

Updated: March 12th, 2020. 4pm

LIFESPAN COVID-19 VISITOR POLICY

Due to the evolving COVID-19 situation, this patient visitor advisory may be updated frequently. Please continue to check for any updates.

Changes to this policy should be directed to both:

Sajeev Handa , MD, SFHM Shanda@lifefspan.org &

Nidia Williams, PhD, MBB, CPHQ, FNAHQ Nwilliams4@lifefspan.org

Please do not forward any information pertaining to this policy directly to communications

POLICY ADDITIONS/REVISIONS

3.10.2020

Appendix II – Visitor/Patient Screening Form revised

NEW Appendix VII - Política para visitantes del Departamento de Emergencia de Lifespan

3.11.2020

Appendix II – Visitor/Patient Screening Form revised

NEW OUTPATIENT SERVICES POLICY

NEW LETTERS TO PATIENTS & FAMILIES

NEW Appendix III – Pediatric Outpatient/Clinic Appointment Screening Instructions

NEW Appendix XI - Política para visitantes del Departamento de Emergencia de Lifespan - Pediatría

3.12.2020

Appendix II – Visitor/Patient Screening Form revised

Section 2 Lifespan Emergency Departments revised

NEW Section 7: Transplant Services - RIH

RHODE ISLAND-HASBRO CHILDREN'S/MIRIAM & NEWPORT HOSPITALS

SECTIONS

A. INPATIENT/EMERGENCY ROOM SERVICES

1. Lifespan Hospitals Adult Critical Care and Inpatient Floors/Hasbro Children's Hospital
2. Lifespan Emergency Departments
3. Newport Hospital Birthing Center

B. OUTPATIENT SERVICES

4. Adult Ambulatory Services
5. Pediatric Ambulatory Services
6. Lifespan Physician Group Practices off Hospital Campuses
7. Transplant Services – RIH

C. OTHER

8. Students, Vendors, Contractors, Interpreters, OR/Cancer Center, Volunteers

APPENDICES

All Appendices have PDF versions on the Intranet below the listing of this Policy

- I. Press Release Letter
- II. Visitor/Patient Screening Form
- III. Pediatric Outpatient/Clinic Appointment Screening Instructions
- IV. COVID 19 – Attestation of Good Health
Letters to Patients and Families
- V. Adult Inpatient Units
- VI. Hasbro Children's Hospital
- VII. Birthing Center at Newport Hospital
General
- VIII. Talking Points for Use when Screening Visitors
- IX. Política para visitantes del Departamento de Emergencia de Lifespan
- X. Política para visitantes del Departamento de Emergencia de Lifespan - Pediatría

SECTION 1

ADULT CRITICAL CARE AND INPATIENT FLOORS

This policy applies to all inpatient care units, including critical care, the behavioral health floors and the Inpatient Rehabilitation Facilities

- At this time, no visitors are allowed in the hospital.
- In specific circumstances, such as end-of- life care or a patient in need of a medical guardian/decision-maker, care teams will have latitude to make the appropriate decisions.
 - If the patient's condition requires the visitor to wear a mask during the visit, a paper bag will be issued for the visitor to take the mask home. The visitor is expected to reuse the mask for each visit, as long as the mask is functional.
- No visitor will be allowed to visit if they have any flu-like symptoms such as cough, sore throat, or fever, regardless of the source of those symptoms. No children under the age of 18 will be allowed to visit.
- Visitors in violation of these rules will be removed from the premises.
- In the event of the need for a family meeting for the discussion of medical decision-making, family members will be asked to participate by phone from home.

However, even in the case of exceptions, any family member or visitor with a travel history to mainland China, South Korea, Iran, Italy or any of level 1, 2 or 3 areas as outlined by the CDC in the last 14 days are **not** allowed to enter the hospital. This information is constantly updated on the CDC website and may be found in the following link: <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

HASBRO CHILDREN'S HOSPITAL

Only two identified individuals (e.g. parent/guardian/medical care-giver) may be with the patient for the entire stay. Only one of these individuals may visit at a time

SECTION 2

LIFESPAN EMERGENCY DEPARTMENTS

General Criteria:

Accompanying patients who are not a PUI: One visitor may initially accompany the patient, continued visitation for exceptions (parent, guardian, or healthcare proxy).

Accompanying patients presenting as a PUI or suspected PUI:

- Critically Ill patients – 2 family members, of which one is the healthcare proxy. Exceptions in the case of dying patients.
- Asymptomatic or mildly symptomatic patients – One visitor may initially accompany the patient, continued visitation for exceptions (parent, guardian, or healthcare proxy). Visitors will be restricted to the patient's room. Any visitor not necessary to the care of the ED patient should be encouraged to leave and make him/herself available by phone.

