



GUIDELINE TITLE: Visitor and Escort Restrictions	
RELATED TO POLICY: Visitors and Visiting Hours	
ENTITY: <input checked="" type="checkbox"/> CMHC <input type="checkbox"/> CMMC <input type="checkbox"/> CMMG <input type="checkbox"/> BRIDGTON HOSPITAL <input type="checkbox"/> RUMFORD HOSPITAL <input type="checkbox"/> BOLSTER HEIGHTS <input type="checkbox"/> RUMFORD COMMUNITY HOME <input type="checkbox"/> ELSEMORE DIXFIELD <input type="checkbox"/> SWIFT RIVER FAMILY MEDICINE FAMILY MEDICINE	
CATEGORY: Administrative	ORIGINATION DATE: 11/20/2020
SUB-CATEGORY: Patient Administrative	PUBLICATION DATE: 6/11/2021

SCOPE

This guideline applies to all Central Maine Healthcare Corporation facilities, practices, entities, and services (“CMHC”) and all CMHC team members.

PURPOSE

To put in place guidelines which protect our community during the global COVID-19 Pandemic.

PROCEDURE/PROCESS

VISITING HOURS

Central Maine Medical Center

11 a.m. - 6 p.m., every day

Bridgton Hospital

11 a.m. - 6 p.m., Monday-Friday

9 a.m. - noon, Saturday-Sunday (On Sundays, please enter through the Emergency Department)

Rumford Hospital

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11 a.m. – 6 p.m., every day (On weekends, please enter through the Emergency Department)

VISITOR AND ESCORT REQUIREMENTS

In-person visitors and escorts must follow infection prevention measures, including:

- Screening
- Sanitizing hands upon entry and when leaving a patient's room
- Masking at all times
- Not wearing gloves unless directed to do so by a staff member
- Using only designated entrances/exits and going only between there and the patient's room
 - At Central Maine Medical Center, visitors may go to the coffee shop and gift shop.
- Not consuming any food or drinks inside facilities, including in patient rooms
- Adhering to the limit of one visitor at a time in a patient room, including when two patients are sharing the room

Any of the following will make individuals ineligible for in-person visits:

- Failing screening
- Not masking at all times in our facilities
- Going to locations other than the patient's room (and CMMC coffee shop and gift shop); using entrances/exits aside from officially designated ones

Please remember:

- Visitors must wear the visitor pass provided by screeners.
- Please do not bring personal items beyond absolute essentials (wallet or purse, keys).
- No personal care items – including food – are allowed unless approved by the patient's nurse and may only be brought to patients during visiting hours.
- Visitors are permitted to leave and return to the building during designated visiting hours.
- Video conferencing and telephone calls may be possible alternatives to in-person visiting and escorting.

LIMITS ON VISITORS AND ESCORTS

Hospitalized patients may have only one visitor at a time. Patients being discharged may be escorted by one immediate family member.

Patients with appointments or same-day/outpatient procedures may have one escort **only if needed to assist or actively participate in the visit.**

The following exceptions apply:

- **Critical Care:** At the discretion of the care team, immediate family members may be allowed to visit based on compassionate care, immediate life-threatening or end-of-life care considerations.

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- **Emergency Department:** No escort allowed if the patient is undergoing evaluation for COVID-19 or other disease process requiring isolation.
- **COVID-19 Positive:** Visitors are subject to additional screening and infection prevention protocols. Please speak to the patient’s caregiver for additional details.
 - We encourage phone calls, Face Time and videoconferencing. Tablets are available for this use.
 - One in-person visitor is allowed per day, unless arrangements are made for extraordinary circumstances.
 - We encourage visits outside of the patient’s room, separated by a glass barrier.
 - In-room visits carry a greater risk and must be approved by the care team. They require additional personal protective equipment, infection prevention measures and education.
 - Visitors may not be present during aerosol-generating procedures or the collection of respiratory specimens.
 - Individuals exposed to the patient or who is COVID-19 positive themselves may not visit.
- **Obstetrics:** one birth partner in the labor and delivery area and/or a doula or other certified birthing specialist may be present throughout delivery
- **Pediatrics/Neonatal Intensive Care Unit:** one parent at a time may be with the child at all times.
- **Extraordinary Circumstances:** Certain patients will require ongoing accompaniment by a family member or other escort for some or all of their hospital stay.
Extraordinary circumstances include:
 - Patients with significant intellectual disabilities
 - Patients with unique communications needs, such as dementia/confusion or language barriers that cannot be addressed appropriately through typical translation services
 - Patients in police custody
 - Patients from institutions who require near-constant attendance by a staff member with special understanding of the patient’s needs
 - Patients who require near-constant attendance and have an immediate family who is willing to be in attendance
 - Compassionate care or end-of-life care
 - For non-COVID-19 patients receiving end-of-life care, two visitors at a time are allowed. Children must be able to reliably wear masks and obey all requirements.

The hospital nursing supervisor will work in conjunction with the administrator on call and the attending physician to make a final determination on whether visiting criteria are met.

Visiting guidelines are subject to change as the COVID-19 pandemic evolves.

DISCLAIMER STATEMENTS

All official Central Maine Healthcare guidelines are maintained electronically and are subject to change. No printed guideline should be taken as the official guideline except to the extent it is consistent with the current guideline that is electronically maintained.

Extenuating circumstances may necessitate deviation from the terms of a guideline. It is understood that emergent situations may occur, which require immediate resolution. Where applicable, appropriate documentation should be created to support the necessity for such deviations.

REVIEW/APPROVAL SUMMARY

SUPERSEDES:	
REVIEW/REVISION DATES <i>(dates in parentheses include review but no revision):</i> 3/17/2021, 6/11/2021	
APPROVAL BODY(IES): Compliance Council, Policy Review Council, Incident Command	APPROVAL DATE: 6/11/2021

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