COVID-19 REVISED VISITATION GUIDELINES

The health and well-being of our patients, visitors, employees, and communities are our top priorities. Therefore, in line with the latest national and state safety protocols, we have revised our visitation guidelines, effective February 18, 2022. Virtual visits remain the safest form of interaction during the COVID pandemic, and Jackson staff is committed to providing the equipment, attention, and support necessary to arrange those calls.

Understanding that in-person visitation is an important part of some patients’ decision to receive care and recover effectively, limited visitation is allowed using criteria that meet or exceed national guidelines for safety. If a patient has a special situation and needs an exception to these guidelines, they must speak to a chief executive officer, chief operating officer, chief medical officer, chief nursing officer, associate chief nursing officer, or administrator in charge.

EMERGENCY DEPARTMENT VISITATION GUIDELINES

- Visitors are not allowed in the adult emergency departments.

GENERAL VISITATION GUIDELINES

- All visitors must have a scheduled appointment, visitation with a current patient, or emergency requiring medical attention. Visits for other purposes such as visiting our gift shop or dining facilities are not permitted.

- All visitors will be screened and have their temperature taken at the facility entrance. Visitors who are sick or experiencing fever, runny nose, persistent cough, shortness of breath, nausea, vomiting, and/or diarrhea will not be allowed to enter our hospitals. Guests with a confirmed or suspected COVID-19 diagnosis or who have had direct contact with someone with a confirmed or suspected COVID-19 diagnosis will also be denied entry. Once they have completed the screening process, visitors will receive a guest badge and be directed to their destination.

- All visitors must wear a mask covering their nose and mouth at all times while in our facilities. Neck gaiters and masks with exhalation valves are not acceptable substitutes, and Jackson will provide a disposable mask instead.

- Visitors are not permitted to bring bags into our facilities.

- Patient food that is brought into our facilities should comply with IP policy #222.
• All visitors must be at least 18 years old.
• All visitors must follow the physical distancing, hand hygiene, and personal protective equipment (PPE) guidelines set at each of our facilities.

• Before exiting our facilities, visitors must check out at a security station to ensure their loved one can receive another visitor.
• Adult patients with a confirmed or suspected COVID-19 diagnosis are not allowed any visitors while in our care.
• Pediatric patients with a confirmed or suspected COVID-19 diagnosis may have one parent/guardian present at all times while in our care. Parents/guardians must follow the PPE guidelines and remain in their loved one’s room at all times.

INPATIENT VISITATION GUIDELINES

• Hospitalized adult patients may have one (1) healthy visitor at a time from 9 a.m. to noon and from 5 to 9 p.m. Additional visitors must wait outside the building or come at a different time.
  • Staff on the unit will notify visitors 15 minutes before the end of the visitation period.

• The visitor for a patient with a scheduled procedure must remain in a designated lounge while the patient is being cared for. At the end of the procedure, a member of the patient’s care team will let the visitor know that it is safe to visit their loved one in their room. The designated lounge areas at each facility are:
  • Jackson Memorial Hospital: Central building, room 130
  • Jackson South Medical Center: Hospital lobby and surgical waiting room
  • Jackson North Medical Center: Hospital lobby and surgical waiting room
  • Jackson West Medical Center: Second-floor waiting area
  • Holtz Children’s Hospital & The Women’s Hospital at Jackson Memorial: East Tower 4 family lounge
  • Visitors are allowed to leave the waiting area or patient room for meals and to use the restroom. They must return promptly once they are done.

• Adult patients are not allowed overnight visitors.

• Visitors who leave the facility must be re-screened in order to re-enter.

BEHAVIORAL HEALTH VISITATION GUIDELINES

• Jackson Behavioral Health Hospital: Inpatient behavioral health patients – both adults and children – may have one (1) healthy visitor for one (1) hour per day:
  • Visitors are welcome from 5 to 6 p.m. for patients whose last names begin with A-M.
  • Visitors are welcome from 6 to 7 p.m. for patients whose last names begin with N-Z.

• Jackson South Medical Center: Inpatient behavioral health patients may have one (1) healthy visitor from 6 to 7 p.m. daily.
OUTPATIENT VISITATION GUIDELINES
• For scheduled outpatient appointments, guests are not permitted. One guest is permitted only if the patient:
  • Is a minor.
  • Requires help from a caregiver.
  • Requires escort from law enforcement due to being in legal custody.

LONG-TERM CARE VISITATION GUIDELINES
• Visitation is allowed in our long-term care facilities, as directed by state and AHCA requirements.

VISITATION POLICY EXCEPTIONS
• Patients with physical, intellectual, developmental disabilities and/or cognitive impairments may have one healthy support person present whenever medically necessary.

• Labor and delivery patients may have one healthy visitor at all times, including overnight.

• All pediatric patients may have one healthy parent/legal guardian during the day and one healthy parent/legal guardian overnight.
  • Babies in the Newborn ICU may have one healthy parent/legal guardian at the bedside at all times.

• Inpatient rehabilitation patients may have one healthy visitor allowed at all times, including overnight, and may have one healthy visitor during the discharge process for competency training.

• Patients being discharged following LVAD or transplant surgery may have one healthy adult visitor during the discharge process for competency training.

• For patients at the end of life, including on comfort care or soon transitioning to comfort care, the exceptions are as follows:
  • If the patient does NOT have a confirmed or suspected COVID-19 diagnosis, and is the parent or legal guardian to a child under the age of 18:
    • One (1) child at a time may visit while accompanied by one adult. Both visitors must meet the screening criteria.
  • If patient has a confirmed or suspected COVID-19 diagnosis:
    • One (1) healthy adult visitor allowed during visiting hours.
    • Additional visitation decisions will be made following a review by the chief nursing officer or associate chief nursing officer.