Visitors will be screened by the CDC/DOH criteria for Coronavirus. Anyone who screens positive will not be allowed to enter the Emergency Department unless they are the only parent, guardian or healthcare proxy of the patient. The screening criteria are:

- ***Anyone with a travel history to an area with widespread or sustained COVID-19 in the last 14 days are not allowed to enter the Emergency Department.***
- ***Anyone who has had contact with someone who traveled to those areas and returned in the last 14 days and who is ill.***

General Guidance:

- When in question, the healthcare proxy determines the visitors.
- Visitors will be given a standard wristband or Visitor Pass associated with the patient they are accompanying.
- Visitors with a PUI will be restricted to the patient's room and unable to utilize any other ED or hospital resources (bathroom, cafeteria, etc.)
- Visitors with no concerning travel history but symptoms of sniffing, sneezing, coughing, or fever will be asked to wear a mask during the entire ED visit.
- Pregnant, immunocompromised, or elderly (age >60) visitors and siblings will be discouraged from entering.

SECTION 3

NEWPORT HOSPITAL BIRTHING CENTER

Temporary limitation of visitors to The Birthing Center

- Only the birthing partner and a Doula, if pre-approved, will be allowed on the Birthing Center.
- A wrist band will be provided and will include the patient's last name and the last 4 digits of the MRN. The band must be worn to allow access to the Birthing Center.
- If the mother's condition requires the visitor to wear a mask during the visit, a paper bag will be issued for the visitor to take the mask home. The visitor is expected to reuse the mask for each visit, as long as the mask is functional.
- Visitors will be screened using the standard criteria for visitor screening.
- Every visitor must be checked in at the desk prior to visiting and must show their wrist band.
- After 8 pm, no visiting is permitted.
- No visitor will be allowed to visit if they are sniffing, sneezing or coughing, regardless of the source of those symptoms. No children under the age of 12 will be allowed to visit.
- Visitors in violation of these rules will be removed from the premises.
- Exceptions may be made at the sole discretion of the medical/ nursing team.

SECTION 4

ADULT AMBULATORY SERVICES

Guidelines for Visitation

To align with the temporary changes to Lifespan visitation policies at all hospitals, here are guidelines for adult hospital-based ambulatory clinics, Diagnostic Imaging and Adult LPG practices located within the hospital.

- To protect patients and staff from potential exposure during the COVID-19 outbreak, we are restricting visitation in the ambulatory setting.
- If **instrumental** to the patient's care, one visitor—a family member, proxy or guardian--will be allowed to accompany the patient.
- We encourage patients to avoid bringing children to our practices unless the child is the patient. However, there may be circumstances where this is not possible.
- Any family member, proxy or guardian accompanying a patient shall be prescreened. If the visitor screens positive, they will not be allowed to enter the clinic.
- No other visitors will be allowed in the ambulatory practices, including the waiting rooms or common areas.
- Pre-visit call screenings are encouraged for all patient visits. If a patient does screen positive cough or fever or sore throat prior to the visit, the appointment should be rescheduled, if at all possible.
- If a patient screens positive during pre-visit call screening and also meets the required travel history criteria, or has had close contact with a patient under investigation (PUI), the clinic/practice/provider is responsible for DOH notification.
- **TMH and RIH Primary Care Clinics:** If a practice has a patient onsite who screens positive and also meets the required travel history criteria, or has had close contact with a person under investigation (PUI), that patient should be isolated and the practice should follow the Outpatient Algorithm approved by infection control. Algorithm is posted here: <https://intranet.lifespan.org/ncov>

**Please note: for all general COVID-19 related questions, clinic staff and providers can call a new internal hotline:
401-606-2245**

SECTION 5

PEDIATRIC AMBULATORY SERVICES

Guidelines for Visitation

To align with the temporary changes to Lifespan visitation policies at all hospitals, here are guidelines for pediatric hospital-based ambulatory clinics.

To protect patients and staff from potential exposure during the COVID-19 outbreak, we are restricting visitation in the ambulatory setting.

We recognize we are the subspecialty and primary care site for many children and will need to see sick children who have fever and respiratory symptoms.

We ask that:

- All scheduled appointments will be called 24-48 hours prior to visit, asked to limit the family members who come to the visit, and those with symptoms will be asked to reschedule their visit.
- Families are strongly discouraged from bringing children other than the patient to the clinic visit.
- All families will be screened at entrances to the hospital and those with respiratory symptoms will be masked and will go directly to clinic.
- Providers will be reviewing all scheduled appointments and rescheduling visits when deemed possible, doing phone visits where possible, and shifting visits to off-site satellites when possible.
- No other visitors, aside from accompanying family members, will be allowed in the ambulatory practices, including the waiting rooms or common areas.
- If a patient screens positive during pre-visit call screening and also meets the required travel history criteria, or has had close contact with a patient under investigation (PUI), the clinic/practice/provider is responsible for DOH notification.
- If a practice has a patient onsite who screens positive and also meets the required travel history criteria, or has had close contact with a person under investigation (PUI), that patient should be isolated and the practice should follow the Outpatient Algorithm approved by infection control.
<https://intranet.lifespan.org/ncov>

