UCSF Health COVID-19 Guidelines for Visitor Restrictions and Exceptions

I. PURPOSE:
To ensure the safety of our patients and staff, and in compliance with the San Francisco Ordinances on the Limitation of Hospital Visitors, we continue to limit the entrance of visitors to our Hospital and Ambulatory sites.
- UCSF will continue to limit when and where visitors are permitted and asks that only patients with specific caregiving needs bring a visitor with them when seeking medical care.
- The policy below clarifies the times when visitor restrictions can be lifted and clarifies the number and timing of allowed visitors
- Visitors who fail to comply with the policies below will be restricted from entering the premises

II. UCSF VISITOR POLICIES AND PROCEDURES:

A. General Visitation: Visitation for patient support without a “medical or caregiving necessity” is allowed only for patients in the ED, Inpatient and Perioperative Areas. Ambulatory visitors are only allowed “Necessary Visitation” as below. In approved areas under general visitation, patients regardless of condition, are allowed one visit per day. A patient may have up to one visitor on their approved list at one time. Switches can be made to another visitor every 24 hours. Visitors to adult patients can stay for visitor hours only from 11AM – 8PM and will be allowed to come and go on and off premises during visitor hours. In the Children’s Hospital and the Birth Center, general visitors (primary caregivers) are allowed 24 hours a day.

Process:
Ambulatory: Ambulatory patients are not allowed general visitation. Please see allowed visitors below under necessary visitation.
ED Patients: The ED is unable to allow general visitation at this time. Only visitors meeting criteria for “necessary visitation” are allowed. Switches with other caregivers are not permitted, unless by exceptional circumstance.
Procedural and Perioperative patients will be allowed one visitor as part of a surgical admission, come-and-go surgery and procedures/radiology. Due to space constraints in our recovery rooms and PACUs, for all procedures, visitors will be encouraged to wait in one of the designated waiting areas in a socially distanced fashion or off-site if waiting areas are full and will not be allowed into the PACU/procedural area, unless there is a need that meets “Necessary Visitation” criteria below. For inpatient surgeries, the PACU or bedside RN will have the responsibility of adding a designated visitor to the list to enable them to enter once the patient is transferred to the floor. Visitors will not be allowed to wait on hospital floors.
Inpatients will be allowed one visitor on their approved list as per the restrictions above. A patient’s bedside RN will have the ability to add a designated visitor to the list and then daily verify with patient and/or family the approved visitor for that day.

<table>
<thead>
<tr>
<th>Patient Population</th>
<th>Visitors</th>
<th>Hours/Duration</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Inpatient</td>
<td>One healthy visitor</td>
<td>11AM – 8PM</td>
<td>No overnight visitors</td>
</tr>
<tr>
<td>Pediatric Inpatient</td>
<td>One healthy visitor</td>
<td>All hours</td>
<td></td>
</tr>
<tr>
<td>Birth Center (L&amp;D/Maternity)</td>
<td>One healthy visitor</td>
<td>All hours</td>
<td></td>
</tr>
<tr>
<td>Emergency Department</td>
<td>No general visitation</td>
<td></td>
<td>Visitors are only allowed for patients with specific caregiving needs</td>
</tr>
<tr>
<td>Inpatient Surgery</td>
<td>One healthy visitor</td>
<td>During surgery hours</td>
<td>Must wait off-site or in designated waiting areas</td>
</tr>
</tbody>
</table>

Revised 14 August-2020
B. **Necessary Visitation (by approval only):** Patients who require a “necessary visitor” are eligible for special visitor exceptions upon approval by unit/clinic leadership. In special circumstances, visitors may be allowed in ambulatory settings and for longer duration and in greater numbers in the inpatient setting. Visitors will need to be approved by the receiving space prior to being allowed entry to the hospital. While waiting for approval, visitors must wait in designated waiting areas or off site.

**Process:**

**Ambulatory:** No visitors are permitted except in the following circumstances where (1) caregiver is required to accompany patient to his/her visit and/or treatment for “Necessary Visitation” exceptions below.

1. Family members of patients who are in Comfort Care/Hospice. Visitors of all ages are allowed.
2. Visits by anyone who is legally authorized to make decisions for the patient, whether by operation of a DPOA or conservatorship, or a surrogate decision-maker as recognized by the provider team for patients who lack decisional capacity.
3. Support persons for patients with developmental disabilities, physical disabilities/limitations or cognitive impairment who require assistance.
4. Support persons for patients who have delirium and/or dementia where the presence of the visitor is necessary to reduce the patient’s delirium, reduce the risk of falls or other injury, and otherwise reduce the risk of medical or clinical harm.
5. Visits by family and legal advisors to update a patient’s will or other legal papers.
6. Unique situations that may arise where the visitor need should be discussed with the on-site manager.
7. Evaluations for transplant that require a patient to bring a caregiver or other support person because the clinical team needs to ensure a comprehensive support system is in place and assess the support person’s ability to comply with the post-transplant expectations per UNOS and CMS guidelines.
8. For Pediatrics and the birth center: All patients with an appointment in a Pediatric clinic or Pediatric Infusion Center (this is not limited to patients who are <18 years of age due to instances when older patients may have developmental reasons that require a visitor/caregiver to accompany them)
9. For Orthopaedic Institute Surgery Center: All surgical patients may be accompanied by a caregiver or support person who is their source of transportation.

