

## **COVID-19 UNMH Visitor Policy: Effective February 22, 2021**

UNM Sandoval Regional Medical Center (SRMC) is following guidelines created by the Centers for Disease Control and Prevention and the New Mexico Department of Health. We are working to make sure staff and resources are ready to care for our New Mexico community.

During the COVID-19 pandemic, we encourage patient family members to use phone calls, FaceTime, Skype, WhatsApp and other online platforms to stay in touch with their loved ones in the hospital.

**Effective 2/22/21**, all SRMC Visitors are required to **wear a hospital-provided procedural mask** when they enter our facilities. Masks must be worn in all common areas including hallways, public bathrooms, and waiting rooms.

### **All Visitors:**

- Must be **screened for symptoms** when they enter our facilities.
- Visitors may be asked to not wait in the waiting rooms due to space constraints and need to maintain safe social distancing.
- Visitors should wait in their cars if unable to be in a patient's room and must stay in the patient's room while visiting.
- **No visitor** will be allowed to enter our facilities if they have a fever or are not feeling well.

**We appreciate your help and patience to make sure our hospital is safe for all patients and staff.** This policy may change based on our daily review of COVID-19 community spread.

## **Additional Visitor Rules For Specific Departments:**

### **Emergency Department and Outpatient Clinics**

- **Emergency Department:**
  - Patients may have one visitor when in single patient rooms for support or assistance if needed or at the discretion of the clinician.

- Visitors may not wait in the waiting rooms due to space constraints and need to maintain safe social distancing.
- **Outpatient Clinics (including Outpatient Behavioral Health):**
  - One visitor may attend the clinic visit with a patient for support or assistance, if needed.
  - Patients will be escorted to exam rooms as soon as possible.
- **Pediatric:**
  - Parents or guardians (max. 2 adults) may accompany the patient.
  - Providers or Clinic Directors may make exceptions for specific situations.

## Inpatient Units

- **General Adult Inpatient Units**
  - One visitor is allowed per patient and per day for support or assistance if needed or at the discretion of the provider.
  - Visiting hours are between 11 a.m. and 7 p.m.
  - All visitors must be 14 years of age or older.

## Inpatient Units for Adult COVID-19 Care

- Visitors are **not** allowed to visit COVID-19 positive patients or patients who are waiting to find out if they have COVID-19.  
We recommend you stay in touch through video visits.

## All Patients Undergoing End-of-Life Care

- The patient may have 2 groups of 3 visitors, one after the other. The unit manager or charge nurse will arrange this process.
- All visitors must **stay in their cars** until it is their turn to visit.
  - All visitors must **stay in the patient room** during the visit.
  - All visitors must follow SRMCs **hand washing rules**. Please use hand gel or wash with soap and water before you enter the patient's room.
  - Avoid touching any surfaces before you enter the patient's room.
- When possible, the unit staff should tell Security (505-994-7755) about the next group of visitors coming in for the patient.
- This visitor policy follows the New Mexico Governor's 5 people gathering rule.
  - This includes the patient, 3 visitors and 1 nurse.