

# COVID-19

CORONAVIRUS  
DISEASE

## Tower Health Visitation Policy – Updated November 27, 2020

Tower Health is committed to protecting the safety of our patients, staff, and community during the COVID-19 pandemic. Effective November 27, 2020, visitors are allowed in Tower Health facilities **only under the circumstances described below.**

### GENERAL GUIDELINES

- The patient's care team will decide on a case-by-case basis whether the visitor is clinically appropriate, including when the visitor is a family member supporting the patient by providing care. In the event there is a conflict about whether a visitor may enter, clinical judgment will prevail.
- All approved visitors will be screened in accordance with guidelines from the Centers for Disease Control and Prevention (CDC) and Pennsylvania Department of Health (PA DOH). Screening will occur at all location entry points.
- Your health, safety, and comfort are our top priorities. These restrictions will be continuously evaluated as the COVID-19 situation evolves and are subject to change based on guidance from the CDC and PA DOH.

### INPATIENT VISITATION

#### In adult inpatient units:

- Two visitors for end-of-life patients.
- Two visitors for COVID-19 positive patients at the end-of-life.
- Visitors for COVID-19 positive patients who are not end-of-life are permitted only by exception based on clinical judgment.
- Patients with disabilities (including those who are suspected or confirmed to have COVID-19) may have one designated support person or guardian stay with them during hospital visiting hours, and one visitor may remain overnight if the hospital can accommodate them.

#### In NICU, inpatient pediatric units, emergency departments, and physician practices:

- Parents and guardians of pediatric and NICU patients are permitted.
- Identified times for NICU visitation may be implemented, and the number of parents visiting NICU at same time may be limited based on the number of patients and capacity to assure social distancing and protection of patients, staff, and visitors.

#### In maternity units:

- One designated support person is permitted.
- Doulas are considered part of the care team and are permitted.

#### In emergency departments and psychiatric emergency departments:

- One visitor per patient in the emergency department ONLY when the patient is a minor (under 18), the patient has a disability, or the visitor is the patient's communicator and in specific cases of interpreter need.

#### At Reading Hospital Rehabilitation at Wyomissing:

- No visitors, except those deemed medically necessary, will be permitted.
- No children under the age of 18 or pets will be permitted.

**Religious Services:** Patients who are not suspected or confirmed to have COVID-19 may receive religious services from clergy of their choice at any reasonable time if it can be provided without disruption to care.

### AMBULATORY CARE SETTING VISITATION

#### In surgical and outpatient procedure departments:

- One support person may accompany patient for outpatient and same-day surgery or procedure.
- Guidelines for waiting, notification post procedure, and discharge are specific to each hospital and department and will be communicated to the patient during pre-op/pre-procedure education. If the patient is to be admitted after surgery, the support person will be permitted to visit for a short period while the patient is in recovery.

#### In physician practices, urgent care practices, and ambulatory surgery locations:

- One designated support person is permitted.
- No switching of support persons is permitted during the visit.
- Support persons must remain in the waiting area unless: the patient is a minor (under 18), the patient has a disability, or the visitor is the patient's communicator and in specific cases of interpreter need.

In an abundance of caution, we have also taken the following precautionary measures:

- All activities that invite community members to any Tower Health facility for events or educational programs are cancelled until further notice.
- Volunteer services will be restricted to only those that are clinically required.
- Permitted vendors will be restricted to only the clinically necessary, including those working on active projects, repairs, technology, or equipment.
- Delivery of food, flowers, or other items from outside sources will be restricted.



**TOWER HEALTH**

Advancing Health. Transforming Lives.