**Periprocedure/Radiology/Perioperative/PACU:** For inpatient and come-and-go surgeries, given space constraints, visitors to the PACU will be limited to necessary visits as below. Visitors for patients meeting exception criteria should be alerted to PACU Unit Director by the surgical clinic or Prepare prior to DOS. Approved visitors will be placed on the approved visitor list and then entered by the PACU RN on the DOS. DOS
approvals for visitors will be reviewed and approved by the Preop charge nurse. For Radiology procedures, a manual list should be brought down to the front desk daily. Ambulatory visitor workflow will be followed, entering the necessary visitor: reason and info (if available) in the patient appointment notes.

1. Visits by anyone who is legally authorized to make decisions for the patient, whether by operation of a DPOA or conservatorship, or a surrogate decision-maker as recognized by the provider team for patients who lack decisional capacity. Revised 20 July-2020

2. Support persons for patients with physical or developmental disabilities who require assistance (examples: hearing loss, wheelchair bound, LVADs, dementia, aphasia).

3. Minors allowed one adult visitor*.

4. Family members of patients who are in end of life care or experiencing an acute life-threatening event who, in the judgement of the provider team, is expected not to survive the current hospital stay.

5. Patients and family members who would benefit from face to face teaching either because of the complexity of the material or the needs of patient or caregivers.

6. Any obstetric ultrasound

*Unattended minors: adult patients with a minor will not be permitted to have the minor stay in the dept unattended; Pedi patients with parent and minor sibling will not be permitted to have the sibling stay in the dept unattended.

**Adult ED and Inpatients:** meeting the criteria below may be approved for additional visitors and visitors for extended hours under “Necessary Visitation.” Visits to COVID positive patients or those undergoing testing (PUI) will not be permitted except at the end of life.

1. Visits to a patient not expected to survive the current hospital stay, referred to below as “End of Life” (EOL). Visitors of all ages are allowed. (NOTE: patients do not need to be on comfort care).

2. Support persons for patients with cognitive impairment and/or other neurologic injury (e.g. stroke) or those who have developed hospital delirium, where the consistent presence of the visitor is necessary to reduce the risk of medical or clinical harm.

3. Support persons for patients with developmental disabilities who depend on continuous support person for medical care and/or support.

**Children’s ED, Birth Center and Inpatients:** meeting the criteria below may be approved for additional visitors and visitors for extended hours under “Necessary Visitation.” Visitors to COVID positive patients are strongly recommended to designate one caregiver at the bedside (not trade out). If this is not possible, allow caregivers to trade out as per our hospital policy. All visitors to COVID positive patients must adhere to the infection control guidelines below.

1. Caseworkers from DCFS, CPS

2. Complicated Discharge Needs—two primary caregivers allowed for teaching and coordination. Examples include, but not limited to:
   a. 24 hours of care for new trach patients
   b. Appointments with equipment vendors for training requiring multiple caregivers
   c. At time of discharge to assist with equipment coordination, if is a lift restriction for mother (postpartum), or disabled parent/caregiver.

3. MIBG—two primary caregivers allowed to split radiation load

4. Symptomatic primary caregiver if essential to care of the patient and no alternative can be identified
   a. Caregiver must wear mask at all times while on campus, including in the patient room
   b. Caregiver must stay in patient room at all times

5. Postpartum readmission to the Birth Center—primary caregiver and infant allowed for rooming in to promote initiation of breastfeeding

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6. End of Life
   a. Two primary caregivers are allowed at bedside
   b. An additional six visitors allowed when death is imminent, for total of eight. No more than four total people at the patient’s bedside at any time, and additional visitors should only swap with each other once.
7. Surgical cases where the patient will recover in a critical care setting—two caregivers are allowed for peri-op period and during immediate post-op period in ICU
8. Patient on ECMO during cannulation and decannulation
9. Patients with documented/diagnosed severe behavioral challenges who require a second caregiver to control behavior during peri-op period and while initiating inpatient admission. This may include during the inpatient stay with Patient Care Director discussion & approval.
10. Patients with two or more medical devices (FLIGHT patients) for peri-op period and while initiating inpatient admission
11. Patient deterioration, code, Med-Stat or RRT event until situation stabilizes
12. Juvenile Justice Center Minors Accompanied by ACPD (Alameda County Police Department)
13. As needed on a case by case if no alternative can be identified after consulting with unit director and patient care director
14. COVID + Birth Center patients who require care in an adult ICU would not be allowed to have a visitor, per the adult inpatient visitor restrictions.
15. Doulas will be allowed in addition to the one essential visitor for all Birth Center patients during the labor phase of the admission only.

