



COVID-19 VISITATION GUIDELINES & FREQUENTLY ASKED QUESTIONS

Olympic Medical Center is taking extra steps to protect our patients, staff, visitors and the community to prevent the spread of the novel coronavirus, COVID-19, by limiting hospital visitors.

Please note that all visitors/essential support person will be screened, and no visitor/essential support person will be allowed if they have symptoms of COVID-19 (e.g. fever, runny nose, cough, shortness of breath, nausea, vomiting, diarrhea, loss of taste or smell). Each visitor/essential support person must wear a mask and sanitize their hands upon entering the building. Additionally, children under the age of 16 will not be allowed except under extraordinary circumstances.

All Visitors/essential support person must wear a mask at all times (limited exceptions may be allowed per OMC policy).

Emergency Department

The Emergency Department is a busy place that rapidly changes. To focus on our patients and maintain a safe environment, we must minimize traffic in and out of the ED. We ask that you partner with us by planning to remain in the patient's room during the length of the ED visit.

Visitors/essential support person will not be allowed in the rooms of patients with confirmed or suspected COVID-19, except for limited situations such (e.g. comfort care, or L&D), at the discretion of unit leadership and infection control. If visitors are approved to visit an active COVID-19 patient, they need to indicate understanding the potential infection risk of visitation and be offered either a regular mask or non-fit tested N95 + eye protection + gown + gloves. Approved visitors should never be provided a CAPR.

Hospital

When can I visit my loved one?

Visiting hours are from 8 a.m. - 8 p.m. Overnight stays are discouraged and requests will be evaluated on a case by case basis. All visiting people must remain in the patient room at all times except for quick trips to the bathroom. Public restrooms are located on each patient floor. To protect yourself and others, properly wash or sanitize your hands each and every time you enter and exit a patient's room.

Are children able to visit?

The short answer: No.

The longer answer: Children under 16 should not come to the hospital to visit others while

Thank you for your understanding and cooperation.

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we have COVID-19 visitation restrictions except for end-of-life and other extreme situations where their presence has been approved by a hospital Nursing Supervisor. If you are visiting a loved one, please make arrangements for all children under 16 to be cared for away from the hospital. Any non-patient child under 16 that comes to the hospital will be asked to leave with the adult who brought them. Children may connect with hospitalized patients through the use of technologies as described next.

If I am not able to be with my loved one in person, how can I stay connected with them?

It is important for you to stay connected with your loved one to be informed about their health, support them, and help make medical decisions even if you cannot be there in person. It is also important to help keep them safe. Fortunately, there are options for you to connect with your loved one and their healthcare team through technology. Hospital phones are available in patient rooms. Your loved one may also use their personal phones, computers and tablets to stay connected with you through audio and video chatting, and texting. You can also send an e-mail to your loved one at patientemails@olympicmedical. Your e-mail will be delivered on their meal tray by our dietary staff.

I've been granted visitation, where can I purchase food?

A guest meal tray may be delivered to the patient's room. This service is available for visitors/essential support persons of overnight patients and not available for visitors to the Short Stay Unit. To appease afterhours or weekend hunger, visitors/essential support persons can bring food to the patient's room (see *Nearby Restaurants and Drive-Throughs*). Food should be consumed in the patient's room as café seating is closed to visitors. To protect yourself and others, properly wash or sanitize your hands upon entering and exiting the patient's room. Also physically distance yourself from the patient, while in the room unmasked to eat and wear your mask when healthcare workers enter.

A visitor/essential support person should be the same person throughout the admission, unless special circumstances arise and are approved by Charge Nurse, Department Director and House Supervisor.

Inpatient and Emergency Department patients receiving comfort care may have up to two (2) visitors at one time. Rotation of the two visitors between family members is at the discretion of House Supervisor/Director/Department Supervisor/Charge Nurse.

May I still send flowers, food, or other items to my loved one?

In order to help limit the number of people in our buildings, we kindly ask that people not send flowers, food, or other items that must be delivered. Please note the ICU/Telemetry Unit cannot allow fresh flowers or plants for any of their patients.

Why am I asked for personal information when I enter the building?

To keep patients and staff safe. During this outbreak, it is important for us to identify everyone entering our building for history of travel and for signs of illness (fever, cough, runny nose,

shortness of breath, nausea, vomiting, diarrhea, loss of taste or smell) that may mean they have COVID-19 or an acute respiratory infection. It is also important for us to know if we need to quickly notify you should a high-risk exposure occur on a day that you visited the hospital. All people coming to the hospital during restricted visitation must be screened daily even if health screened a previous day. Those passing the health screen will be given a visitor sticker to wear at all times to let others know you are safe to visit.

What if I visited a patient and didn't have any symptoms of illness, but then notice symptoms later?

If you feel symptoms of illness (fever, cough, shortness of breath, nausea, vomiting, diarrhea) after you have visited a patient, please contact your provider or walk in clinic.

To help control infection, should I leave personal items at home?

To help control the spread of infection, we recommend that you limit the number of personal items that you bring into the hospital. Bringing fewer items into the hospital will reduce the number of unwanted germs that may unintentionally spread.

