavior where a family member is key to their care (two visitors)
- ED patients (one designated visitor)

Approved visitors must:

- Be 18 years of age or older and in good health
- Bring a form of identification
- **Not** have symptoms of fever, cough, shortness of breath, recent loss of taste or smell or flu-like illness suggestive of COVID-19, and complete a health screening, including a temperature check, at the entrance before entry
- **Not** have active COVID-19 infection
- Be symptom-free for at least 14 days if they previously had COVID-19 infection.
- Bring and wear their own masks at all times
- Respect social distancing guidelines of 6 feet from all others
- Wash hands with soap and water or use alcohol-based hand sanitizer before entering and after leaving a patient's room.
- Use the same entrance for entry into and exit from the hospital.
- Identify themselves and stay in designated areas (not travel throughout the facility)

Appointments

Visitation for outpatient procedures, diagnostics and clinic appointments remains the same. Adult or pediatric patients who have an appointment at a Geisinger clinic, laboratory or radiology department may have one person accompany them, if necessary.