

# Visitation Guidance

## Outpatient Visitor Guidelines

One (1) visitor will be permitted to accompany an adult or pediatric patient.

## Inpatient Visitor Guidelines

Hospitalized patients, who are not in isolation for COVID-19, are allowed up to two (2) visitors at a time with, screening, masking and social distancing.

Per the California Department of Public Health, all inpatient visitors must show proof of COVID-19 full vaccination\* or a negative PCR test within 48 hours of visit or a negative rapid test within 24 hours of visit.

At home tests are not accepted.

There are no visitors under 12 years allowed.

*Alameda, Highland, San Leandro Hospitals: Mon-Sun: 11 a.m.-10 p.m.*

*John George Mon-Sun: 8a.m. – 8p.m.*

There are no overnight visits.

## Emergency Department Guidelines

Patients are allowed one (1) visitor at a time with, screening, masking and social distancing.

## Post-Acute Visitor Guidelines

Visitors will be allowed with a negative test within 24 hours of a visit for an antigen test, and 48 hours with a PCR test or provide proof of full vaccination for indoor visits.

Visitors unable to provide proof of either can have an outdoor visits or end of life/compassion care indoor visit.

## 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	Two (2) vaccinated or negative COVID-19 tested visitors at a time daily during inpatient stay. No switching in/out of designated visitors. No visitors under 12 years of age are allowed.
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.
Family Birthing Center	Two (2) family members OR visitors plus a trained doula or community midwife.  All visitors to the FBC unit will be screened by the security team upon arrival to the hospital and will be required to provide proof of vaccination (>2 weeks s/p 2nd dose) or negative Covid testing within 48-hours for PCR tests or 24-hours for Rapid tests (latest guidelines).  Visitors under 12 are allowed with adult supervision. All visitors five (5) and older must follow current masking and vaccination or testing guidance. Visitors two (2) years and older must wear mask. Only visitors under two (2) years and younger are not required to wear a mask.  Only patients in active labor will be granted a compassionate exception.
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.

# Visitor Requirements

## Inpatient Visiting Hours:

Mon - Sun 11 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.

\* Individuals who are considered fully vaccinated for COVID-19 two weeks or more after they have received the second dose in a 2-dose series (Pfizer-BioNTech or Moderna or vaccine authorized by the World Health Organization), or two weeks or more after they have received a single-dose vaccine (Johnson and Johnson [J&J]/Janssen).

**By accepting this handout, you are agreeing to the visitor requirements.**  
Visitors who do not follow these requirements will be asked to leave

# 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