For additional information guiding pediatric visitation, see the BCH-SF Caretaker and Patient Guidance in Appendix B.

Additional visitors to Adult and Children’s ED and Inpatient areas, allowed under “Necessary Visitation” must go through an approval process.

Step 1. Determine whether a requested visitor meets the exception criteria set out by DPH and UCSF as above
Step 2. Visitor exceptions MUST be reviewed with the unit director (adult) or hospital supervisor (peds) prior to granting visitors permission to visit
Step 3. RN Unit Directors & hospital supervisors are responsible for managing the exception visitor lists and facilitating visitor entry through screening & security
Step 4. Primary teams or SW MUST communicate to visitors the limitations on the numbers and timing of visitors along with the exception granted.

1. **STEP 2.** All “Necessary Visitor” requests MUST be reviewed with the nursing unit director or hospital supervisor prior to granting visitors permission to visit. This will ensure that they are added to the necessary visitation list and will be allowed through security. If a visitor meets the criteria and circumstances above, permission should be granted. For exceptions beyond the criteria above, or if denying a patient that meets the criteria please follow the escalation path below.
   - M-F: Regular business hours (0700-1800) UD/AUD approves exceptions for their unit(s)
   - Off hours and weekends (M-F, 1801-0659 and Sat, Sun, holidays) Hospital Supervisor approves exceptions for all IP areas
   - First escalation for UD/AUD/Hospital Sup is the PCD
   - Adult PCD will escalate to Kim Scurr/Adrienne Green for any complex requests or possible denials
   - Pediatric PCD will escalate to Steve Wilson and Diane VonBehren for Children’s Services.

2. **STEP 3.** After approval, visitor name(s) and contact will be added to patient in record in APeX by the Unit Director or Hospital Supervisor. Names will be visible to 1) Guest services who will be screening patients and visitors 2) Unit staff 3) Clinician teams. Currently, the unit directors will be responsible for managing the exception list of “Necessary visitors” for their unit.
3. **STEP 4.** There are restrictions on the numbers and duration of visitors to ensure patient and unit staff safety. It is up to the primary team to ensure visitors understand the limitations on number and timing of visitors.

<table>
<thead>
<tr>
<th></th>
<th>COVID + and – Patients at the EOL (patients may be, but are not necessarily comfort care)</th>
<th>Non-COVID/PUI patients with Delirium, Dementia, Neurologic Injury and Developmental Delay</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Adult ICU</strong></td>
<td>Patients at the EOL are allowed up to <strong>eight total</strong> visitors on their approved list for the remainder of their hospitalization and <strong>two</strong> visitors at a time (<strong>four</strong> for comfort care) including <strong>one</strong> visitor at a time to stay (but not sleep) overnight. Other visitors must wait in the cafeteria or off site.</td>
<td>A patient’s visitor is allowed to stay overnight, but sleeping accommodations will not be provided.</td>
</tr>
<tr>
<td><strong>Adult Floor</strong></td>
<td>Patients at the EOL are allowed up to <strong>eight total</strong> visitors on their approved list for the remainder of their hospitalization and (given the size of the rooms and lower nursing acuity) <strong>four</strong> visitors at a time, including <strong>one</strong> visitor at a time to stay overnight. Other visitors must wait in the cafeteria or off site.</td>
<td>A patient’s visitor is allowed to stay and sleep overnight.</td>
</tr>
<tr>
<td><strong>Children’s ICU and Floor</strong></td>
<td>Two primary caregivers are allowed at bedside. An additional six visitors allowed when death is imminent, for total of eight. No more than four total people at the patient’s bedside at any time, and additional visitors should only swap with each other once.</td>
<td>Pediatric Visitation is 24 hours/day</td>
</tr>
</tbody>
</table>

*EOL is defined as those not expected to survive the hospital stay, even with all available medical care.*

**Overnight is defined as between the hours of 8pm and 11am**

Visitor requirements may change based on patient condition and unit. For example, a patient who is near the end of their life and transferring to the ICU, may have new limits on family at the bedside. For patients whose prognosis improves, their visitors may become limited to one visitor under “General Visitation” guidelines.

