

Beginning October 28, 2021



# Visitation Guidance

Our team is taking special precautions to keep you and your loved one safe while at AHS. Effective August 11, 2021, the California Department of Public Health requires that all inpatient visitors show proof of COVID-19 full vaccination or a negative COVID test within the last 72 hours before their visit (at home test not accepted).

## Outpatient Visitor Guidelines

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.

## Inpatient Visitor Guidelines

COVID-19 negative hospitalized patients are allowed up to two (2) healthy visitors at a time with masking and social distancing.

Alameda, Highland, John George, San Leandro Hospitals:  
Mon-Sun: 9 a.m. – 10 p.m.

There are no overnight visits.

## Emergency Department Guidelines

Visitors are not allowed. Compassionate exceptions apply.

COVID-19 vaccine and testing not required for compassionate exceptions.

## Post-Acute Visitor Guidelines

One indoor visitor that has proof of vaccination and/or has a negative Covid-19 test within 72 hours of indoor visit. Two visitors can be accommodated for outdoor visits if no Covid-19 test. Appropriate PPE must be worn at all times. End of life and care assistance that would impact the resident's overall care are exceptions.

## Compassionate Exceptions

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	One parent/guardian at a time daily during inpatient stay.
End of Life	All end-of-life visitation will be arranged with care management/social work (director of nursing or administrator in post-acute) and the unit charge nurse. Limitation on number of visitors and length is variable depending on patient status.
Labor	One visitor who is designated for the entire hospital stay for patient giving birth and one (1) professional Doula.
Mobility Support	Outpatient only: One visitor to accompany patient to their appointment.
Dependent Patient Support	Patients with psychosocial, intellectual, developmental, or cognitive disabilities who rely on in-person support at home for medically necessary care.
Pediatrics	One parent/guardian at a time during inpatient stay.

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# Visitor Requirements

## Inpatient Visiting Hours:

Mon - Sun 9 a.m. 10 p.m.

## Post-Acute Visitation

by appointment

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:

- ✓ 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.
- ✓ In the post-acute care settings, appropriate personal protective equipment is required based on yellow and green zones
- ✓ 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. Masks must be worn at all times while you are visiting your loved one.

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

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# Patient & 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