



UNMH Visitor Policy: Effective March 15, 2022

As we continue to follow guidelines created by the Centers for Disease Control and Prevention and the New Mexico Department of Health we are working to make sure staff and resources are ready to care for our New Mexico community.

During the COVID-19 pandemic, we encourage patient family members to use phone calls, FaceTime, Skype, WhatsApp and other online platforms to stay in touch with their loved ones in the hospital.

Effective 3/15/2022, all UNMH Visitors are required to **wear a hospital-provided procedural mask** when they enter our facilities. Masks must be worn in all common areas including hallways, public bathrooms, and waiting rooms.

All Visitors:

- Passive **screening for symptoms occurs at hospital entrances.**
- Visitors may be asked to not wait in the waiting rooms due to space constraints and need to maintain safe social distancing.
- **Please do not enter if:**
 1. You have had a positive COVID-19 test in the past 10 days
 2. You have had an exposure to a COVID-19 positive person in the past 10 days.
 3. You have any COVID-19 symptoms.

We appreciate your help and patience to make sure our hospital is safe for all patients and staff. This policy may change based on our daily review of COVID-19 community spread.



Additional Visitor Rules For Specific Departments: **Emergency Department, Urgent Care, Outpatient Clinics and Procedural Areas**

- **Emergency Department/UCC:**
 - Patients may have one visitor. **Please Note:** No visitors allowed in the EDRU, Triage, MEC, or Decon.
 - Visitors may not wait in the waiting rooms due to space constraints and need to maintain safe social distancing.
- **Outpatient Clinics (including Outpatient Behavioral Health):**
 - Two visitors may attend the clinic visit with a patient for support or assistance, if needed.
 - Waiting room capacity will be up to 100%
 - Areas with expanded waiting rooms/halls will continue current social distancing practices.
 - Patients will be escorted to exam rooms as soon as possible.
 - COVID screening questions will occur at first point of contact
- **Pediatric-Only Outpatient Clinics:**
 - Parents or guardians (max. 2 adults) may accompany the patient.
 - Nurse supervisors may make exceptions for specific situations.

Inpatient Units

- **General Adult Inpatient Units**
 - Two visitors are allowed at a time.
 - Visiting hours are between 8 a.m. and 10 p.m.
 - All visitors must be 14 years of age or older.
- **Inpatient Pediatrics**
 - Two visitors are allowed at a time.
 - Parents and guardians can visit their child 24 hours, 7 days a week.
 - Due to the inability to properly socially distance, the Newborn ICU, ICN 4, only one parent, guardian, or support person is allowed at bedside.
- **Labor & Delivery and Maternity**
 - Labor and Delivery (L&D) patients may have two visitors present in the room during labor.
 - Maternity patients may have two visitors during visiting hours.
 - Maternity patients may have one visitor in the room 24 hours, 7 days a week.



- If mom is COVID positive or pending COVID results, one (1) support person may stay with the patient during labor and post-partum.
- **Inpatient Behavioral Health**
 - **No visitors** are allowed in the Psychiatric Centers. This is because of the communal living environment and space limitations.
 - Rare exceptions may be made. The Administrator on Call (AOC) makes this decision with physician leadership.

Inpatient Units for Adult COVID-19 Care

- We do not recommend visitation during a COVID-19 admission. However, one (1) visitor at a time will be allowed during visitation hours. Exceptions will be considered on a case-by-case basis.

All Patients Undergoing End-of-Life Care

- The patient may have groups of three (3) visitors, one after the other. The unit director or nurse supervisor will arrange this process. Special exceptions for a larger group may be allowed for a short period of time.
- All visitors must **stay in their cars** until it is their turn to visit.
 - All visitors must **stay in the patient room** during the visit.
 - All visitors must follow UNMH's **hand washing rules**. Please use hand gel or wash with soap and water before you enter the patient's room.
 - Avoid touching any surfaces before you enter the patient's room.
- When possible, the unit staff should tell Security Dispatch (505-272-2160) about the next group of visitors coming in for the patient.