**Guidance for General Visitation and Necessary Visitation:**

1. **Visit Duration:** For Adult General visitation, visitors are limited to Visiting Hours 11AM – 8PM. In the Children’s Hospital and the Birth Center, general visitors (primary caregivers) are allowed 24 hours a day. **Necessary visitation must be for as short duration of visit as appropriate, and based on urgent health, legal, or other issues that cannot wait until later.**
2. **Number of Visitors:** General Visitation visitors will be limited to a single person. Necessary Visitation Exceptions are limited to number’s in the table above.
3. **Visitor Screening:** All support persons / visitors must be screened for symptoms; those screening positive will **not** be permitted to visit and/or may be asked to leave the patient care areas. They will be given explanatory material including instructions on hygiene and social distancing, and a recommendation to seek care from their primary provider.
   - Note that given rapidly changing conditions and to avoid risk of bias, UCSF does not currently have restrictions based on visitor place of residence, travel to specific locations or restrictions for airplane travel. Visitors are expected to adhere to the CDC policy on 14-day quarantine for international travel.
   - Visitors of concern should be discussed with the entire care team to ensure that all clinicians have an opportunity to express their concerns or defer from in-person care as desired.
   - Concerns about specific visitors should be addressed to Kim.Scurr@ucsf.edu and Michelle.Mourad@ucsf.edu
4. **Visitor Responsibilities:** All support persons / visitors who qualify under these exceptions will receive the “Visiting Responsibly (APPENDIX 1)” instruction sheet, including direction on handwashing, mask wearing, social distancing, other infection prevention measures, and limitations on movement within the hospital. Visitors will be made to acknowledge their agreement with the Visiting Responsibility Sheet.
5. **Transportation:** For patients that rely on another person for transportation, instruct driver that they will be put in designated “visitor holding” areas at each campus (City Lights Room at 1st floor Millbury Union at Parnassus, 2356 Sutter Street Ida’s Café at Mt Zion, Mission Bay location TBD). Driver can also choose to drop off and return at end of appointment for pick up. Staff will collect drivers’ contact information so staff can communicate end of appointment time and coordinate pick up.

**Note:**
1. Forensic patients: Follow existing workflows, ensure security & patient are screened per established policies.
2. Service Animals: Patients must be screened for service animal per UCSF policy- no emotional support animals or pets accommodated under any circumstance.

### III. INFECTION CONTROL GUIDANCE FOR NURSING UNITS:

**For COVID NEGATIVE Patients:**
1. Unit staff should remind visitors they **MUST** wear a mask at all times when on the unit and adhere to social distancing guidelines. No additional PPE is required for visitors, unless otherwise dictated by their room precautions.
2. Any visitor found to not be wearing a mask should be reminded to do so with a warning that repeated reminders may result in loss of visitor privileges. Visitors who need repeat reminders should be escalated to unit leadership. Sleeping visitors are allowed to sleep without a mask if they are >6 feet away from the patient and out of the flow of unit staff.
3. Unit staff can recommend, but are **not required** to enforce, social distancing between patients and visitors, and do not need to restrict physical touch. Unit staff **do not** need to prevent materials brought from the outside: food, personal items from touching the patient.
4. Unit staff should try, as much as possible, to maintain social distancing between visitors and unit staff. If not possible due to the size of the room, unit staff should avoid physical contact and limit the duration of close contact.

**For COVID POSITIVE Patients:**
1. For adult services, visits to COVID positive patients or those undergoing testing (PUI) will not be permitted except at the end of life.
2. For BCH and the Birth Center, visitors to COVID positive patients are strongly recommended to designate one caregiver at the bedside (not trade out). If this is not possible, allow caregivers to trade out as per our hospital policy. All visitors to COVID positive patients must adhere to the infection control guidelines below.
   a. For details, review Appendix B. In summary, in addition to the requirements above, unit staff need to ensure visitors wear appropriate PPE (surgical mask, eye protection, gloves, gowns). The visitors should not be offered N95s because they have not been medically cleared or fit tested. **Visitors should remain in the room for the entirety of their visit.** Caretakers and support persons in the adult and pediatric hospitals should not leave the room unless at the time of discharge or in select circumstances to trade with the other caretaker; they will be provided meals in their room. Please see Appendix B for Pediatric Caretaker guidance.

**Scope of the Restriction**
The restriction applies to inpatient premises, “Premises” are the buildings, grounds, facilities, driveways, parking areas, and public spaces within the legal boundaries of each Hospital.
Dear UCSF Health Visitors,

Safety for all is our highest priority.

UCSF Health is doing everything we can to stop the spread of COVID-19. Our main goals are to provide excellent patient care and to create the safest environment possible. In order for us to do this, we need everyone to follow the visitation rules listed below. You may be asked to leave if you are not able to follow these rules.

