

VISITOR NOTICE

Overlake is committed to the health and safety of our patients, visitors and staff. To provide the safest and most comfortable environment possible, we offer the requirements and recommendations listed below. Thank you for your help in keeping all Overlake patients, visitors and staff safe.

MOST HOSPITAL INPATIENTS, EMERGENCY DEPARTMENT AND SURGICAL/PROCEDURAL PATIENTS MAY HAVE TWO (2) VISITORS. VISITING HOURS ARE 7 A.M.–9 P.M. (SEE EXCEPTIONS ON REVERSE)

OVERLAKE CLINICS PATIENTS MAY HAVE SOMEONE ACCOMPANY THEM INTO THE EXAM ROOM.

SELF-ATTESTATION

By entering the facility all visitors attest to being free from exposure and these signs or symptoms for the last 72 hours:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore Throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

MASKS REQUIRED

Visitors are required to wear masks in patient rooms if staff is present and in clinic exam rooms, physical therapy gyms, procedure rooms, and at all times in semi-private rooms.

FOOD & BEVERAGE

Visitors may dine at the Atrium or Stanzas Cafes and must follow all posted guidelines.

CHILDREN

Children/minors under 16 years of age who are from the same household as the patient may visit if accompanied by an adult. They may not be left in the room unaccompanied. Maximum 1 minor child accompanied by 1 adult at a time (i.e., 2 visitors per patient). Visitors may switch out.

VISITING HOURS

Visiting hours for hospital inpatients are 7 a.m.–9 p.m., daily.

Visitors of the Childbirth Center, Emergency Department or end-of-life patients may visit 24 hours/day.

Visitors may come and go from patient rooms but must not linger in hallways in patient care areas. Visitors are allowed in public spaces but must follow all posted and staff instructions for masking and social distancing.

PATIENTS WITH COVID-19

Patients who have tested positive for COVID-19 or patients under investigation/being evaluated for COVID-19 (such as those experiencing respiratory symptoms) may not have visitors, unless they are: end-of-life, an ED patient meeting an exception, a patient in the Childbirth Center and the visitor is a primary partner, or are a minor and the visitor is the patient's parent or guardian, or the visitor is a member of the spiritual community. In these cases, visitors **MUST** use a respirator (i.e. N95) while in the room times and follow staff directions.

Children/minors under 16 years of age may not visit COVID-19 positive patients or patients under investigation/being evaluated for COVID-19 (such as those experiencing respiratory symptoms).

CRITICAL CARE UNIT

Patients who have tested positive for COVID-19 and are critically ill without a stable prognosis may have two (2) visitors at a time, the frequency and duration of visits is based on the situation determined by the Critical Care Unit Charge Nurse. Family may wear an N95 or a surgical mask. All visitors must comply with staff instructions.

Most hospital inpatients, Emergency Department and surgical/procedural patients may have **two (2) visitors**. Visiting hours are **7 a.m.– 9 p.m.** See exceptions below.

CHILDBIRTH CENTER

- Two visitors plus one certified labor support doula are welcome in Labor and Delivery.
- Four visitors welcome after transfer to postpartum unit, which includes up to two children with adult supervision.
- One overnight visitor.

NEONATAL INTENSIVE CARE UNIT (NICU)

- Two banded visitors may visit 24/7 (age 16 or older). An additional third visitor (non-banded) is allowed and must visit with a banded visitor.
- Non-banded visitors may only visit during Overlake visitation hours of 7 a.m. - 9 p.m.
- Limit to three visitors at the bedside at a time except if visitor is sibling as described below.
- Visitors under 16 years old must be siblings and members of the household only and must be accompanied by an adult.

EMERGENCY DEPARTMENT

- Visiting hours are 24 hours/day.
- Emergency Department patients may have two (2) support persons.

SPIRITUAL COMMUNITY

- Patients may have one (1) member of the spiritual community in addition to two (2) visitors.
- End-of-life patients may have one (1) member of the spiritual community in addition to a maximum of two (2) visitors.

END OF LIFE VISITING HOURS ARE 24 HOURS/DAY.

- Patients who are at the end of life or patients who require a legal surrogate or loved ones present to make specific end-of-life decisions two (2) visitors at a time. Minors may be allowed if they are accompanied by a parent/guardian and approved by the care team.
- End-of-life patients may have one (1) member of the spiritual community in addition to two (2) visitors at a time.

SURGICAL SERVICES/PROCEDURES

- Surgical or procedural patients may have two (2) visitors prior to and after the surgery/procedure. If a patient is transferred to an inpatient unit, the visitors may be with the patient in their room during visiting hours.

CAREGIVER VISITATION

- Patients who require a home caregiver to be trained may have one (1) caregiver in addition to two (2) visitors.
- Patients with confusion, altered mental status, developmental delays or agitation, who need a caregiver to provide safety and support, may have one (1) caregiver in addition to two (2) visitors.
- Patients who require an escort for assistance related to mobility, interpretation or healthcare decision making may have one (1) assistance person in addition to two (2) visitors.
- Patients with a disability may have one (1) family member, service provider or other individual knowledgeable about the needs of the person with a disability, in addition to two (2) visitors.

SYMPTOMATIC VISITORS

- Visitors who are symptomatic may still visit a patient who is at the end of life, in the Emergency Department or if they are the parent or guardian of a patient under the age of 18.

CLINICS

- Patients may have someone accompany them into exam rooms. Face masks are required in exam rooms and therapy gyms. Please follow staff instructions.