Please note: for all general COVID-19 related questions, clinic staff and providers can call a new internal hotline:

401-606-2245

SECTION 6

LIFESPAN PHYSICIAN GROUP PRACTICE OFF HOSPITAL CAMPUSES

Guidelines for Visitation

To align with the temporary changes to Lifespan visitation policies at all hospitals, here are guidelines for off campus LPG ambulatory practices. Please refer to the “**Guidelines for Adult Hospital based Ambulatory Clinics and Adult LPG practices located within the Hospital (campus)**”.

- To protect patients and staff from potential exposure during the COVID-19 outbreak, we are restricting visitation in the ambulatory setting.
- If **instrumental** to the patient’s care, one visitor—a family member, proxy or guardian--will be allowed to accompany the patient.
- No other visitors will be allowed in the ambulatory practices, including the waiting rooms or common areas.
- We encourage patients to avoid bringing children to our practice unless the child is the patient.
- If the patient requires an accompanying visitor, that visitor should also be pre-screened. If the potential visitor screens positive, they will not be allowed to enter the practice even if wearing a mask.

For All LPG Ambulatory Practices: If a practice has a patient who screens positive and also meets the required travel history criteria, or has had close contact with a person under investigation (PUI), that patient should be isolated and the practice should follow the Outpatient Algorithm approved by infection control.

<https://intranet.lifespan.org/ncov>

If possible, pre-visit call screenings are encouraged for all patient appointments. If a patient does screen positive for either cough, fever or sore throat prior to the visit, the appointment should be rescheduled and triaged by clinical staff or provider to determine further action steps.

Based on the provider’s clinical judgement, practices should consider rescheduling high risk patients (i.e. those on immunosuppressive therapy) who are otherwise doing well and coming in for a routine visit. Patients who have a medical reason should still be seen by the provider.

Please note: for all general COVID-19 related questions, staff and providers can call a new internal hotline:

401-606-2245

SECTION 7

TRANSPLANT SERVICES - RIH

One visitor allowed to accompany patients to their outpatient visits at the Transplant Program (APC 9 and 10).

SECTION 8

STUDENTS, VENDORS, CONTRACTORS, INTERPRETERS, OR/CANCER CENTER, VOLUNTEERS

PA Students (Johnson & Wales/Bryant University); Nurse Practitioner students

- Will be allowed as their assistance may be needed
- The PA/NP Schools will receive an email communication with an attestation that they will need to have their students sign prior to any Lifespan clinical rotation. This will need to be submitted to the supervisor of the rotation in advance prior to starting the rotation

Clinical Observers

- Will not be allowed until further notice

Students (Nursing, Rehab, Diagnostic Imaging, Pharmacy, other Clinical)

- Will be allowed due to potential need for their assistance.
- Nursing schools will receive an email with an attestation that they will need to have their students sign based on the screening questions currently in place for all employees. Sue, Lynn and Kathy will draft email.
- When student arrives at Lifespan location their proctor/supervisor/mentor (person with oversight for their work/education onsite) will also review the attestation and have them sign it.
- Same requirements for our employees regarding screening for work. Cannot work if cold/flu symptoms.
- Dana Palka to work on formatting and standardizing the attestation document. All will adopt and use the same document. Will provide today or tomorrow.

Students - High School, Interns (non-clinical), Shadowing Requests, etc.

- No - for duration of restricted visiting/COVID-19
- Responsible Lifespan employees will be required to reach out to the students/schools themselves to inform them not to come in until they are contacted that the restrictions on visitation has been relaxed or discontinued.

Vendors/Sales Reps

- RepTrax machines will be located at whatever entrances we use (may need to move machines from current locations)
- Vendors will be notified that they can only come onsite for required business by appointment. Advance screening needed to even come to Lifespan. Only essential visits allowed.
- Screening questions/attestation same as outlined above for students will be programmed into RepTrax machines and required to answer. If any of the questions are a "YES" a badge will NOT be printed, and the vendor must leave.
- Some of the above will be dependent on plan for entrance screening for all locations.
- Vendors with no legitimate business or need to be onsite or in any areas/locations will not be allowed

Contract Staff (Contractors, Technicians, Service Technicians) –

Screening consistent with Lifespan employees. Will use same attestation if needed, as used for students.

