COVID-19 UNMH Visitor Policy Starting June 26, 2020

The University of New Mexico Hospital (UNMH) 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.

Starting on June 26, 2020, all UNMH visitors –

- Are required to wear a mask when they enter our facilities.
- Must be screened for symptoms when they enter our facilities.
- 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 UNMH Departments

**Emergency Department, Urgent Care and Outpatient Clinics**

- No visitors are allowed in the Emergency Department (ED), Urgent Care, outpatient clinics or in the waiting rooms for these areas. This is because of space limitations and social distancing rules.
- For pediatric outpatient clinics – one parent or guardian may stay with the patient.
- The nurse supervisor may make exceptions for specific situations.

**General Adult Inpatient**

- One visitor is allowed per patient and per day.
- Visiting hours are between 11 a.m. and 7 p.m.
- All visitors must be 14 years of age or older.
Inpatient Pediatrics
- Both parents or guardians are allowed in the patient room.
- Parents or guardians can visit their child 24 hours, 7 days a week.
- All visitors must wear masks when they enter the hospital. They must be worn in all common areas including hallways, public bathrooms and waiting rooms.

Labor & Delivery and Maternity
- For Labor and Delivery (L&D) patients – you may have one significant other in the room and a doula, if you request one during labor.
- For Maternity patients – you may have one significant other in the room 24 hours, 7 days a week.

Behavioral Health
- No visitors are allowed in the Psychiatric Centers. This is because of the communal living environment and space limitations.
- Rare exceptions may be made. The administrator on call (AOC) makes this decision with physician leadership.

Inpatient Adult for 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 director or nurse supervisor 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 UNMH’s 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 Dispatch (505-272-2160) 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.