All Visitors will be:

- Screened for symptoms **every time you enter the building**
  - Visitors who do not pass the screening questions **will not be permitted**
- Required to wear a **surgical mask at all times**; one will be provided upon entry
  - For those visiting patients who are on special precautions; gowns and gloves in addition to surgical masks may be required and will be provided by the patient care unit
- Asked to use **hand sanitizer** when entering all clinical buildings as well as going in and out of patient room
- **Not allowed to linger** in hallways or waiting rooms; limit travel within the building to patient room, cafeteria and/or restrooms
- Will follow **physical distancing** rules by keeping two arms lengths from other people when possible; please obey visual cues posted on floor, furniture and walls
- Agree to **follow these rules while visiting**

*Take Care. Be Kind. Stay Safe.*
APPENDIX B.

Pediatric Caretaker and Patient Guidance in the ED and Inpatient Setting

General Caretaker Principles

a) Screen all people accompanying a patient at the point of entry, using the UCSF visitor screening tool which includes symptoms, exposure to COVID-19, or known diagnosis of COVID-19.
   i. Exceptions include caretakers that have received a “Visitor Exception Letter.” As long as the visitor is asymptomatic and meets all other criteria, they may be cleared for visitation. The BCH Nursing Supervisor will have specific names on file.

b) Instruct caretakers to wear a surgical mask daily as per the universal masking policy enacted on 3/29/20
   i. https://infectioncontrol.ucsfmedicalcenter.org/sites/g/files/tksr4681/f/Surgical_Mask_Poster_8.5x11.pdf

c) Instruct caretakers to remain in the patient room.

d) There will be two caretakers on the visitor list:
   i. These two caretakers will be allowed to change once in a 24hr period.

   Contact the nursing supervisor for questions.

e) Family House or Ronald McDonald House are outside the scope of UCSF Hospital Epidemiology and Infection Prevention. Caregivers staying in that housing may share their and child’s information. The nursing supervisor and infection prevention will contact Family House for any COVID confirmed patients staying at their facility. For questions, please consult Social Work.

Emergency Room

a) Screen caretakers accompanying a patient at the point of entry for symptoms using the BCHK visitor tool, give them a surgical mask and instruct them how to wear and handle it properly.
   i. Wearing a surgical mask is required in the ED and Accelerated Care Unit

b) If the caretaker has a negative screen, they will be given a daily sticker to place on their Blue ED Parent badge.

c) If the caretaker has a positive visitor screening, they will be asked to leave. If this is not possible, instruct the visitor to wear the surgical mask and room them as soon as possible. We cannot refuse care.

d) If the caretaker is COVID-19 positive, they will be given a mask (they should have arrived in one) and tell them they need to identify an alternative caretaker to replace them. However, we cannot refuse care.
   i. If there is no alternate caretaker, place the caretaker in ‘Novel Respiratory’ or ‘Respiratory Illness’ isolation depending on whether the patient will need a continuous or intermittent aerosol generating procedure. If patient is on ‘Novel Respiratory’ isolation, place them in a negative pressure room.

e) COVID-19 positive transport options
   a) AMR – BLS ambulance with the crew in appropriate PPE. This may be covered by some insurance companies.
   b) Private car – transport must be done with all parties masked, windows down for the duration of the ride, and the car high touch surfaces disinfected at the conclusion of the ride.

Inpatient

a) Screen caretaker accompanying a patient daily at the point of entry for symptoms using the UCSF visitor tool, give them a surgical mask and instruct them how to wear and handle it properly.
   i. Ask caregivers to report new concerning symptoms including fever, chills, cough, trouble breathing, sinus congestion, runny nose, sore throat, nausea or vomiting, diarrhea, unexplained muscle aches, loss of sense of taste or smell, or eye redness or discharge that develops while they are in the hospital.
      a) If the caregiver becomes symptomatic at any time while they are in the hospital, seek an alternate caregiver (see Table 1 below).
      b) Symptomatic caretakers may be tested for COVID-19 as per the BCH visitor positive screening algorithm posted here: PROCEDURE FOR SCREEN POSITIVE ESSENTIAL CAREGIVERS/SUPPORT PERSONS FOR HOSPITALIZED PEDIATRIC

(a) Have caretaker call the COVID hotline (415) 514-7328 and select category for UCSF Patients during the hotline hours – and provide the code “BCHSF Essential Caregiver Group”
   -Monday through Friday 8 am-5 pm
   -Saturday and Sunday 8 am-2 pm
   - If caretaker cannot call themselves, with their permission, a member of the team can call on their behalf
   - The COVID hotline will communicate directly with the caretaker and schedule an appointment for testing
   - COVID hotline will communicate test results during business hours. Pediatric attending can look up parent testing results and share with family. If parent is positive in critical care, information needs to be communicated in a timely fashion to manage visitation.
   - If caregiver is positive, assess if staying at Family House and follow protocol to notify Family House.

