



Kaleida Health

# Enhanced Visitation Policy

In an effort to protect our patients, families, visitors and staff against the spread of infection, and in accordance with New York State Department of Health (NYSDOH) guidance, Kaleida Health has implemented the following visitation policy at all sites, effective immediately. This does not apply to those seeking treatment.

## GENERAL VISITATION GUIDELINES:

- Please do not visit if you are ill.
- All visitors must be 18 years of age or older.
- Visitors will be provided with a face mask upon entry to the facility if they do not already have their own mask and must wear the mask at all times while inside the facility.
  - Masks should only be removed to eat or drink.
  - If a visitor refuses to wear a mask, they will be asked to leave the facility.
- Approved visitors will receive a pass, which must be worn prominently at all times.
- Visitors should self-screen for contagious diseases before arriving at a Kaleida Health facility and before accessing patient care areas.
- If you have been in contact with someone with COVID-19 or have had symptoms of COVID-19 within the past 14 days, please do not visit the hospital.
- All visitors are required to comply with our screening checkpoint procedures. If you are unable to comply, you will not be permitted an in-person visit in the hospital.
- Visitors will be asked screening questions and have their temperature taken upon arrival.
- Visitors must stay in the patient's room, or designated area identified by staff, unless directed by staff to leave the room during a procedure.
- Visitors cannot accompany patients to tests outside of their room. During that time, visitors can obtain to-go orders from the cafeteria, use the restroom or spend time in the outdoor areas.
- All visitors must practice physical distancing, staying at least six (6) feet away from others, while in the facility.
- Visitors should wash their hands frequently with soap and water or use alcohol-based hand sanitizer, especially before and after entering a patient's room.

## ADULT INPATIENT VISITATION:

- Visitation hours are **3-7 p.m. daily** at Kaleida Health's adult facilities: Buffalo General Medical Center/Gates Vascular Institute, Millard Fillmore Suburban Hospital and DeGraff Medical Park.
- One (1) designated support person is permitted in non-COVID units for the duration of the patient's stay at Buffalo General Medical Center/Gates Vascular Institute, Millard Fillmore Suburban Hospital and DeGraff Medical Park. Total time for the designated support person cannot exceed four (4) hours.
  - In end-of-life cases, two (2) support persons are allowed.
- No support persons are allowed in adult COVID units with compassionate exceptions for end of life where two (2) support persons are allowed.
  - In circumstances deemed medically necessary or in end-of-life or palliative care cases, unit staff will coordinate COVID unit visitation, which can be outside of visitation hours.
- Loved ones can be contacted over the phone or through a scheduled video call. The patient's care team can help set up the video call.



### **PEDIATRIC HOSPITAL VISITATION:**

- Pediatric inpatients at Oishei Children's Hospital are allowed two designated (2) support persons.
- Pediatric patients having a same-day procedure may designate two (2) support persons.
- Only two (2) support persons are allowed with a patient in the Emergency Department, and the support persons must remain in the patient's treatment room for the entire visit.

### **EMERGENCY DEPARTMENT VISITATION:**

- Only one (1) support person is allowed with a patient in the Emergency Department, and the support person must remain in the patient's treatment room for the entire visit with the exception of Oishei Children's Hospital where two (2) support persons are allowed.
- For adult patients who are admitted to the hospital, support persons may accompany the patient to their room during inpatient visiting hours. If they are admitted outside of visiting hours, the designated support person must return during visiting hours.

### **SAME DAY SURGERY/PROCEDURE VISITATION:**

- Patients having a same-day procedure may have one (1) designated support person through the initial intake process and can rejoin the patient at discharge with the exception of Oishei Children's Hospital where two (2) support persons are allowed.

### **LABOR & DELIVERY VISITATION:**

- Two (2) designated support persons are permitted with mom on Labor & Delivery units at Oishei Children's Hospital and Millard Fillmore Suburban Hospital throughout labor, delivery and postpartum period.
  - In addition to the two (2) designated support persons, laboring moms are allowed one (1) doula as an essential member of their care team throughout labor, delivery and postpartum period.

### **LONG-TERM CARE VISITATION GUIDELINES:**

- No visitors permitted at HighPointe on Michigan or DeGraff Rehabilitation & Skilled Nursing Facility, in accordance with NYSDOH guidance, except in end-of-life or palliative care cases.
- In end-of-life or palliative care circumstances, families and loved ones will be required to contact the nursing unit directly to arrange for visitation.

**WEAR A MASK AT ALL TIMES, PRACTICE PHYSICAL DISTANCING, AND WASH YOUR HANDS OR USE ALCOHOL-BASED HAND SANITIZER FREQUENTLY, ESPECIALLY BEFORE AND AFTER ENTERING A PATIENT'S ROOM.**