



HospiceSM
of the Panhandle

Inpatient Facility Visitation Policy

Issued June 11, 2020. Updated November 16, 2020.

The COVID-19 pandemic has been difficult as many have been separated from their loved ones for an extended period of time. We know that you are eager to visit your loved one but please abide by the following rules. These rules are in place to protect you and your loved one, as well as, our other patients, their families and our staff and volunteers.

What you need to know about visiting your loved one at the inpatient facility:

- **Visiting hours** are **10 a.m. - noon** and **5 p.m. - 7 p.m.** These hours do not apply to compassionate care visitors.
- **Compassionate care visitors may visit at any time** and there is no limit on how long they may stay.
- Visitors will be limited to **2 visitors at the same time** and no more than **4 visitors per day**.
- **All visitors will have their temperature taken and be screened** when entering the facility. The screening questions are:
 - ◇ Have you been in close contact with someone who has a confirmed or suspected case of COVID-19?
 - ◇ Are you experiencing a cough, shortness of breath or sore throat?
 - ◇ Have you had a fever in the last 48 hours?
 - ◇ Have you recently lost your sense of taste or smell?
 - ◇ Have you had vomiting or diarrhea in the last 24 hours?

For the safety of our patients, visitors, staff and volunteers, visitors who answer yes to any of the above questions will not be permitted to visit.

- **You must wear a mask at all times.**
- **Visitors may not congregate in common areas** (reception area, family kitchen or living rooms, sitting areas, covered porches or hallways). More than 2 visitors for the same patient must coordinate visits so that no one is waiting in the facility.
- When in common areas of the facility, please **practice social distancing** and keep a minimum of 6 feet between you and other visitors or our staff.
- These rules also apply to visits made on one of our covered porches. **Visits on our covered porches can be arranged with at least 2 hours of advance notice.** This gives our staff time to prepare your loved one for your visit.

Please help us to protect our patients, their loved ones, our staff and volunteers during the COVID-19 pandemic. If you should have any questions or need more information, please speak with your loved one's hospice team or call (304) 264-0406.

This policy is subject to change at any time and without notice.

At a glance:

- Visiting hours are 10 a.m. - noon & 5 p.m. - 7 p.m. (visiting hours do not apply to compassionate care visits)
- 2 visitors at a time
- No more than 4 visitors per day
- Masks must be worn at all times
- All visitors will have their temperature taken and must answer screening questions
- Practice social distancing