

# COVID-19 Bulletin

 Southcoast Health

Exclusively for the employees  
of Southcoast Health

*Good evening, Southcoast colleagues.*

## Visitation restriction updates

### Visitation Policy

As of 9-2-20

For the protection of Southcoast Health's patients, employees and providers, please adhere to the following:

#### Hospital Inpatients

ONE adult visitor allowed for a maximum of 1-hour during visiting hours 11am-2pm and 5pm-8pm daily — NO children under 12, person 12-17 ONLY with an adult

Exception made for compassionate visits, parents of minor children and birth partners

#### Surgical Patients and Same Day Surgery Center

Companion allowed for required transportation and/or 1 visitor to inpatient unit immediately following surgery (visitor must go through Main Entrance)

#### Physician Offices, Imaging, Radiology, Laboratory Patient Service Center

No visitor/companion unless required for clinical care

#### Emergency Department

ONE visitor allowed per patient or as permitted or requested by the care team

#### Patient/Exam Room and Waiting Area

Access limited, NO access to cafeteria, Gift Shop or other areas except Pharmacy

**No visitors experiencing cough, shortness of breath, temperature over 100 degrees or other symptoms consistent with COVID-19 will be allowed**

**NO seminars, classes, or gatherings**

We appreciate your cooperation.

 Southcoast Health

Ensuring the health and safety of our patients, staff and providers continues to be our top priority, and we know that limiting the numbers of people visiting our facilities during the pandemic is one important safeguard we have put in place.

That said, we also know that visitation restrictions, especially for our inpatients, can create anxiety, stress and complaints among our patients and their loved ones.

Fortunately, we continue to experience low volumes of COVID-19-positive inpatients, allowing us to revisit the current restrictions in place.

**Southcoast is extending the visitation hours in our hospitals by a total of two hours a day.** We believe this incremental change will also alleviate the bottlenecks that we currently experience in our hospital lobbies due to our very compressed visitation schedule.

**Effective tomorrow, Wednesday, September 2, inpatients will be allowed 1 visitor at a time, still limited to a 1-hour maximum visit, during the hours of 11am-2pm and 5pm-8pm.**

We have recently [provided clarification on visitor restrictions for minor children](#), which is incorporated into new signage and public information. This updated Visitation Policy is included above and [here](#).

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### **Clarification: Food ordering/deliveries to Southcoast facilities**

As a reminder, we are able to allow deliveries of food from reputable restaurants/vendors, as long as the items/meals are individually wrapped for each recipient, such as sandwiches or single-serve salads.

Persons delivering food from a restaurant or food delivery vendors are not allowed to bring items directly to a unit/department/practice, and will be asked to leave the packaged food with staff at our **front entrances only**. Someone from the unit/department/practice will need to track the delivery and be

available to come to the front entrance and pick up items that have been ordered and delivered.

**IMPORTANT: Please note that the delivery of food to our front entrances of our hospitals refers to our main lobbies, *not* to our Emergency Departments.**

As such, deliveries to Southcoast hospitals are limited to our main lobby hours, which end at 8pm. Food items *cannot* be delivered or left at the Emergency Department front desk/entrance, and *will not* be accepted by our emergency room staff.

Thank you for your understanding and cooperation.

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### **Status report: COVID-19 cases**

Southcoast's dashboards of COVID-19 data, generated by the Southcoast Analytics Team, are updated daily and are [available on our intranet](#).

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For Southcoast Health Chief Clinical Officer Dr. Dani Hackner's latest update, please [click here](#).

For testing information, guidance on PPE, video messages, employee assistance and more, please [visit the Southcoast intranet](#).

Questions? Please email them to [faq@southcoast.org](mailto:faq@southcoast.org).

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*Thank you, and be well.*