

# Visitation Guidelines

To determine the current Community Level for visitation, please see [www.hhc.org/patients-visitors/visitors/](http://www.hhc.org/patients-visitors/visitors/) or [www.cdc.gov](http://www.cdc.gov)

	Tier - 1	Tier - 2	Tier - 3
CDC COVID-19 Community Level	Low	Medium	High
<p><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></p> <p><b>CDC COVID-19 Community Levels, Indicators, and Thresholds web link:</b>  <a href="https://www.cdc.gov/coronavirus/2019-ncov/science/science-briefs/indicators-monitoring-community-levels.html#anchor_1646354066920">https://www.cdc.gov/coronavirus/2019-ncov/science/science-briefs/indicators-monitoring-community-levels.html#anchor_1646354066920</a></p>			
Masking Requirement	Masks optional for patients/visitors.	Masks required with patient contact in inpatient/outpatient areas.	Masks required in all areas.
Non-COVID/ Non-PUI Inpatient Visitation Description	<ul style="list-style-type: none"> <li>■ Visitation restrictions lifted.</li> <li>■ Visitation returns to Pre-COVID policy.</li> <li>■ Each department may have specific criteria.</li> </ul>	<ul style="list-style-type: none"> <li>■ Two (2) visitors allowed for all inpatients per day.</li> <li>■ Visitor may be allowed for other patients depending on patient needs.</li> </ul>	<ul style="list-style-type: none"> <li>■ Two (2) visitors allowed for all inpatients per day.</li> <li>■ Visitor may be allowed for other patients depending on patient needs.</li> </ul>
Visitation Hours	<ul style="list-style-type: none"> <li>■ 9am – 9pm daily.</li> </ul>	<ul style="list-style-type: none"> <li>■ 9am – 9pm daily.</li> </ul>	<ul style="list-style-type: none"> <li>■ 9am – 9pm daily.</li> </ul>
All Outpatient Services	Per department policy	2 visitors permitted per day.	2 visitors permitted per day.
Overnight Visitor Criteria	<ul style="list-style-type: none"> <li>■ Overnight visitation returns to pre-COVID criteria.</li> <li>■ Each department may have specific criteria.</li> </ul>	<ul style="list-style-type: none"> <li>■ Minor patients under the age of 18 may have one (1) visitor overnight.</li> <li>■ Patients in Labor &amp; Delivery and/or family birth centers/postpartum may have one (1) visitor. (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.)</li> <li>■ Patients at end-of-life and/or in hospice/palliative care may have one (1) visitor overnight.</li> </ul>	
COVID+/PUI Inpatient and Outpatient	<ul style="list-style-type: none"> <li>■ Visitors are permitted for confirmed COVID-19 patients and Patients Under Investigation (PUI) being screened and awaiting results.</li> <li>■ 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.</li> <li>■ <b>Limitations may apply at discretion of Patient Care Team.</b></li> <li>■ <b>Exceptions may be escalated via Chain of Command, if deemed necessary.</b></li> </ul>		

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 according to Tier Level above while in any Houston Healthcare facility. Non-charcoal filtered vented mask are prohibited. Any patient, visitor or employee who arrives without an approved mask may be provided a surgical mask to replace or cover over any mask that does not meet the appropriate guidelines according to Tier above.

During High transmission levels, facility access points may be limited to main lobbies 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 assist visitors as needed and provide masks 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.

Effective: 09/01/2022



HOUSTON HEALTHCARE