

Frequently Asked Questions Regarding Hospital Visitation

July 16, 2021

With the increase in community positivity rate we need to make some changes in our current hospital visitation practices.

Below is information and answers to questions about the visitation process:

Q. Each patient/family will identify two visitors, prior to the patient's admission, for the duration of a patient's stay.

- Only the identified visitors will be permitted into the hospital
- Children under the age of 18 are not permitted.

Q. What should families do if there are visitation concerns

A. Families can elevate concerns through staff who will then engage their leader.

Q. How will the families of patients already in the hospital identify the two authorized visitors?

A. The families of those patients who are currently admitted will be notified of the process by hospital leadership. Once verified the information will be listed in our electronic medical record.

Q. How will we identify approved visitors?

A. Each night, a report identifying approved visitors, associated with our census, will be printed.

- Proper government-issued, photo identification must be presented to the front desk upon arrival at the hospital's entrance to ensure the visitor is one of the authorized visitors.

Q. What are the hours for visitation? What about overnight visitors?

A. Visiting hours are between 8 a.m. and 8 p.m. If a visitor would like to stay overnight, he or she must be admitted between visiting hours of 8 a.m. to 8 p.m. and receive an overnight badge from the security desk in the admission lobby.

Q. Will visitors be required to wear a mask? If so, do we provide them?

A. Visitors must wear a mask at all times. Visitors are encouraged to bring their own mask. If they do not have a mask, a mask will be provided.

Q. How close can visitors get to the patient?

A. Wearing a mask, we will not restrict the distance between patients and their designated visitors.

Q. What if a designated visitor refuses to wear a mask, or takes it off after gaining admittance?

A. The visitor will be asked to leave unless they put it on.

Q. How else are we ensuring the health and safety of the patients and staff?

A. We are not allowing visitors in the therapy gyms. Visitors must remain in the patient's room while on the 2nd, 3rd, and 4th floors. They may visit a nurse's station for questions, but will not be allowed in the therapy gyms or loiter in the hallways.

Q. Can visitors sign patients off the floor?

A. Yes, visitors can sign patients off of the floor, but they are only permitted to visit the interior courtyard near the NRC. The Healing Garden and pond are going to be closed at this time. Please note, all persons, including the patient, must wear a mask on the 1st floor.

Q. Can visitors bring in outside food?

A. Yes, but we ask that they please check with the patient's nurse to ensure the patient does not have diet restrictions. If requesting food delivery, the food must be delivered before 8 p.m.

Q. Will visitors be allowed in the Sandpiper Café?

A. Yes. Visitors may access the Sandpiper Café during regularly scheduled business hours, so long as they are masked and practice social distancing.

Q. Will there a way for family members who are not the designated visitor to visit?

A. We offer limited tent visits that are socially distanced.

Loved ones can connect a member our Brooks team to assist in scheduling and setup by sending an email to ConnectWithBrooks@Brooksrehab.org.