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- If initial test results are negative, recommend re-testing if caregiver becomes symptomatic.

ii. Instruct caregivers to perform diligent hand hygiene including while in the room and upon leaving the room.

b) Give caretakers a surgical mask daily as per the universal masking policy.

i. Social distancing is still required in addition to masking.

ii. Explain the rationale for wearing a surgical mask, which includes the inability to social distance in the hospital setting.

iii. Instruct caretakers to wear a mask at all times

a) If caretakers refuse to mask, refer them to the charge nurse

   (a) If charge nurse intervention is unsuccessful, escalate to nursing leadership

b) If the caretaker cannot mask all the time, instruct them to mask while healthcare workers are in the room.

c) While sleeping, caregivers do not need to wear a mask if they are greater than 6 feet away from the healthcare worker. If the caregiver is within 6 feet of the patient, they should sleep with a mask on.

c) Caretakers will remain in the patient room. Exceptions include:

i. Going to the bathroom/shower facilities in critical care areas

ii. When leaving the hospital

iii. To café, Ronald McDonald House or family lounge for meals

iv. Laundry facilities—only one family should be in the laundry area at any time to preserve social distancing. Laundry may only be done once per week per family. Any items that require daily laundering should not be used.

d) Additional considerations

i. If a patient has a COVID-exposed flag

   a) Explain the rationale for wearing PPE in the patient room

      (a) The following provisions are especially important for non-exposed caretakers/visitors

      (b) Protects wearer from infection including in higher risk situations, including:

         (i) If patient is getting an aerosol generating procedure and is COVID-19 infected

         (ii) If patient is COVID-19 confirmed

   (c) Review the universal masking policy as per above

      (i) Offer and provide PPE (eye protection, surgical mask, gloves, gown).

         (a) Review appropriate donning/doffing

         (b) N-95 masks should not be offered because the caregiver is not medically cleared nor fit tested

         (c) Provide just in time coaching for donning and doffing

ii. If a patient is on ‘Novel Respiratory’ isolation or ‘Respiratory Illness’ isolation including if patient is COVID-19 confirmed:

   a) If patient is COVID-19 confirmed, please refer to caretaker of COVID-19 confirmed patients checklist

   b) Explain that if the patient has COVID-19, remaining in the room puts them at risk of acquiring COVID-19 especially if patient is getting an aerosol generating procedure

   c) Explain the rationale for wearing PPE in the patient room including that it lowers but does not eliminate the risk of infection if the patient has COVID-19.

     (a) Review the universal masking policy as per above and

        (a) Offer and provide additional PPE (eye protection, surgical mask, gloves, gown)

        (b) N-95 masks should not be offered because the caregiver is not medically cleared nor fit tested

        (c) Review appropriate donning/doffing

        (d) Provide just in time coaching for donning and doffing

     (b) The caretaker should not leave the room unless to go to the bathroom in critical care areas, to leave the hospital, or if applicable trade out with the other caretaker

     (c) See below for details in the caretaker of COVID positive patients checklist below.

e) Patients

i. Our Universal Masking policy does not extend to all pediatric patients:

   (a) Upon entry to the hospital, patients that are greater than 5 years old be offered a mask.

      Younger patients greater than 2 of age but less than 5 years can be offered a mask if they can tolerate it and safely wear it. Patients less than or equal to 2 years should not be masked.

      (a) Children 3-12 years old should be supervised when wearing a mask

   b) As per our current policies, patients who are symptomatic should be masked or, if too young to mask, covered with a blanket while in common areas (hallways, off the unit for procedures) if safe.
c) For asymptomatic patients, they can be asked to mask as tolerated/safe/appropriate for age, including
(a) When they are in common areas (hallways, off the floor for procedures)
(b) When a healthcare worker enters the room

ii. ALL patients should stay in their rooms except as needed for procedures
a) Exceptions can be made (mental health, need for conditioning, etc.) after risks/benefits are discussed with the primary team and unit leadership.

