

## Phelps Health ICU Visitor Restrictions

**No visitors will be allowed inside the Phelps Health ICU with the exception of patients in imminent, end-of-life situations.**

In addition, the following guidelines have been put in place as a reference for families:

- There is no access for family members or support persons to stay inside the hospital. The waiting rooms are closed.
- If a patient is able, staff will assist the patient with video calls (i.e. FaceTime) on the patient's personal device.
- A designated family member will be assigned as the point of contact for each patient. This family member (point of contact) will receive patient updates provided by the ICU staff throughout the day.
  - ICU staff will call and notify the designated family member (point of contact) of any change in the patient's condition.
  - In order to ensure our focus on patient care, the designated family member (point of contact) may call the ICU for updates every four hours between the hours of 7:00 PM to 8:00 AM.
  - The designated family member (point of contact) will be notified during all hours of any changes to the patient's condition.

### End-of-Life Patient Guidelines for Family

**Only one support person** will be allowed to be at the bedside of an end-of-life patient.

In addition, the following information has been put in place as a guideline for family members:

- Family members can elect to rotate the one support person allowed to be at the bedside, provided that one support person leaves and sends another individual into the visitor assessment area for a wellness screening (including checking for fever or respiratory symptoms). **No two visitors are allowed to be in the ICU at the same time.**
- There is no access for family members or support persons to stay inside the hospital. The waiting rooms are closed.