



# Care Partner and Visitor Guidelines

At Edward-Elmhurst Health, we are committed to providing a safe, seamless and personal experience for our patients, families and team members. We allow patient-directed visitation for most patients. This means patients can decide who they need with them during their hospitalization. We ask that patients designate one person to be their care partner to make it easier for the care team to share information about the patient's condition.

Visitors and care partners must be symptom free of COVID. If the visitor/Care Partner has been in close contact with someone with COVID, a COVID test is recommended. If COVID test is negative and you must visit, please wear a properly fitting surgical mask at all times.

Our visitor/care partner policy is based on public health guidelines and is subject to change.

## General visiting guidelines for inpatients

- Visiting hours - 5 am to 8 pm.
- Visitors/care partners to adult inpatient units must be 2 years and older.
- One visitor/care partner 18 years and older may stay overnight.
- Team members may limit the number of visitors present in a room for safety reasons.

## Additional visiting guidelines for COVID positive patients

- COVID positive patients may have a total of two care partners/visitors 18 years and older, with only one allowed in the room at a time.
- It is recommended that care partners and visitors be up to date with COVID-19 vaccines and not at high risk.
- Overnight visitors are not allowed for COVID positive patients.
- If the visitor/care partner has been in close contact with the patient or anyone else with COVID, a COVID test is recommended.
- Visitors/care partners will be counseled on safety guidelines before entering the patient's room.
- In addition to a mask, a gown and gloves must be worn when in a patient's room.
- Alternative methods of visitation such as video calls on cell phones or tablets will be encouraged as needed.

## Exceptions

### Labor and Delivery

- Patients may have one support person 24/7.
- Two visitors may also rotate 24/7.
- During the second stage of labor and delivery, patients can have a support person plus one visitor (not including a doula).

### Mother/Baby

- Patients may have one support person 24/7.
- Two visitors may also rotate during visiting hours.
- Healthy siblings may visit if accompanied by an adult.
- Siblings need to stay in the patient's room at all times.

### Pediatrics/PICU

- Two parents or legal guardians are allowed.
- Visitors must be 18 years and older.

### NICU

- Two wrist banded parents or legal guardians are allowed.
- Grandparents are permitted with a wrist banded visitor (one at a time)

### Ambulatory offices/hospital outpatient departments

- Two visitors/care partners 18 years and older are allowed for all non-COVID patients.
- Patients accompanied by minors will not be turned away.

### Cancer Centers

- To protect patient with weakened immune systems, only one care partner 18 years or older is allowed.
- Masking is required in our Cancer Centers.

### ED/Peds ED

- Visitors two years and older may visit.
- Patients accompanied by minors will not be turned away.

Thank you for your cooperation in keeping our patients, families, and team members safe.

*View our promise and expectations on the back.*

## **OUR PROMISE** to our patients and their families

- ▶ To keep you safe by adhering to guidelines regarding infection control, security, and clinical best practices
- ▶ To provide clear, concise, and consistent communication
- ▶ To care for everyone with compassion and empathy
- ▶ To treat everyone with courtesy, respect, and provide individualized care
- ▶ To invite and empower care partners to be active participants on the patient's care team
- ▶ To promote a healing and caring environment

## **OUR EXPECTATIONS** of our patients and their families

- ▶ Adhere to the visitor and care partner guidelines
- ▶ Support a healing environment and interact with employees, physicians and staff with courtesy and respect
- ▶ The following behaviors will not be tolerated:
  - ▶ Foul or inappropriate language
  - ▶ Yelling or verbal abuse
  - ▶ Physical abuse or unwanted contact of any kind

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If you have any questions please contact our  
**patient experience line at (331) 221-1115.**

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