How can I be sure that my loved one will be safely cared for during the COVID-19 outbreak?

It is important to know that all hospitals and health systems regularly prepare for disease outbreaks, conduct regular preparedness drills, and are able to adapt quickly to infectious disease outbreaks. We are always training our staff on how to protect patients and themselves as they care for patients. OMC is following best practices per public health authorities.

You will see employees wash or sanitize their hands each and every time they enter and exit the patient's room. You may see employees wearing Personal Protection Equipment (gown, gloves, masks, face shields, or goggles). Our employees routinely wear these items any time they enter the room of a patient with an infectious illness. Our employees safely dispose of these items before going into the next patient room. This keeps their clothing free from germs so they may safely care for other patients.

What can I do to prevent the spread of COVID-19 and to protect myself and others?

Your partnership is also necessary. To prevent the spread of the virus, we must all work together. Here are steps you can take to protect yourself and your loved ones:

- Limit your movement around our facility by staying in the patient room and only leaving when necessary to use the restroom.
- Wash or sanitize your hands before and after eating, using the restroom, exiting and entering the patient's room.
- Feel comfortable asking any member of the health care team to wash their hands again if you are unsure that they washed or sanitized their hands upon entering the room.
- Stay home if you have symptoms of illness (fever, cough, runny nose, shortness of breath, nausea, vomiting, diarrhea, loss of taste or smell).
- Cover your mouth and nose when you cough or sneeze. The best way to cover your mouth and nose is to cough or sneeze into the elbow of your arm. Throw tissues away immediately and wash your hands.
- Avoid touching your eyes, nose, or mouth with unwashed hands.

DEFINITIONS

- Family or Family Member:

The terms “family” or “family member” are understood and interpreted to include any person(s) who plays a significant role in an individual’s socio-emotional life. This may include a person(s) not legally related to the individual. Members of “family” may include spouses, domestic partners, and both different-sex and same-sex significant others. “Family” may include a minor patient’s parents, regardless of the gender of either parent. Solely for purposes of visitation policy, the concept of parenthood is to be liberally construed without limitation as encompassing biological parents, legal parents, foster parents, same-sex parents, step-parents, those authorized to serve in place of parents, and other persons operating in caretaker roles, consistent with applicable law.

- Visitor/Essential Support Person:

A “visitor” is defined as a guest of the patient. Family members are considered to be visitors as well. Visitors are encouraged to visit during the hospital visitation hours of 8AM to 8PM. Due to the critical nature of certain units (i.e., intensive care units, recovery rooms, emergency departments, etc.) visiting hours may be more restrictive.

- Essential Support Person:

Essential Support Person means an individual who is:

1. At least 18 years of age;
2. Designated by the patient; or by the patient’s representative, if the patient is determined to be incapacitated or otherwise legally incapacitated, but is not required to be the patient’s legal representative or decision-maker;
3. Identified by the patient or their representative as being necessary for the patient’s emotional, mental, or physical well-being during situations that include, but are not limited to, circumstances involving compassionate care or end-of-life care, circumstances where visitation from a familiar person will assist with important continuity of care or the reduction of confusion and anxiety for patients with cognitive impairments, or other circumstances where the presence of an essential support person will prevent or reduce significant emotional distress to the patient;
4. Authorized under the federal health insurance portability and accountability act and RCW 70.02 to receive personal health information about the patient.

Nearby Restaurants and Drive-Thrus

❶	Jack in the Box	902 East Front Street 360-417-5187	Open 24/7	Drive Thru Only
❷	Tendy's Garden Chinese Cuisine	920 East First Street 360-452-3322	Sunday - Thursday 11:00 AM - 9:30 PM Friday - Saturday 11:30 AM - 9:30 PM	Dine In Carry Out Doordash
❸	Taco Time	1105 East First Street 360-452-8954	Sunday 10:00 AM - 9:00 PM Monday - Saturday 10:00 AM - 10:00 PM	Carry Out Doordash
❹	Gordy's Pizza & Pasta Traditional Italian restaurant	1123 East First Street 360-457-5056	Sunday - Thursday 11:00 AM - 9:00 PM Friday - Saturday 11:00 AM - 10:00 PM	Dine In Carry Out Doordash
❺	Fiesta Jalisco Mexican Restaurant	636 East Front Street 360-452-3928	Sunday 11:00 AM - 9:00 PM Monday - Thursday 11:00 AM - 9:30 PM Friday - Saturday 11:00 AM - 10:00 PM	Dine In Carry Out Doordash
❻	Chestnut Cottage Hand crafted breakfasts and lunches.	929 East Front Street 360-452-8344	Sunday - Saturday 7:00 AM - 3:00 PM	Dine In Carry Out

Nearby Convenience and Grocery Stores

❷	Walgreens	932 East Front Street	360-457-4456
	Rite Aid	1940 East First Street	360-457-3456
❸	Safeway - Downtown	110 East 3rd Street	360-457-0788
	Safeway - Eastside	2709 East Highway 101	360-457-1461
	Walmart	3411 East Kolonels Way	360-452-1244

Nearby Restaurants and Stores OMC 9/15/2020

