

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.