<table>
<thead>
<tr>
<th>Patient COVID Status</th>
<th>Caregiver Exposed</th>
<th>Caregiver Symptomatic?</th>
<th>Allowed to Visit?</th>
<th>Number of caretakers</th>
<th>Caregiver PPE</th>
<th>Test Caregiver?</th>
<th>Visit Restrictions?</th>
</tr>
</thead>
<tbody>
<tr>
<td>COVID +</td>
<td>No (lives in different house, has not been in contact with the patient.)</td>
<td>No</td>
<td>Yes</td>
<td>Recommend one for the admission. If extenuating circumstance and need to rotate, follow BCH visitor policy.</td>
<td>Surgical mask, eye protection, gloves, gown</td>
<td>No, unless symptoms develop</td>
<td></td>
</tr>
<tr>
<td>COVID +</td>
<td>Yes</td>
<td>No</td>
<td>If non-exposed caretaker not available.</td>
<td>Recommend one for the admission. If extenuating circumstance and need to rotate, follow BCH visitor policy.</td>
<td>Surgical mask, eye protection, gloves, gown</td>
<td>Yes on admission and 14 days after caretaker wears PPE, refer to COVID hotline (415) 514-7328, ask them to provide code “BCH Caregiver group”</td>
<td></td>
</tr>
<tr>
<td>COVID +</td>
<td>Yes</td>
<td>COVID+</td>
<td>No. If non-exposed, asymptomatic caretaker not available, discuss case with unit leadership/infection prevention.</td>
<td>Recommend one for the admission. If COVID + caretaker remains at the bedside, cannot rotate caretakers</td>
<td>Surgical mask, especially when HCW enters the room</td>
<td></td>
<td>May not leave room except at discharge or if in critical care to go to the bathroom</td>
</tr>
<tr>
<td>COVID -</td>
<td>Unknown</td>
<td>Yes</td>
<td>No. Identify asymptomatic caretaker.</td>
<td>Per BCH visitor policy</td>
<td>If needs to be at the bedside, surgical mask at all times.</td>
<td>Yes, refer to COVID hotline (415) 514-7328, ask them to provide code “BCH Caregiver group”</td>
<td></td>
</tr>
<tr>
<td>COVID -</td>
<td>Unknown</td>
<td>COVID+</td>
<td>No. Identify asymptomatic caretaker.</td>
<td>Per BCH visitor policy</td>
<td>If needs to be at the bedside, surgical mask at all times.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COVID +/-</td>
<td>Unknown</td>
<td>Yes, COVID -</td>
<td>No, if asymptomatic caretaker not available, discuss case with unit leadership/infection prevention,</td>
<td>Per BCH visitor policy</td>
<td>If needs to be at the bedside, surgical mask at all times.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COVID exposed</td>
<td>Unknown</td>
<td>No</td>
<td>If caretaker also exposed, seek alternate caretaker unless exposure happened at UCSF Health in which caretaker would be allowed to visit and receive exemption letter</td>
<td>Per BCH visitor policy</td>
<td>If exposed caretaker needs to be at the bedside, surgical mask at all times, If non-exposed caretaker, wear surgical mask, eye protection, gloves, gown</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COVID -</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Per BCH visitor policy</td>
<td>Surgical mask, especially when HCW enters the room</td>
<td></td>
<td>None, unless patient has COVID-19 symptoms in which may not leave room except at discharge or if in critical care to go to the bathroom</td>
</tr>
<tr>
<td>COVID pending</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Per BCH visitor policy</td>
<td>Surgical mask, especially when HCW enters the room</td>
<td></td>
<td>None, unless patient has COVID-19 symptoms in which may not leave room except at discharge or if in critical care to go to the bathroom</td>
</tr>
</tbody>
</table>

Table 1. Summary of Caretaker Recommendations by Patient COVID status
Caregivers of COVID-19 Confirmed Patients Checklist

1) Number of caretakers and symptom screening
- Is there a non-exposed asymptomatic caretaker that can take the place of the exposed parent(s)?
- If not, then an exposed asymptomatic caretaker will be allowed at the bedside.
- If there are no asymptomatic caretakers, further discussion will be had with the unit leadership and infection prevention
- Strongly recommend one designated caretaker at the bedside (not trade out). If this is not possible, allow caretakers to trade out as per our hospital policy.

Symptoms:
- Confirm that designated caretaker(s) are asymptomatic
- Instruct them to report COVID-19 symptoms as soon as they develop and refer them for COVID testing
- Parents will get a daily symptom screen as per hospital policy

- If patient being transferred in, then transfer center asks these questions
- If patient admitted from the ED, ED does this screening or sends caretaker to lobby for screening
- If patient directly admitted, unit asks these questions or sends caretaker to lobby for screening

2) Huddle
- Unit leadership sets up huddle that includes clinical team, RN and MD leadership of the unit, patient care director, nursing supervisor, infection prevention. See standard work in Appendix C.

3) PPE
- Unit reviews that remaining in room of COVID-positive patient puts caretaker at risk for infection with COVID-19
- Unit reviews this information with the caretaker:
  - While in the hospital caretaker needs to wear surgical mask and perform diligent hand hygiene while entering and exiting the patient room as per hospital recommendation
  - While in the patient room caretakers to wear a surgical mask, eye protection, gloves, gown
    - Caretakers not to wear N95s because they are not medically cleared nor fit tested
    - Instructs them how to don and doff
    - Provides just in time coaching on PPE and hand hygiene
  - If caretaker cannot comply with PPE and hand hygiene recommendations, escalate to unit leadership. If caretaker is unable to comply after escalation, visitation privileges may be revoked.

