

Dear Patients and Family Members:

We understand how important it is for patients to have the support of loved ones while in the hospital but due to the expanding COVID-19 situation, we are instituting the following measures to ensure the health and safety of our patients and staff.

Effective Monday, March 16, 2020 and until further notice, we will implement new visitor restrictions.

INPATIENTS: No inpatient visitors will be allowed at our campuses. We regret any hardship or inconvenience this may cause. However, this action is essential to control the spread of COVID-19. Exceptions will be made in extenuating circumstances on a case-by-case basis, in consultation with the unit's nursing staff and the patient's physician.

On the day of discharge, one family member or visitor who is not at risk for COVID-19 (please see Outpatients section below for screening criteria) will be allowed to enter the patient's room to hear discharge instructions and assist the patient in leaving the hospital.

We also would appreciate if you would identify one family/friend/representative to communicate with the Care Team while the patient is hospitalized. This will allow the caregivers to provide uninterrupted care for your loved one. We understand this visitation restriction may be difficult but we are committed to keeping you, your family member and our staff safe. We encourage you to use technology to support phone or video visits.

OUTPATIENTS: Only one person will be allowed to accompany an individual to their outpatient visit. This person will be screened for COVID-19 risk factors. **Those with symptoms of fever, cough or difficulty breathing OR who have traveled to/from China, Japan, Iran, South Korea, Italy OR Europe/UK OR Seattle, Boston, San Francisco, Los Angeles, New York City and surrounding suburbs OR attended large gatherings, such as conferences or sporting events, OR had contact with a person confirmed for COVID-19 infection within the last 14 days**, will not be permitted to accompany the patient and will be asked to go home. This list of travel locations may change as we continue to learn about the COVID-19 situation.

EMERGENCY DEPARTMENT PATIENTS: Only one screened family member/visitor who is not at risk for COVID-19 (as defined in the Outpatients section above), may be permitted into the ED treatment area. If the ED patient is admitted to the hospital, no visitors will be allowed to accompany them to the inpatient units with the exception of minors. **MINORS** who are admitted to the hospital will be able to have one screened parent or guardian accompany them.

LABOR & DELIVERY/ISCU/POST-PARTUM PATIENTS: Only the partner or one visitor who is screened and not at risk for COVID-19 may visit at a time. Exceptions will be made on a case-by-case basis, in consultation with the unit's nursing staff and the patient's physician.

ADOLESCENT PSYCHIATRIC CARE: Only one parent/guardian who is screened and not at risk for COVID-19 may visit the Adolescent Psychiatric Unit at Highland Park Hospital for parent conference purposes. Other visitors may do so virtually. Exceptions will be made on a case-by-case basis, in consultation with the unit's nursing staff and the patient's hospital physician.

We encourage inpatients and their family members and friends to keep in contact via phone, FaceTime (or other phone based video communication), and/or text.

Thank you for entrusting your loved ones in our care.