

McLAREN NORTHERN MICHIGAN

VISITATION GUIDELINES

Effective 2-11-21

In response to the current COVID-19 situation in our community, visitation at McLaren Northern Michigan is limited to **one healthy visitor per patient per day** from **8 a.m. until 6 p.m.** Please note:

- All visitors will be screened when entering the hospital to verify they do not have signs or symptoms of COVID-19.
- Visitors must wear a hospital-issued face mask covering both nose and mouth at all times during the visit.
- Visitors must remain in the patient's room unless asked otherwise by the clinical team. The cafeteria and most waiting/common areas are currently closed to visitors.
- Visitors must be over age 18 unless they are the parent of a pediatric patient or support person for an OB patient.
- No visitors are allowed for patients with pending or positive COVID-19 tests, unless there are special circumstances granted by the clinical care team.
- Members of the clergy are exempt from the one-visitor-per-day guidelines.
- Outpatients who have an appointment within the hospital or medical office building, such as office visit, lab draw, diagnostic imaging test or a procedure without anesthesia/sedation, may have one visitor **IF** they require assistance.

Visitors will be asked to leave the facility if:

- They exhibit COVID-19 symptoms.
- They are found outside of direct routes from entry to patient room.
- They are non-compliant with mask and social distancing requirements.

Exceptions & Clarifications

Some exceptions can be made. Exceptions or clarifications include:

Inpatients

- **PATIENTS AT END OF LIFE:** Up to 2 visitors at a time. Visitors for patients at end of life may be evaluated on a case by case basis, including those under the age of 18.
- **OBSTETRIC PATIENTS:** One birthing partner/support person (same person for the duration of the stay), one visitor per day, and one certified doula during labor and delivery.
- **PEDIATRIC PATIENTS:** Both parents may visit between 8 a.m. and 6 p.m. with one parent/guardian remaining overnight.
- **SURGICAL OR ENDOSCOPY PATIENTS:** Patients undergoing surgery or procedures that require sedation/anesthesia may have one visitor/companion. While the procedure is performed, visitors are encouraged to wait outside the building or at home. If the visitor does not have a safe place to wait outside the building, they may wait in a designated area. This waiting area does not allow food; visitors do need to social distance. Visitors can participate in post procedural discharge instructions either by phone or in person. If the procedure is performed outside of visiting hours, the visitor may accompany the patient to the unit to get the patient settled and then leave.
- **EMERGENCY PATIENTS:** ER patients are allowed one visitor once they have been taken to a treatment bay; visitors may need to wait in their car if their loved one is in the waiting room. The visitor must be the same support person for the duration of the stay in the ER. If the patient is admitted to the hospital outside of visiting hours, the visitor may accompany the patient to the unit to get the patient settled and then leave.
- **PATIENTS INSIDE OUR COVID-19 ISOLATION UNIT:** Allowances may be made for special circumstances; visitors should discuss with the care team prior to arriving.

Outpatients Coming for An Appointment in:

Outpatient Services: Patients who have an appointment within the hospital or medical office building (such as office visit, lab draw, diagnostic imaging test or a procedure without anesthesia/sedation) may have one visitor **IF** they require assistance due to developmental disabilities, cognitive impairments, behavioral concerns, communication barriers, or need physical assistance to travel to the appointment.

Bay View Ob/Gyn: One visitor is allowed for OB patients' first appointments and ultrasounds.

Karmanos Cancer Institute (KCI): Medical hematology/oncology, infusion center and radiation oncology patients are allowed one visitor when coming for a new patient consultation or coming to receive updates for treatment plans; the visitor needs to be pre-approved.

Communications with Your Loved One

Inpatients

We understand it is important for patients to have access to their loved ones while receiving care at our hospital. Family and friends are welcome to connect directly with the patient at any time during their stay. We offer telephone communication through a landline in the patient's room. An iPad is also available for a video chat/virtual visit if the patient does not have a cell phone with this feature.

We ask that family members designate a family spokesperson who should be the direct contact with the nurse/providers for urgent situations. The family spokesperson can maintain contact with the remainder of the family.