4) Additional instructions
- Caretaker needs to stay in the room at all times unless leaving the hospital
- Or, in critical care areas to go to the designated bathroom
  Designate path of travel and instruct parents to proceed directly there, perform diligent hand hygiene and remain masked
  If caretaker cannot comply with path of travel, hand hygiene and masking, escalate to unit leadership. If caretaker is unable to comply after escalation, visitation privileges may be revoked.

5) Per a SFDPH Health Advisory dated 5/5/20, testing of asymptomatic COVID close contact is recommended. Given this, we recommend testing of the asymptomatic caretaker with the patient at the bedside. In addition if a caretaker develops symptoms, they should be referred for testing.
- Team to collect names and DOB of caretaker (email it to Manisha Israni, Michael Helle, Lynn Ramirez, Amy Nichols, Nicole McNeil, Carolyn Caughell)
- Have caretaker call the COVID hotline (415) 514-7328 and select category for UCSF Patients during the hotline hours – and provide the code “BCHSF Essential Caregiver Group”
  -Monday through Friday 8 am-5 pm
  -Saturday and Sunday 8 am-2 pm
- If caretaker cannot call themselves, with their permission, a member of the team can call on their behalf
- The COVID hotline will communicate directly with the caretaker and schedule an appointment for testing
- COVID hotline will communicate test results during business hours. Pediatric attending can look up parent testing results and share with family. If parent is positive in critical care, information needs to be communicated in a timely fashion to manage visitation.
- If initial test results are negative, recommend re-testing if caregiver becomes symptomatic.

6) Department of Health Reporting
Infection Prevention will report COVID positive patient to the Department of Health. The Department of Health will provide the family additional guidance and recommendations for close contacts.

7) Useful patient facing links

Revised 14 August-2020
APPENDIX C.

BCHSF Standard Work for the COVID Confirmed Patient Huddle

Attendees: Unit Nursing leadership, Unit MD leadership, Primary team attending, Patient Care Director, Nursing Supervisor, Infection Control, Social Work, Case management, charge RN, bedside RN

Introduction: We are here to discuss the following patient, ___________________. Their primary language is ___________. They tested positive from ______________________ (institution) after presenting with _______________. They are currently asymptomatic / symptomatic and are / are not receiving aerosol generating procedures. The date of their symptom onset was ________. (Please add any other hospitalization/clinical status updates).

Review the following topics:

✓ Has DPH been notified and if so, have they communicated any recommendations?
  o Infection prevention routinely reports COVID positive patients to SFDPH and the patient’s local DPH
  o Any additional input from DPH?

✓ Caregiver status:
  o Review checklist before huddle:
  o Which caretaker is here with the patient?
  o Is the caretaker exposed to COVID? If yes, are there any non-exposed asymptomatic caretakers to available?
  o Does the caretaker have any COVID concerning symptoms?
  o Has someone reviewed COVID-19 symptoms they should report to the team if they were to develop?
  o Has this caretaker had a COVID test and if so when was the date and result of the last test?
  o Does the caretaker require COVID testing?
    ✓ Team to collect names and DOB of caretaker (email it to Manisha Israni, Michael Helle, Lynn Ramirez, Amy Nichols, Nicole McNeil, Carolyn Caughell)
    ✓ Have caretaker call the COVID hotline (415) 514-7328 and select category for UCSF Patients during the hotline hours – and provide the code "BCHSF Essential Caregiver Group"
      o Monday through Friday 8 am-5 pm, Saturday and Sunday 8 am-2 pm
    ✓ **If caretaker cannot call themselves, with their permission, a member of the team can call on their behalf**
    ✓ The COVID hotline will communicate directly with the caretaker and schedule an appointment for testing
    ✓ COVID hotline will communicate test results during business hours. Pediatric attending can look up parent testing results and share with family. If parent is positive in critical care, information needs to be communicated in a timely fashion to manage visitation.
    ✓ If initial test results are negative, recommend re-testing if caregiver becomes symptomatic.
    ✓ After the appointment, will they need an exception note?
    ✓ If positive, is there another, non-exposed caregiver to relieve them?
    ✓ If all caregivers exposed, what is the visitation plan?
Review risk of being exposed and becoming infected to COVID, provide rationale for PPE, instruct caregiver how to don/doff PPE, give caregiver PPE (gown, gloves, mask, and eye shield), inform them that they must wear it at all times, and provide just in time coaching for PPE. Provide new PPE every shift. **Any caregiver concerns about wearing PPE?**

- Remind caregiver that they must stay in the room at all times and inform leadership if they must leave.
- Provide guest dietary trays for the caregiver.

- Is there a potential for the patient to leave the unit for a procedure?
- Are there any barriers to the care of this patient?
- Any comments or concerns from the group?
- Is there a need for additional huddles during the admission?
- Are there any safety concerns? **STOP for safety**

**Wrap Up**
The host of the huddle will then recap the plan and make sure that everyone understands the plan.