

Visitation Guidelines

To determine the current Prevalence Level for visitation, please call (478) 922-4281.

	Tier - 1	Tier - 2	Tier - 3	Tier - 4
Prevalence Level	Low	Mild	Moderate	High
<i>The Tier Triggers serve as a guideline. Environmental concerns and Best Practice Research are taken into consideration when making the final decision as to which Tier is in place for our facilities.</i>				
Trigger	All regulatory (federal and/or state) compliance with less than 15 COVID+/PUI cases	15 - 30 COVID+/PUI cases	31 – 60 COVID+/PUI cases	61 or greater COVID+/PUI cases
Non-COVID/ Non-PUI Inpatient Visitation Description	<ul style="list-style-type: none"> ■ Visitation restrictions lifted. ■ Visitation returns to Pre-COVID policy. ■ Each department may have specific criteria. 	<ul style="list-style-type: none"> ■ Two (2) visitors allowed for all inpatients per day. ■ Visitor may be allowed for other patients depending on patient needs. 	<ul style="list-style-type: none"> ■ One (1) visitor allowed for all inpatients per day. 	<ul style="list-style-type: none"> ■ No visitors permitted except for patients at end-of-life and when needed for patient's physical safety.
Visitation Hours	■ 9am – 9pm daily.	■ 10am – 7pm daily.	■ 10am – 7pm daily.	■ 10am – 7pm daily.
All Outpatient Services	Per department policy	1 visitor permitted per day	1 visitor permitted per day	No visitors permitted
Overnight Visitor Criteria	<ul style="list-style-type: none"> ■ Overnight visitation returns to pre-COVID criteria. ■ Each department may have specific criteria. 	<ul style="list-style-type: none"> ■ Minor patients under the age of 18 may have one (1) visitor overnight. ■ Patients in Labor & Delivery and/or family birth centers/postpartum may have one (1) visitor. <i>(COVID+ laboring mothers may have one (1) support person quarantine with them for their entire stay. Visitor must wear PPE and stay inside the patient room at all times. If visitor leaves the patient room, they must exit the facility immediately and may not return.)</i> ■ Patients at end-of-life and/or in hospice/palliative care may have one (1) visitor overnight. 		
COVID+/PUI Inpatient and Outpatient	<ul style="list-style-type: none"> ■ Visitors are permitted for confirmed COVID-19 patients and Patients Under Investigation (PUI) being screened and awaiting results. ■ The visitor must wear a KN95 mask and may wear other personal protective equipment (PPE), including a gown, gloves and eye protection, which will be provided upon request. ■ Limitations may apply at discretion of Patient Care Team. ■ Exceptions may be escalated via Chain of Command, if deemed necessary. 			

The visitation policy applies to all Houston Healthcare locations, including:

- Houston Medical Center campus
- Perry Hospital campus
- Houston Health Pavilion campus
- Houston Physician Specialists
- Emergency Rooms, Med-Stops, and Diagnostic Centers

It is mandatory that a hospital-approved mask be properly worn over the mouth and nose at all times while in any Houston Healthcare facility. Non-charcoal filtered vented mask are prohibited. Any patient, visitor or employee who arrives without an approved mask will be provided a surgical mask to replace or cover over any mask that does not meet the appropriate guidelines.

All facilities may be accessed through the main lobby and/or emergency centers. Visitors with cough, fever, shortness of breath or other flu-like symptoms are encouraged not to enter our facilities. Greeters at public entrances will continue to ask basic screening questions, guiding those seeking treatment to the appropriate location while assisting essential visitors as needed. Patients who require help with mobility will be assisted by a staff member. Patients who require help with communication will be provided Stratus video translation services.

Houston Healthcare recognizes that interacting with loved ones can be helpful to the healing process and strongly encourage everyone to utilize other forms of support for their loved ones, including phone calls and video chats on cell phones or other mobile devices. Patients have access to Wi-Fi to assist with mobile communication.



HOUSTON HEALTHCARE