

# SMMC VISITATION GUIDELINES



SAN MATEO COUNTY HEALTH  
**SAN MATEO MEDICAL CENTER**

Updated March 2021

**Our team is taking special precautions to keep our community of staff, patients, and families safe while at San Mateo Medical Center. We have put restrictions in place for visitors—these may change as the status of COVID-19 changes within San Mateo County.**

<b>OUTPATIENT VISITOR RESTRICTIONS</b> Visitors are not permitted to accompany adult patients unless they require special assistance due to a disability or impaired understanding, or unless they are the patient's primary caregiver.	<b>INPATIENT VISITOR RESTRICTIONS</b> Visitors are not permitted for hospitalized patients, including psychiatric patients. <i>Exceptions will be made only for limited and approved circumstances (listed below)*.</i> For all others, we will help patients and loved ones stay connected using technology.
<b>EMERGENCY DEPARTMENT (ED) RESTRICTIONS</b> Visitors are prohibited in the Emergency Department patient areas (including Registration and Waiting Room). <i>Exceptions are made and listed below*.</i>	<b>SKILLED NURSING (1A)</b> Appointments for visits are required and must be scheduled 24 hours in advance. Visitors must complete a pre-screening with the care team before the visit date and time are confirmed. All visits will be supervised and limited to 20 minutes. Patients and loved ones can also stay connected using technology. No children under 18 allowed at this time.

## \*EXCEPTIONS FOR OUTPATIENT, INPATIENT, AND EMERGENCY DEPARTMENT

VISITOR EXCEPTIONS	APPLICABLE TO: COVID-19 positive patients, suspected COVID-19 patients, and COVID-19 negative patients
<b>CHILDREN (12 &amp; UNDER)</b>	Children under the age of 12 are not allowed at this time.
<b>END OF LIFE</b>	At the discretion of Infection Control, Nursing Manager, and Care Team.
<b>MOBILITY SUPPORT</b>	Outpatient only: One (1) visitor to accompany patient to their appointment.
<b>DEPENDENT PATIENT SUPPORT</b>	One (1) in-person support to accompany patients with psychosocial, intellectual, developmental or cognitive disabilities who rely on in-person support at home for medically necessary care to their appointment.
<b>SURGERY</b>	One (1) in-person support is allowed during screening and registration. When it is time for patient to be brought to the Peri-Operative Unit, support individual will be asked to leave the facility. A support individual can provide contact information to team for updates regarding status and pick-up time.
<b>COMMUNICATION AND COGNITIVE ASSISTANCE</b>	One (1) support person is allowed access into the ED with patient to facilitate communication and/or provide additional information regarding the patient's condition and/or history at the discretion of the Charge Nurse/Manager. The presence of this support person does not replace a qualified interpreter, rather prevents gaps in understanding when there is an emergency involving a health need.

# VISITOR REQUIREMENTS

## IN-PATIENT & INTENSIVE CARE UNIT (ICU)



Updated March 2021

### **VISITING HOURS** *(for approved visitors only):*

**Monday - Friday** 12PM to 8PM, **Saturday - Sunday** 8AM - 4:30PM

Dear SMMC visitor,

**We are happy to support your visit with your loved one today. To keep you, our patients, and staff safe we appreciate you following the below requirements.**

- Avoid visiting if you are feeling sick, have a fever, have been in close contact with a person who is COVID positive or have recently had a positive COVID-19 test.
- Answer all the questions about your health and contact with people who are COVID-19 positive.
- Have your temperature taken upon arrival.
- Acknowledge and stay within approved time limit given by Care Team.
- Replace your personal face covering with the mask we provide at the entrance. Masks are to be worn at all times and will cover your nose and mouth.
- Remove gloves upon entry to allow hands to be properly washed and/or sanitized.
- Wear the visitor pass provided to you and visible for staff and others to see.
- Practice safe physical distancing in all elevators (3 people at a time).
- Follow instructions by staff person escorting you to Nursing Unit.
- Stay in the patient's room and/or designated area until you plan to leave. You should not linger in the hallways, lobbies, or waiting areas. You are allowed to use public restrooms.
- Wash your hands with soap and water (or hand sanitizer) before and after entering the patient's room.
- Wear the proper protective equipment (PPE) that staff will provide to you when visiting a loved one who has an infectious disease.
- Approved visitors must be 12 years old or over.