Outpatients

Patients coming for routine outpatient visits are encouraged to bring a cell phone and the phone number to a family member or loved one for remote communication with the provider.

Campus Entrance Doors for Patients and Visitors

Please use the appropriate designated entrance when coming for services:

CHEBOYGAN CAMPUS

Emergency Department Entrance: Patients/Visitors seeking care in the Emergency Department, Imaging Department or Sleep Center.

Medical Office Building Entrance: Patients coming for a Surgical Procedure, Lab, Physician Office Appointments, Cardiac Rehabilitation or Outpatient Physical, Occupational and Speech Therapy.

PETOSKEY CAMPUS

Main Hospital Entrance: Patients and visitors accessing Imaging, Endoscopy, Cath Lab, Surgery, and Radiation Therapy or Acute Rehabilitation.

Emergency Department Entrance: Only for Emergency Department Patients/visitor, Active Labor and Delivery or After-Hours Imaging Services.

Medical Office Building Entrance: Patients coming for Lab, Infusion Center or Physician Office visits.

We will continue to monitor the risk of COVID-19 closely and will adjust visitor practices, as necessary to ensure the community's safety. We appreciate your help in keeping our patients and employees safe.

VISITOR RESTRICTIONS

BASED ON LOCATION AND UNIT

VISITOR GUIDELINES

- One healthy visitor per inpatient per day; 8 a.m. until 6 p.m.
- All visitors will be screened when entering the hospital to verify they do not have signs or symptoms of COVID-19.
- Visitors must wear a hospital-issued face mask covering both nose and mouth at all times during the visit.
- Visitors must remain in the patient's room unless asked otherwise by the clinical team. The cafeteria and most waiting/common areas are currently closed to visitors.
- Members of the clergy are exempt from the one-visitor-per-day guidelines.
- Visitors must be over age 18 unless they are the parent of a pediatric patient or support person for an OB patient.
- No visitors are allowed for patients with pending or positive COVID-19 tests, unless there are special circumstances granted by the clinical care team.

OUTPATIENT CLINICS

Lab/Imaging Services/Karmanos Cancer Institute (KCI)

Provider Appointments
Lab Drawing Station
General Imaging Services
Medical Hematology/Oncology
Radiation Oncology
Infusion Center

- One visitor may accompany patients who have an outpatient test or appointment **IF** they require assistance due to developmental disabilities, cognitive impairments, behavioral concerns, communication barriers, or need physical assistance to travel to the appointment.
- **KCI:** One visitor is allowed when patient is coming for a new consultation or coming to receive updates for treatment plans; the visitor needs to be pre-approved.
- **Bay View Ob/Gyn:** One visitor is allowed for OB patient's first appointment and ultrasounds.

SURGICAL & PROCEDURAL AREAS

Endoscopy
Surgery
Cath Lab
Interventional Radiology

- One visitor may accompany patients undergoing surgery or procedures that require sedation/anesthesia. While the procedure is performed, visitors are encouraged to wait outside the building or at home. If a visitor does not have a safe place to wait outside the building, the visitor may wait in a designated area. This waiting area does not allow food; visitors do need to social distance. Visitors can participate in post procedural discharge instructions either by phone or in person.

EMERGENCY DEPARTMENT

Petoskey & Cheboygan
Emergency Departments

- One visitor is allowed after the patient has been taken to a treatment bay; visitor may need to wait in car if loved one is in the waiting room. The visitor must be the same support person for the duration of the stay.

INPATIENT UNIT Visiting Hours 8 a.m. - 6 p.m. Daily

COVID / Respiratory Recovery Unit

- No visitors, however, allowances may be made for special circumstances.

All Adult Inpatient Units

- One healthy adult visitor allowed per day.

Pediatrics

- Both parents may visit between 8 a.m. and 6 p.m. with one parent/guardian remaining overnight.

Obstetrics

- One birthing partner/support person (same person for the duration of the stay), one visitor per day, and one certified doula during labor and delivery.

End-of-life/Hospice Patients

- Up to 2 visitors at a time. Circumstances will be evaluated on a case by case basis, including children under the age of 18.