



# HEALTH ALERT

## Southwell Facilities Visitation FAQ

### **ALL VISITORS:**

#### **Will a visitor be able to leave and return within the same day?**

No, once a visitor leaves the building, they will not be allowed to return until visiting hours the following day unless providers give exception.

#### **Does the visitor have to wear a mask while in the facility?**

Yes. Southwell Facilities require patients, visitors and staff to wear masks while in the facility.

### **INPATIENT VISITORS:**

#### **When are visiting hours and what are the entry points?**

Visiting hours are from 10 am to 6 pm daily. Visitors may enter at the 20<sup>th</sup> Street lobby or the Garage Entrance. The 20<sup>th</sup> Street Lobby is open for visitation from 10 am to 6 pm daily. The Garage Entrance is open for visitation Monday-Friday 10 am to 6 pm and on Saturday and Sunday from 10 am to noon.

#### **When will a patient select their designated visitor?**

A patient will select their designated visitor during the admission process. The designated visitor will be noted in the health record.

#### **Will a patient be able to change their designated visitor?**

Yes, but for emergency situations. In an effort to reduce exposure, designated visitors will be changed only if an emergency arises. Please notify the patient representative by calling 353-CARE between the hours of 8:30 am and 5 pm. Requests for changes will be coordinated by the Patient Representative and submitted to the provider during the next scheduled rounding.

#### **Will a visitor be allowed to spend the night?**

If the patient is in a private room, a visitor may spend the night. If visitors leave, the visitor may only return during visiting hours, 10 am to 6 pm. Entry outside of these times will be by provider exception only and through the ED entrance.

#### **For patients in ER2 or ED holding, where do visitors present for visitation?**

Visitors for all inpatient admissions, should present to the 20<sup>th</sup> Street lobby or Garage entrance. The ED entrance is for ED patients and visitors only.

#### **Can visitors leave the patient's room?**

Visitors should remain in the patient room for the duration of the visit except when obtaining nourishment.

**OUTPATIENT AND CLINIC VISITORS:**

**Can minor children accompany an adult during outpatient appointments?**

Yes. We ask that all visitors wear a mask including children based on CDC guidelines.

**If a patient brings an interpreter the outpatient appointment, does this the interpreter count as the one visitor?**

Yes, the interpreter would be counted as a visitor. However, the Facility provides interpreter services free of charge if the patient would like to bring a different visitor.