

COVID-19 UNMH Visitor Policy Starting October 16, 2020

The University of New Mexico Hospital (UNMH) is following 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 October 16, 2020:

To protect our patients and staff we will no longer allow visitors in our hospital.

- Exceptions may be allowed as outlined below and in special circumstances upon approval by that specific units/departments leader and/or their designee.
- Anyone who is allowed to visit :
 - Is required to **wear a mask** when they enter our facilities and throughout their entire visit.
 - Must be **screened for symptoms** when they enter our facilities.
 - **No visitor** will be allowed to enter our facilities if they have a fever or are not feeling well.
 - All Visitors must be 14 years of age or older

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 UNMH Departments

Emergency Department, Urgent Care and Outpatient Clinics

- **No visitors** are allowed in the Emergency Department (ED), Urgent Care, outpatient clinics or in any waiting rooms. This is because of space limitations and social distancing rules.
- For pediatric outpatient clinics – one parent or guardian may stay with the patient.
- The nurse supervisor may make exceptions for specific situations.

Labor & Delivery and Maternity

- For OB Triage – you may have one support person of your choice
- For Labor and Delivery (L&D) patients – you may have two support persons of your choice.
- For Maternity patients – you may have one support person in the room 24 hours, 7 days a week.

Behavioral Health

- **No visitors** are allowed in the Psychiatric Center. 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 Pediatrics

- One parents or guardian is allowed in the patient room.
 - Parents may rotate during the day to allow for visitation of both parents
- Parents or guardians can visit their child 24 hours, 7 days a week.
- **All visitors must wear masks** when they enter the hospital. They must be worn in all common areas including hallways, public bathrooms and waiting rooms.

General Adult Inpatient

- No visitors are allowed at this time, however, if you feel there is a special circumstance that needs to be considered please contact unit leadership.
 - Even with special circumstances all visitors must be 14 years of age or older.

Inpatient Adult for COVID-19 Care

- Visitors are **not** allowed to visit COVID-19 positive patients or patients who are waiting to find out if they have COVID-19.
 - We recommend you stay in touch through video visits.

All Patients Undergoing End-of-Life Care

- This patient may have up to 2 groups of 3 people visit, one after the other. The Unit Director or Nurse Supervisor and family will decide on these visitors.
 - 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.

- The unit staff should tell Security Dispatch (505-272-2160) about the next group of visitors when possible.