



Modified Visitor Policy (Updated 11.20.20)

In order to protect the health of our communities, and as a safety precaution to prevent the risk of spreading COVID-19, we have instituted visitor restrictions in accordance with recommendations from the CDC. In addition, some hospital access points will be consolidated on our campuses.

We understand the importance of patients having access to their loved ones while receiving care at our hospital. At this time, we ask patients and their families to consider communication through phone and video chat as their primary means of communication. When an in-person visit is necessary, the following precautions are in place to protect patients, families, and staff and are specific to the care setting listed.

All Locations: All persons entering Ochsner LSU Health Shreveport locations will be screened for fever and respiratory symptoms. In addition, all employees, patients and visitors must always wear a face mask while in our facilities. Children under 2 years of age are excluded from this requirement. **All visitors** are asked to arrive with a mask and keep the mask on throughout their visit. Visitors must be 18 years or older and always remain in the patient's room. Visitors are asked not to gather in common areas such as waiting rooms, cafeterias and common areas. Visitors will be asked to return home if they exhibit symptoms of respiratory infection (fever, runny nose, cough, shortness of breath), have had a positive COVID-19 test for symptoms in the last ten days, have a pending COVID-19 test, or do not comply with above policy. Visitors who refuse to wear a mask will be asked to leave the location unless they can produce a physician note highlighting a medical exemption for wearing a mask. Visitors who refuse to wear a mask will be asked to leave the location unless they can produce a physician note documenting a medical exemption for wearing a mask.

Emergency Departments and Urgent Care Locations: Emergency Room and Urgent Care patients will be limited to one visitor per patient through the ED stay. Emergency room volumes and situations can be unpredictable, therefore, visitation rules at a campus level may be temporarily altered.

Infusion Suites and Outpatient Clinics: Patients needing assistance during a visit may be accompanied by no more than one adult support person.

Procedural/Surgical Areas (regardless of time of day): Patients with procedures can have visitors as outlined below pre and post procedure. The support person may remain with the patient prior to their surgery/procedure and must then wait in a socially distant manner until a member of the medical team provides an update at the conclusion of the procedure/surgery. If the patient is being admitted post procedure/surgery visitors will adhere to the current in-patient visitation policy and hours of visitation.

- **Adult patients** may have one adult support person pre and post procedure.
- **Minor patients** will be allowed to have both parents/legal guardians accompany them to and from the procedural area.

Inpatient Units:

- **COVID-19 Negative Adult Patients** - Patients are allowed to have one visitor PER DAY between the hours of 8am and 6pm.
- **COVID-19 Negative Minor Patients** - Patients are allowed to have two visitors at a time, with one allowed 24/7.
- **COVID-19 Positive Patients and COVID Units** - Patients are allowed to have one visitor between the hours of 8am and 6pm and the visitor must remain in the patient's room at all times.

Special Circumstances: Under the following circumstances visitor exceptions/extensions will be made to allow family members to be present 24 hours per day.

- **Children (including NICU)** - Parent/Guardian/Support Person - MAX of 2 at any time.
- **Laboring patients** - Two support persons, one of which could be a doula. MAX of 2 at any time. When the patient moves to post-partum, then one visitor/support person is allowed.
- **Maternity unit patients** - One Spouse/Partner or support person.
- **Palliative/comfort care (which may include family meetings, palliative medicine consults, or comfort focused treatments** - Spouse/Partner, children, parents and siblings may visit together between 8am - 6pm with sleep accommodations provided for only one support person overnight.
- **End-of-life care** - Spouse/Partner, children, parents, and siblings may visit together and be present 24/7.
- **Adults with mental impairment** - One Spouse/Partner or support person.

Requested Clergy: On occasion patients ask for the religious leader of their home house of worship, e.g. Priest, Minister, Rabbi, Imam, other. One formally ordained religious leader may visit a patient upon request in addition to the previously approved visitors during approved visitation hours unless the situation is end of life. In the latter, the ordained religious person may attend to the patient at any hour.

Vendor Presence: Vendor encounters should remain virtual unless in person vendor presence is required during an operative procedure.

- If in-person vendor presence is required, it will be limited to the intraoperative period and will be evaluation and approved by local leadership on a case by case basis.
- If an in-person vendor is approved they will need to complete the RepTrax attestation and follow the associated RepTrax protocols as well as Ochsner LSU Health Shreveport PPE and screening protocols.
- All other in-person vendor visits are prohibited. Sales meetings and/or equipment demonstrations will remain virtual.

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

Effective 11/20/2020

*Skilled nursing facilities continue to follow state guidance which may be different from this policy.