



SAN MATEO COUNTY HEALTH

**SAN MATEO  
MEDICAL CENTER**

## **1A SNF Visiting Guidance**

We encourage safe visitation for the physical and emotional wellbeing of our residents. These visiting rules will help keep residents, visitors, and staff safe. Please be sure to read all the rules below before coming to the hospital to visit. If you have questions, please call 650-573-3678 and ask for the Charge Nurse.

### **Who Can Visit**

- A maximum of two (2) visitors per resident is suggested to visit at one time. Exceptions must be approved by nursing in advance to find a safe space for the visit.

If you have COVID-19 disease, have cold or flu like symptoms including cough, congestion, runny nose, sore throat, fever, headache, gastrointestinal symptoms such as nausea, vomiting, diarrhea or have been around someone sick in the last 72 hours, please do not visit. We will help to arrange a phone or video visit for you.

### **Scheduling Your Visit**

You are not required to schedule your visit. However, scheduling helps our staff be prepared and available to help when you arrive. If you would like to schedule your visit, please call (650) 573-3678.

### **Suggested Visiting Hours**

Monday – Friday: 10:00 a.m. to 8:00 p.m.

Saturday – Sunday: 10:00 a.m. to 4:00 p.m.

### **When You Enter the Hospital**

- Everyone is recommended to wear a well-fitted mask covering their mouth and nose at all times while inside the buildings. Masks must be surgical grade or higher (not cloth) and will be provided to you if needed.
- Clean your hands with provided hand rub.
- Go directly to the the unit by either by reading the signs or following the directions of staff.

### **When You Enter the 1A Skilled Nursing Facility**

- Clean your hands with provided hand rub before entering the unit.
- You will be recommended to wear a well-fitted mask covering their mouth and nose at all times while inside the unit. Masks must be surgical grade or higher (not cloth) and will be provided to you if needed.



SAN MATEO COUNTY HEALTH

## SAN MATEO MEDICAL CENTER

- Sign in on the visitation log (print name, phone number, and time of visit, including the time you leave)
- You will go through a screening of symptoms and temperature check.
- Once you have completed the screening, you will be directed to the designated area for visitation.
- If weather permits, outdoor visitation (e.g. Patio) will be provided during your visit as this poses a lower risk of disease transmission due to increased space and airflow.

### **While You're Visiting**

- Keep your mask on at all times.
- Eating and sharing of food with residents is discouraged as it will require removing of the mask.
- Staff will check frequently to make sure infection prevention and safety policies are followed during your visit.

### **When You Leave**

- Sign out on the visitation log, clean your hands again with hand rub (or soap and water if they became visibly soiled).

### **Residents on Isolation**

- If the resident you are visiting is on isolation, you must wear the personal protective equipment (PPE) we provide.
- We will explain the exposure risks and show you how to put on the personal protective equipment (e.g., gloves, gown, eye protection, mask), and how to take it off safely when your visit is over. It is very important to follow the instructions closely to stay safe.

### **Additional Information**

- Staff will clean and disinfect the visitation area after each visit.
- Visitors who do not follow the visitation rules will be asked to leave and/or may not be allowed to visit.
- Visiting rules and hours are subject to change. We will post changes on our website and post signages.

Thank you! We so appreciate your cooperation to keep everyone safe, especially the person you are visiting!