

March 23, 2020

Dear Valued Patient and Family Members:

Throughout St. Joseph's Health, the health and well-being of our patients, their families, and of the communities we serve is our top priority. To this end, we are constantly reviewing the latest recommendations from our local and state health departments, Trinity Health, the Centers for Disease Control and Prevention (CDC) and local public health authorities to provide the safest possible environment for patients, families, visitors and staff.

Based on the latest available information, one important way to enhance resident health and safety is to reduce their exposure to potential disease carriers. The fewer people with whom our patients come in contact, the less likely they will be to contract COVID-19 or other infectious diseases.

For this reason, **effective immediately, we are instituting the following visiting restrictions and guidelines to our facility. For the immediate future, no visitors will be allowed.**

Exceptions are:

Scheduled procedures
Women and Children's Services
End of Life care
Discharges
Emergency Department

For these exceptions, only **ONE** visitor will be allowed, and they must be:

- 18 or older
- Either immediate family members, powers of attorney, guardians or patient representatives
- Healthy with no symptoms of illness including respiratory or fever

Women and Children's Services:

- *Women in the Labor and Delivery and The Birthplace units may have one coach who may stay with the patient 24/7. This includes C-section patients. No other visitors will be allowed; this includes children under 18.*
- *In our NICU, the baby's mother and one support person will be allowed to visit. No other visitors will be allowed; this includes children under 18.*
- *In our Postpartum units, patients can have one person over 18 years of age stay with them. This should be the person who was their coach. No other visitors will be allowed; this includes children under 18.*

End of Life Care:

Patients and visitors who are experiencing end of life care, please notify the front desk staff to help facilitate alternate visitation arrangements.

We understand that this will be a difficult time. We encourage you to keep in touch with your loved ones by phone and FaceTime. As always, St. Joseph's Health Hospital staff are here to care for you. Please reach out to your clinical staff if there is something we can do to make your stay more comfortable.

Prevention and Self-care:

- Avoid contact with people who are coughing, sneezing or have symptoms
- Visitors are encouraged to wash their hands with soap and water frequently



- Use alcohol-based hand sanitizer when washing your hands is not an option
- Use a tissue to cover any coughs and sneezes; and discard the tissue in a sealed trash can/container
- Assess their own health, and if at risk for illness or have any symptoms, stay home

We appreciate your support as we work together to ensure the safety of our patients, colleagues and community at large.

Sincerely,

Deborah Welch
Vice President, Mission Integration
St. Joseph's Health