

COVID-19 Visitor Restriction Principles for Implementation

Faculty Practice Office and Ambulatory Services Updated 4.15.20

Scope of the Restriction

The Faculty Practice Office and Ambulatory Services departments have adopted the following visitor safety practices, consistent with those being applied in the inpatient setting and Cancer Center practices.

Ambulatory Services at the Parnassus, Mt. Zion, Mission Bay and Satellite locations

No visitors are permitted except in the following circumstances where (1) caregiver is required to accompany patient to his/her visit and/or treatment:

1. Family members of patients who are in Comfort Care/Hospice.
2. Visits by anyone who is legally authorized to make decisions for the patient, whether by operation of a DPOA or conservatorship, or a surrogate decision-maker as recognized by the provider team for patients who lack decisional capacity.
3. Support persons for patients with developmental disabilities, physical disabilities/limitations or cognitive impairment who require assistance.
4. Support persons for patients who have delirium and/or dementia where the presence of the visitor is necessary to reduce the patient's delirium, reduce the risk of falls or other injury, and otherwise reduce the risk of medical or clinical harm.
5. Visits by family and legal advisors to update a patient's will or other legal papers.
6. Unique situations that may arise where the visitor need should be discussed with the on-site manager.
7. Evaluations for transplant that require a patient to bring a caregiver or other support person because the clinical team needs to ensure a comprehensive support system is in place and assess the support person's ability to comply with the post-transplant expectations per UNOS and CMS guidelines.
8. For Pediatrics: All patients with an appointment in a Pediatric clinic or Pediatric Infusion Center (this is not limited to patients who are <18 years of age due to instances when older patients may have developmental reasons that require a visitor/caregiver to accompany them)
9. For Orthopaedic Institute Surgery Center: All surgical patients may be accompanied by a caregiver or support person who is their source of transportation.

In all cases:

1. All support persons/visitors must be screened for symptoms; those screening positive will not be permitted to visit, and will be given explanatory material including instructions on hygiene and social distancing and a recommendation to seek care from their primary provider.

2. All support persons/visitors who are allowed under these exceptions will receive a “Visiting Responsibility” instruction sheet, including direction on handwashing, social distancing, other infection prevention measures, and limitations on movement within the Ambulatory Care facility.
3. Necessary visitation must be for as short duration of visit as appropriate, and based on urgent health, legal, or other issues that cannot wait until later.
4. Support persons / visitors will be limited to a single support person / visitor at a time. Exceptions may be permitted on a case-by-case basis for patients imminently at the end of life.
5. For patients that rely on another person for transportation, instruct driver that they will be put in designated “visitor holding” areas at each campus (City Lights Room at 1st floor Millbury Union at Parnassus, 2356 Sutter Street Ida’s Café at Mt Zion, *Mission Bay location TBD*). Driver can also choose to drop off and return at end of appointment for pick up. Staff will collect drivers’ contact information so staff can communicate end of appointment time and coordinate pick up.

Note:

1. Forensic patient: Follow existing workflows, ensure security & patient are screened per established policies.
2. Service Animals: Patients must be screened for service animal per UCSF policy- no emotional support animals or pets accommodated under any circumstance.