



SANDOVAL REGIONAL MEDICAL CENTER

Applies To: UNM SRMC
Responsible Department: EOC
Effective Date: 03/16/2022

Title: SRMC COVID-19 Visitor Policy	Policy
Patient Age Group:	<input type="checkbox"/> N/A <input checked="" type="checkbox"/> All Ages <input type="checkbox"/> Newborns <input type="checkbox"/> Pediatric <input type="checkbox"/> Adult

POLICY STATEMENT

UNM Sandoval Regional Medical Center (SRMC) 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.

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.

APPLICABILITY

All non-SRMC employees

POLICY AUTHORITY

Emergency Operations Center (EOC)
Chief Operating Officer

REFERENCES

Centers for Disease Control and Prevention (CDC), *Interim Infection Prevention and Control Recommendations for Healthcare Personnel During the Coronavirus Disease 2019 (COVID-19) Pandemic*, updated February 23, 2021, <https://www.cdc.gov/coronavirus/2019-ncov/hcp/infection-control-recommendations.html>

IMPLEMENTATION PROCEDURES

1. 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.
2. Passive screening for symptoms occurs at facility entrances.
3. All visitors are required to wear a hospital-provided procedural mask when they enter our facilities.
4. Masks must be worn in all common areas including hallways, public bathrooms, and waiting rooms. Masks must also be worn in patient rooms.
5. Visitors may be asked to not wait in the waiting rooms due to space constraints and need to maintain safe social distancing.
6. **Visitors should not enter if:**
 - They have had a positive COVID-19 test in the past 10 days.
 - They have had an exposure to a COVID-19 positive person in the past 10 days.
 - They have any COVID-19 symptoms.

Additional Visitor Rules for Specific Departments:

1. Emergency Department:

- 1.1. Patients may have two visitors at the bedside
- 1.2. Patients may have no more than two visitors in the waiting room unless approved by the ED Charge Nurse.

2. Outpatient Clinics (including Outpatient Behavioral Health)

- 2.1. Two visitors may attend the clinic visit with a patient for support or assistance, if needed.
- 2.2. Waiting room capacity will be up to 100% with social distancing practices
- 2.3. Areas with expanded waiting rooms/halls will continue current social distancing practices.
- 2.4. Patients will be escorted to exam rooms as soon as possible.
- 2.5. COVID screening questions will occur at first point of contact.

3. Pediatric Patients in Clinics

- 3.1. Parents or guardians (max. 2 adults) may accompany the patient.
- 3.2. Providers or Clinic Directors may make exceptions for specific situations.

4. General Adult Inpatient Units

- 4.1. Two (2) visitors are allowed at a time.
- 4.2. Visiting hours are between 8 a.m. and 10 p.m.
- 4.3. All visitors must be 14 years of age or older.
- 4.4. ICU Visiting Hours:
 - 4.4.1. Visiting hours are between 11a.m.-7p.m.
 - 4.4.2. Exceptions to this rule can be made on rare occasions at the discretion of the provider

5. Inpatient Units for Adult COVID-19 Care

- 5.1. We do not recommend visitation during a COVID-19 admission. However, one (1) visitor per day will be allowed during visitation hours. Additional personal protective equipment (PPE) will be required to enter patient room
- 5.2. Exceptions to this rule can be made on rare occasions at the discretions of the provider
- 5.3. It is recommended that staff and providers use video visits to stay in touch with family members
- 5.4. Visitor may not leave and return in the same day.
- 5.5. ICU Visiting Hours:
 - 5.5.1. Visiting hours are between 11a.m.-7p.m.
 - 5.5.2. Exceptions to this rule can be made on rare occasions at the discretion of the provider

6. All Patients Undergoing End-of-Life Care

- 6.1. The patient may have groups of three (3) visitors, one after the other. Special exceptions for a larger group may be allowed for a short period of time as determined by the provider and Charge RN.
- 6.2. The unit manager or charge nurse will arrange this process.
- 6.3. All visitors must **stay in their cars** until it is their turn to visit.
- 6.4. All visitors must **stay in the patient room** during the visit.
- 6.5. All visitors must follow SRMCs **hand washing rules**. Please use hand gel or wash with soap and water before you enter the patient's room.
- 6.6. All individuals should avoid touching any surfaces before entering the patient's room
- 6.7. When possible, the unit staff should tell Security (505-994-7755) about the next group of visitors coming in for the patient.

7. Surgical Services Units

- 7.1. Patients may have one (1) visitor accompany them in the pre-op area.
 - 7.1.1. While patient is in procedure/surgery, visitors are not allowed to remain in pre-op

- but are allowed in surgical services waiting room with proper social distancing.
- 7.1.2. Alternate locations for waiting include off-site, the first-floor cafeteria and other locations which allow for social distancing.
- 7.2. Patients may have one (1) visitor accompany them during Phase II of recovery.
- 7.2.1. PACU nurse will allow one (1) visitor at the nurse's discretion.

DEFINITIONS

None

SUMMARY OF CHANGES

Change to policy statement
 Implementation procedure #2, 6, & 7
 Additional visitor rules # 1.1, 2.1, 2.2, 2.3, 2.5, 4.1, 4.2, 5.1, 6.1
 Item 5.4 added
 Items 6.8 & 6.9 removed

RESOURCES/TRAINING

Resource/Dept	Contact Information
SRMC Staffing Office	

DOCUMENT APPROVAL & TRACKING

Item	Contact	Date	Approval
Owner	EOC		
Consultant(s)	Staffing Office Clinical Education		
Committee(s)	EOC		
Nursing Officer	Pam Demarest, Chief Nursing Officer/Chief Operating Officer		Y
Medical Director/Officer	Matthew Wilks, Medical Director of Quality		Y
Official Approver	Pam Demarest, Chief Nursing Officer/Chief Operating Officer		Y
Official Signature	Pam Demarest, Chief Nursing Officer/Chief Operating Officer	Date: 03/16/2022	
Signature	See Policy Manager	Date: 03/16/2022	
Effective Date	03/16/2022		

ATTACHMENTS

None