

**Hartford Region**  
***VISITATION POLICY***  
**Overarching Guidelines**

The HHC Hartford Region Visitation Guidelines are designed to maximize safety for our patients.

Visitor access, hours and policies may change as we respond during the pandemic. For the most current information, please head to our visitor page on the internet prior to arriving at the hospital. It can be found at: <https://hartfordhealthcare.org/health-wellness/coronavirus/visitor-restrictions>

**Important Facts:**

- Visitor/escort must screen negative and both patient and visitor must wear a mask at all times. Additional personal protective equipment (PPE) may be recommended to ensure a safe visit.
- Any visitor/escort who screens positive will be asked to leave to seek appropriate care.
- Visiting hours are 12-8 to provide time for patient to rest.
- Adults age 16 and up are welcome to visit. Exceptions may be made during end of life care.
- Behavioral Health Network Policies will vary based on location and service.
- Patients with disabilities may have a support person in line with the **HHC Support Person Policy** (<https://hartfordhealthcare.org/patients-visitors/patients/support-person-policy>)
  - Patients with disabilities that may include, but not be limited to, altered mental status, physical, intellectual or cognitive disability, communication barriers or behavioral concerns, who need assistance due to the specifics of their disability, may have one designated support person with them to support their disability related needs. Support person(s) must screen negative daily.
  - Such designated support person may be a family member, personal care assistant, similar disability service provider, or other individual knowledgeable about the management of their care, to physically or emotionally assist them or to ensure effective communication during their stay in such Facility, provided proper precautions are taken to contain the spread of infection.
  - When the period of time any such patient with disabilities will remain longer than one day, such patient or his or her family or caregiver may designate two support people, provided only one support person may be present at a time. This restriction must be explained to the patient and support person in plain terms, upon arrival or, ideally, prior to arrival. Staff should ensure that the patient or his or her family or caregiver fully understands this restriction, allowing the patient to decide who he or she wishes to identify as his or her support person.

## Hartford Region Specific Guidelines

Location	VISITATION GUIDELINES -5/26/21
Emergency Services	<p><b><u>All Patients:</u></b></p> <ul style="list-style-type: none"> <li>• General ED Visiting hours: 24 hours per day</li> <li>• ED Observation unit visiting hours : 12pm to 8pm</li> <li>• One visitor allowed at a time once patient is placed into an assigned room in Blue, Green, or Orange Pod (Visitors <i>cannot</i> be accommodated due to space constraints in FEP, Waiting Room, iTrack, Red Pod, and Purple Pod)</li> <li>• Visitation for COVID positive or PUI patients will be evaluated by triage               <ul style="list-style-type: none"> <li>○ If visitation is not available, the Welcome Ambassador will take down visitor contact information and notify visitor when the patient is cleared to begin visitation</li> </ul> </li> </ul>
Women’s Health Services	<ul style="list-style-type: none"> <li>• <b>Labor &amp; Delivery:</b> Two designated support persons allowed (if the patient has a doula, the doula is considered the second support person). If having a scheduled C-section, only one support person allowed.</li> <li>• <b>Antepartum &amp; Postpartum patients:</b> One designated support person allowed 24/7, an additional visitor is allowed one at a time during normal hospital visitation hours from 12pm-8pm.</li> </ul>
NICU (with CCMC)	<ul style="list-style-type: none"> <li>• Only parents or legally appointed guardians may visit one at a time.</li> </ul>
Inpatient (medical, non-surgical, inpatient rehab, emergency surgery)	<ul style="list-style-type: none"> <li>• Up to 2 visitors at a time allowed during approved visitor hours.</li> <li>• Exceptions for patients with designated support persons (per guidance on page 1)</li> <li>• Visitors for COVID-positive, patients under investigation (PUI) and patients who are quarantined is approved with appropriate PPE</li> </ul>
End of Life Care	<ul style="list-style-type: none"> <li>• Patient visitors and the legally authorized representative (if not a family member) regardless of COVID status.</li> </ul>
Same day surgical procedure (ASC, GI, cardiac, etc.)	<ul style="list-style-type: none"> <li>• Where space permits, visitors will be permitted as long as they screen negative, wear a mask at all times and can maintain social distancing of 6’ in waiting areas. For areas that cannot accommodate visitors due to space/facilities constraints, visitor contact number is obtained and will be called to return at the end of the visit or procedure.</li> </ul>
Scheduled surgery requiring a stay	<ul style="list-style-type: none"> <li>• Up to 2 visitors will be permitted to wait in the surgical family lounge on the day of surgery if they screen negative; subsequent days will fall under the inpatient visitor guidance (exceptions for support person.)</li> </ul>
Onsite/Offsite Ambulatory Services (includes clinics within hospital)	<ul style="list-style-type: none"> <li>• Where space permits, visitors will be permitted as long as they screen negative, wear a mask at all times and can maintain social distancing of 6’ in waiting areas. For areas that cannot accommodate visitors due to space/facilities constraints, visitor contact number is obtained and will be called to return at the end of the visit or procedure.</li> </ul>
Sunsetting of Visitor Exception Process	<ul style="list-style-type: none"> <li>• Effective 5/26/21, exceptions are no longer necessary for visitor management.</li> <li>• Visitors who have exceptions to the policy will be handled locally by the nursing unit in collaboration with Guest Services and Public Safety.</li> </ul>