

Visitation Guidelines

Effective March 24, 2021 at Alameda and San Leandro Hospitals. Effective March 29, 2021 at Highland Hospital

Our team is taking special precautions to keep you and your loved one safe while at AHS.

We have put special restrictions in place for visitors.

These restrictions can change as the status of COVID-19 changes in our community.

Outpatient Visitor Restrictions

Visitors are not permitted to accompany adult patients unless they require special assistance due to a disability or impaired understanding, or unless they are the patient's primary caregiver.

Pediatric patients, elderly patients and patients with mobility, language or cognitive issues are permitted to bring one visitor during their appointment time.

Emergency Department Restrictions

Visitors are prohibited in the Emergency Department patient areas unless they fall within the exception's categories stated below.

Pediatric patients are allowed one visitor (a parent or guardian only).

Inpatient Visitor Restrictions

COVID-19 negative hospitalized patients are allowed one visitor per day, for two-hours.

Visiting hours are

M-F 11AM-6PM, Sat/Sun 9AM-6PM.

Clergy are allowed and not included in visitor limit. There are no overnight visits. Exceptions will be made only for limited circumstances defined below. For all others, we will help patients and loved ones connect by using technology.

Please Note: These guidelines do not apply to Post-Acute areas.

Exceptions

(pertains to outpatient, inpatient & ED, unless otherwise noted)

For entry to AHS, all visitors must comply with the requirements outlined on the next page.

Visitor Exceptions	Applicable to: COVID-19 Positive, Suspected COVID-19 Patient & COVID-19 Negative Patients
NICU	Two (2) parent/guardian daily during inpatient stay. Only 1 parent/guardian at the bedside at a time.
End of Life	Pediatrics: Two (2) parents/guardians per day. Adult: Two (2) visitors per day. For COVID-19+ patients ONLY: the visit ends as soon as the visitor leaves the patient's room.
Labor	One (1) visitor for patient giving birth, One (1) professional Doula
Dependent Patient Support	Patients with psychosocial, intellectual, developmental or cognitive disabilities who rely on in-person support at home for medically necessary care.
Pediatrics	Two (2) parent/guardian daily during inpatient stay. Only 1 parent/guardian at the bedside at a time.

Visitor Requirements

Inpatient Visiting Hours: M-F 11:00am-6:00pm, Sat/Sun 9:00am-6:00pm

These hours are strictly enforced unless a compassionate exception applies.
Compassionate exceptions are arranged by the primary provider team.

Dear AHS Visitors,

We are happy to support your visit with your loved one today. To keep you, our patients and caregivers safe, we require all visitors to:

- ✓ Avoid visiting if you are feeling sick, have a fever, have been in close contact with a person who is COVID-19 positive or have recently had a positive COVID-19 test.
- ✓ Answer all the questions about your health and contact with people who COVID-19 are positive.
- ✓ Limit visit to two-hours.
- ✓ If you have personal cloth face covering, you will be asked to replace it with the mask we provide at the entrance. Masks are to be worn at all times covering your nose and mouth.
- ✓ Remove gloves if you present to AHS wearing them.
- ✓ Wear a visitor pass that others can see.
- ✓ Check-in at the nurse's station so you can be taken to the correct room.
- ✓ Stay in the patient's room until you plan to leave. Visitors cannot linger in the hallways, lobbies or waiting rooms. Once you leave the unit, the visit is over. You are allowed to use public bathrooms.
- ✓ if you are visiting a patient with an infectious disease, you will be instructed by the nursing staff about wear additional protective equipment (i.e. gowns, gloves, face shields, etc.).

We must practice social and physical distancing in all areas of our hospital. Because of this, lobbies and waiting areas closed and you may be redirected or asked to leave an area if the distancing is not possible due to space issues. The care team or lobby staff can help answer any questions you have.

By accepting this handout, you are agreeing to the visitor requirements.
Visitors who do not follow these requirements will be asked to leave.
These guidelines do not apply to Post-Acute areas.



Patient and Loved One Support

We understand the importance of social connections and healing. To stay connected with your loved one while they are admitted to the hospital, we have support programs in place.

Video Visits

We encourage you to use Face Time, Zoom or other video platforms to visit with your loved one while they are admitted to the hospital. If the patient does not have a device, tablets are available by request on the units where they are staying.