**We must practice social and physical distancing in all areas of the hospital. Because of this our lobbies/ waiting areas have been blocked off or closed off. You will be redirected to an approved seating or standing area for you and/or your group. The care team will help and answer any questions you have.**

***BY ACCEPTING THIS HANDOUT, YOU ARE AGREEING TO THE VISITOR REQUIREMENTS. VISITORS WHO DO NOT FOLLOW THESE REQUIREMENTS MAY BE ASKED TO LEAVE.***

# VISITOR REQUIREMENTS

## OUTPATIENT



*Updated March 2021*

**Dear SMMC visitor,**

**We are happy to support your visit with your loved one today. To keep you, our patients, and staff safe we appreciate you following the below requirements.**

- Avoid visiting if you are feeling sick, have a fever, or have been in close contact with a person who is COVID-19 positive or have recently had a positive COVID-19 test.
- Answer all the questions about your health and contact with people who are COVID-19 positive at our entrance.
- Have your temperature taken upon arrival.
- Wear your wristband given to you at the entrance (indicating you have completed and passed screening).
- Replace your personal face covering with the mask we provide at the entrance. Masks are to be worn at all times and should cover your nose and mouth.
- Remove your personal gloves to hand wash or sanitize at the entrance.
- Limit visit to the patient's appointment. Once the appointment has ended and the patient has no further services to seek, please exit the facility.
- Stay with the patient you are escorting (unless otherwise asked by staff—there may be requests for you to wait in designated areas to ensure safe physical distance at some time during the patient's appointment).
- Practice social distancing at all times, 6 feet apart from others, including the elevators (only 3 people at a time).
- Wash your hands with soap and water or hand sanitize before and after you enter our facilities.
- Safely leave children at home to limit exposure. If this is not possible, children are permitted to attend appointments.
- Designate only one parent or guardian to accompany child to their appointment.

**We must practice social and physical distancing in all areas of the hospital. Because of this our lobbies/ waiting areas have been blocked off or closed off. You will be redirected to an approved seating or standing area for you and/or your group. The care team will help and answer any questions you have.**

***BY ACCEPTING THIS HANDOUT, YOU ARE AGREEING TO THE VISITOR REQUIREMENTS. VISITORS WHO DO NOT FOLLOW THESE REQUIREMENTS MAY BE ASKED TO LEAVE.***

# PATIENT & LOVED ONE SUPPORT



Updated March 2021

**We understand the importance of staying connected and how that contributes to our loved one's healing.** To stay connected with your loved one while they are with us at San Mateo Medical Center, we have support on-site for you and your family.

**For questions, call the Patient Experience Team at 650-573-3731.**

## VIDEO VISITS

**We encourage you to use FaceTime, Skype, or other video platforms to stay connected with your loved one.** If the patient does not have a device—smart phones and tablets are available on the units. Just ask the Nursing Staff for support with this.

## SPIRITUAL CARE

**We are here for you and your loved one in these times of emotional stress.** Upon arrival, our Spiritual Care Team calls within 24-72 hours of admission to Welcome the Patient and explain the role of the Spiritual Care Department and our Chaplain. Please let a member of the healthcare team know if you and/or the patient would like to schedule an appointment with the Chaplain.

## HEALING AND ENCOURAGEMENT NOTES FOR PATIENT

**If you wish to send your loved one a note or a photo that can be posted in their room, we will make sure it gets to them.** Please send the photo or note as an email to [HS\\_SMMC\\_PatientExperience@smcgov.org](mailto:HS_SMMC_PatientExperience@smcgov.org) with your contact information along with the patient's name.

## ITEM DROP-OFFS

Personal items and food drop-offs are welcome. The Patient Experience Team are present at the Main and West Entrances during the below times and can receive any items you drop off.

**Monday-Friday 6:00AM – 8:30PM**

**Saturday-Sunday 7:30AM – 4:30PM**

**To ensure we get the item to your loved one, you will need to complete a drop off item ticket with our staff who receives the item. Thank you in advance for your cooperation.**

***Special instructions for 1A Patients and Families only:*** 1A staff are able to pick up items dropped off by friends and family at the entrances at 11:45AM and 4:30PM every day. Please be mindful of this time-frame when dropping off items.