



# HEALTH ALERT

## Southwell Visitation Guidelines

### Visitor Restrictions Now In Effect for Coronavirus Disease

To protect our patients, staff, and community during the outbreak of COVID-19, visitor restrictions are in effect for Southwell Facilities: Tift Regional Medical Center, Southwell Medical, Southwell Health and Rehabilitation, and all clinics and departments of these facilities and all Southwell Ambulatory clinics and facilities.

**It is mandatory that a mask be worn while at any of the Southwell Facilities.**

#### TIFT REGIONAL MEDICAL CENTER (TRMC) AND SOUTHWELL MEDICAL (SM)

*Visitation hours are from 10:00 a.m. – 6:00 p.m.*

Patients are allowed one (1) visitor per day with the following exceptions:

- Patients in the TRMC Intensive Care Unit (visitors are limited to 1 hour)
- No minor visitors under the age of 18, including in the TRMC Women's Center
- No visitors in the SM Sylvia Barr Center geriatric psychiatric unit
- No visitors in the TRMC Emergency Department (unless an \*essential visitor)

\*Essential visitor definition: visitor with a pediatric patient under the age of 18 (one parent), visitor responsible to provide healthcare decision making choices, or a visitor helping with communication and/or mobility.

- Patients in hospice, palliative, TRMC pediatric units and TRMC birth centers may have one (1) visitor overnight.
- Visitors are to remain in the patient room while in the hospital. Once the visitor leaves the premises, the patient may not have another visitor until the following day.
- Visitation is limited to immediate family member, including but not limited to a spouse, a domestic partner, or another family member.
- **Visitors will not be permitted for confirmed COVID-19 patients and those patients being screened and awaiting results.** Exceptions to visitation for COVID-19 and patients be screened and waiting results are at the discretion of the provider. Providers will discuss visitation with the Nurse Leader and inform the patient and family.
  - Exceptions for visitation will require the following:

- Visitor will be required to sign the COVID-19 Visitation Waiver of Risk
- Visitor will be required to wear appropriate PPE to include N95 mask, goggles, gown, and gloves. The hospital staff will assist with donning and doffing.
- The hospital staff will educate the visitor on appropriate hand hygiene and decontamination pre and post visit.
- Visitation is limited to one hour unless otherwise indicated by the provider.
- Providers are encouraged to make exceptions for patients at end of life.

Visitors access TRMC through the 20th Street Lobby. Only TRMC Emergency Department essential visitors may enter at the ED entrance. Visitors access SM through the main hospital entrance.

### **.SOUTHWELL HEALTH AND REHABILITATION CENTER**

No visitors are allowed at Southwell Health and Rehabilitation unless an exception is made for compassionate care situations, such as end of life.

Please call 229-896-8157 for communication and visitation alternatives. We encourage residents and visitors to stay connected.

### **CLINICS AND OUTPATIENT DEPARTMENTS**

Only one (1) visitor per patient in the clinic and outpatient setting.

- No visitors are allowed in Oncology and Dialysis Clinics to protect immune-compromised patients.

### **FOR ALL LOCATIONS**

Screeners at public entrances will continue to ask basic screening questions including temperature monitoring, guiding those seeking treatment to the appropriate location while assisting essential visitors as needed. Individuals with any of the following symptoms will not be allowed to visit the patient:

- |   |                              |
|---|------------------------------|
| • Fever or chills                             | • New loss of taste or smell |
| • Cough                                       | • Sore throat                |
| • Shortness of breath or difficulty breathing | • Congestion or runny nose   |
| • Fatigue                                     | • Nausea or vomiting         |
| • Muscle or body aches                        | • Diarrhea                   |
| • Headache                                    |                              |

### **VENDORS**

Non-essential vendors, including sales representatives, are not allowed in Southwell Facilities.



## DELIVERIES

Admittance for flowers, gift and food deliveries are suspended for outside vendors.

Patients allowed visitors, may receive flowers, gifts and food deliveries when delivered by their visitor.

Patients not allowed visitors will be allowed the flower and gift deliveries at the discretion of the provider. Items for delivery will be dropped off at the 20<sup>th</sup> Street Lobby and the items will be delivered by a member of the hospital staff.

Food deliveries for staff are permitted at the following locations:

- MOB, Southwell Medical and West Campus– Deliveries for staff is permitted with staff picking up deliveries from the vendor in the parking lot.
- Main Campus - Deliveries for staff is permitted with staff picking up deliveries from the ED Alley. Deliveries for staff are not permitted at the 20<sup>th</sup> Street Entrance.

Southwell recognizes that support from friends and family can play a positive role in the healing process. We encourage all friends and family to utilize other forms of communication including phone and video calls on cell phones and mobile devices. To reach a TRMC in-patient advocate, please call these numbers:

- 2nd Floor Patient Rep (229) 520-2629
- 3rd Floor Patient Rep (229) 402-2826
- Concierge line (229) 353-CARE

We apologize for any inconvenience these policies may cause. We are following public health agency recommendations to create the safest possible environment for everyone in our communities.

