

Emergency Department Visitor Process

Issued 9.15.2020

SIH is committed to ensuring the safety of all patients, visitors, and employees during the COVID-19 pandemic. In an effort to deliver on SIH's commitment to safety, visitation processes have been changed in our Emergency Departments in the following ways:

- » Visitors are not permitted if they exhibit signs, symptoms, or risk factors associated with COVID-19 when screened at the entrance of our Emergency Departments.
 - › These criteria are created by the Illinois Department of Health (IDPH) and The Centers for Disease Control (CDC).
 - › Allowing non-patients with signs, symptoms, and/or risk factors associated with COVID-19 into our Emergency Departments poses additional risk for patients and/or SIH employees.
- » Our indoor waiting areas are restricted to *patients only* at this time.
 - › In order to provide appropriate social distancing, we have to restrict visitors in our waiting and staging areas.
 - › Our waiting and staging areas have seating placed six feet apart, which restricts our capacity in those areas significantly.
- » Patients that have screened positive for signs, symptoms, and/or risk factors associated with COVID-19 are not allowed visitors until a negative COVID-19 test has resulted during their stay or the provider does not suspect COVID-19.
 - › If the patient status changes to not suspected for COVID-19, the primary nurse will arrange for the visitor to visit the patient's room.
- » Patients that have screened negative for signs, symptoms, and/or risk factors for COVID-19 are allowed one visitor who will be permitted to enter after the patient is placed in their ED room.
 - › Visitors cannot be exchanged or swapped out. Only one person will be allowed visitation per patient.
- » Visitors are asked to wear a mask at all times.
 - › Wearing a mask protects everyone around you in case you have COVID-19. Many people that have COVID-19 have no symptoms, so it helps reduce the risk of giving the virus to someone else unknowingly.
 - › If you are unable to wear a mask while in the facility, you may be asked to leave. Safety is our utmost concern.
- » All visitors are asked to stay in the patient room at all times.
 - › Certain exceptions, such as brief bathroom visits or an urgent matter, are allowed. We ask that you communicate with a member of the care team before leaving.
- » Visitors are provided a temporary visitor badge sticker to be worn at all times during the visit.
- » The Emergency Department team is dedicated to ensuring the patient receives the highest level of care and we will do our best to communicate the patient's status to the visitor, via phone, if the visitor is unable to enter the department or patient's room.

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