



IMPORTANT NOTICE TO ALL PATIENTS AND VISITORS:

VMH Healthcare Visitor Expectations

Vernon Memorial Healthcare continues to evaluate its infection prevention precautions to ensure a safe place to work and receive care. We have the following visitation expectations in place for the hospital, all clinics, and the emergency department.

Patients and visitors will be required to cover their nose and mouth with a face covering when there is a high transmission level of COVID within Vernon County. However, patients with respiratory symptoms and individuals visiting patients who have respiratory symptoms will be required to wear a face covering at all times. Signage will be posted providing clear direction at entry points as well as guidance on acceptable face coverings.

Prohibited Visitation

- Individuals who are ill should not visit patients.
- Visitors experiencing or having experienced any COVID-19 symptoms within the last 2 days are not permitted—even if the visitor is the primary support person and/or healthcare decision maker:
 - Fever or chills
 - Cough or sore throat
 - Shortness of breath or difficulty breathing
 - Muscle/body aches
 - New loss of sense of taste or smell
 - Recently tested for COVID-19 / awaiting test results
 - If you have been exposed to anyone in the previous two weeks with COVID-19.
- Visitors who have had a diagnosis of COVID-19 in the last 5 days or who have been told to quarantine are not permitted.
- Connectivity will be made via telephone to support patient and provide decisions.

CURRENT VISITOR RESTRICTIONS		
Reason	Support Persons Allowed	Location
Patients with Suspected or Confirmed COVID-19 (i.e., fever or chills, cough, shortness of breath or difficulty breathing, muscle/body aches, new loss of sense of taste or smell)	Two support persons at a time or as directed by clinical staff.	All Family Practice Clinics and Hospital Service locations.

Expectations of Visitors

- Must pass entrance screening (exception: COVID+ adult accompanying a minor if no alternative support person available/appropriate).

- Visitors must respect social distancing (maintain six feet of separation between themselves and others) even when wearing a face covering.
- Visitors should visit in the patient's room and plan to remain in the patient's room for the duration of the visit.
 - Exceptions:
 - If there is an aerosolizing procedure, or visitors are directed out of the room by staff, the visitor would be directed to an internal waiting space.
 - Visitors may also leave the patient's room to access the cafeteria and gift shop.
- Frequent hand hygiene should be performed by all visitors. Hand hygiene may include washing hands with soap and water or using an alcohol-based hand rub.
- If support person becomes ill with COVID-19 symptoms, they should leave and contact their primary care clinic for appropriate screening including possible testing. They can identify an alternate support person or wait for test results. They may return when test result is negative or appropriate quarantine period has elapsed.
- Support persons visiting COVID-19 positive patients must stay in the patient room and wear a mask in the room and throughout the facility. Meal trays may be purchased and delivered to patient room.
- Visitors to persons with respiratory illnesses should also mask in the room and throughout the facility.

This situation is evolving; we appreciate your patience and support as we work through these complex decisions. Ultimately, all restrictions that are being put in place are for the safety of you, our patients, and the communities we serve. The above expectations been approved by the Administrative Team, if there is a discretionary need for an exception in the Hospital setting, the House Supervisor has the authority to make that determination.