- Will also notify contract staff employers to ensure they are also pre-screening staff to be assigned or sent to Lifespan locations.
- Aramark/Security Contractors - will follow same screening procedures as Lifespan employees

Periop/OR Locations

- For patients requiring sedation, 1 Visitor or Escort (screened on arrival) will be allowed

Cancer Center

- For patients - 1 Visitor or Escort (screened on arrival) will be allowed

Interpreter Services

- To preserve PPE, Video-Remote Interpreting (VRI) and Language Line will be utilized first (and whenever possible)
- Second to VRI/Language Line phone, we will use Lifespan-employed interpreters since depending on exam/test or nature of the communication a live interpreter is the only or preferred option.
- ASL (American Sign Language) interpreters who are onsite will follow same pre-screening requirements as Lifespan employees. Partners, our ASL vendor will continue to pre-screen all staff before they arrive on site.
- Other vendors for interpreters have been contacted and they are pre-screening their staff before deployment, but they will ONLY be used if we cannot use VRI/Language Line - Phone) or employed interpreter.

Volunteers

- Volunteers allowed – subject to same screening as Lifespan employees
- Will discourage volunteers who come onsite for simply social activities and if they are 65+ years of age.
- Community clergy are considered visitors - not allowed unless a special circumstance

Other

- DCYF, DEA, DOH - same screening as for Lifespan employees. Peer Coaching/Opioid and Substance Abuse interventions in ED (to follow policy outlined by ED team)

Service Animals

- True trained Service Animals are acceptable. Comfort Dogs - NOT ALLOWED

Visitors/Staff from Women and Infants (thru RIH tunnel)

- W&I staff/clinical staff - Subject to same screening and visitor policy adopted for Lifespan employees
- Will have entrance on our end manned with someone who will screen
- Will follow same as hospital policies for family/other visitors (pediatric and adult policies)

Outpatient - Community Services/Support Groups, etc.

- These will be canceled for our Lifespan locations until visitor restrictions change

APPENDIX I

PRESS RELEASE



Lifespan

Delivering health with care.™

For Immediate Release:

March 9, 2020

Media Contact:

Christina O'Reilly

401-444-6421desk

401-641-0950 mobile

christina.oreilly@lifespan.org

Visitation suspended at Lifespan hospitals

PROVIDENCE, R.I. – In light of local cases of COVID-19 and national and international instances of exponential spread of the disease, Lifespan hospitals are now taking measures to minimize traffic and potential exposure in our hospitals, protecting patients and staff.

Effective immediately, no visitors will be allowed in adult units at our Lifespan hospitals. Hasbro Children's Hospital and Bradley Hospital will have modified policies to allow for accompaniment by a parent(s). Newport Hospital maternity services will allow for a birthing partner only.

Patients arriving at the emergency department will be limited to one accompanying adult, and that person's duration of stay in patient areas will be minimized.

"We have decided after great deliberation to take this step in these highly unusual circumstances to protect our patients and our workforce. We understand this is a great hardship to both patients and families, but we know that older and sicker people are most vulnerable to this novel coronavirus, and after careful evaluation of the evolving risks of transmission, we felt it was the most prudent thing to do," said Timothy J. Babineau, M.D., president and CEO of Lifespan.

Care teams will make exceptions in specific circumstances, such as end-of-life care or a patient in need of a medical guardian/decision-maker. Patients and families should discuss any special requirements with their care team.

Simple precautions remain the first line of defense against respiratory viruses. Lifespan urges the public to please continue to follow the usual guidelines:

- Wash your hands often with soap and water, or use an alcohol-based hand sanitizer if you're unable to wash your hands.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Cover your cough or sneeze into your elbow.
- Avoid close contact with people who are sick.
- Clean and disinfect objects and surfaces that are touched frequently (e.g., phones, doorknobs).
- Stay home if you are sick.

Lifespan is committed to continually monitoring and evaluating the situation, and will continue to act in the best interest of our patients and employees. As of Monday morning, we have enacted incident command centers at each of our hospitals. We thank our patients and their loved ones for their understanding as we work to ensure a safe environment for our patients and our workforce.

About Lifespan

[Lifespan](#) is a five-partner not-for-profit health system based in Providence, R.I. Formed in 1994, Lifespan includes three teaching hospitals of The Warren Alpert Medical School of Brown University: [Rhode Island Hospital](#) and its [Hasbro Children's Hospital](#); [The Miriam Hospital](#); and [Bradley Hospital](#), the nation's first psychiatric hospital for children. It also includes [Newport Hospital](#), a community hospital offering a broad range of health services, and [Gateway Healthcare](#), the state's largest provider of community behavioral health care. Lifespan teaching hospitals are among the top recipients in the country of research funding from the National Institutes of Health. The hospitals received \$92 million in external research funding in fiscal 2019. All Lifespan-affiliated partners are charitable organizations that depend on support from the community to provide programs and services.

APPENDIX II

COVID 19 Visitor/Patient Screening Form

1. All screeners, when within 6 feet of a patient/visitor, should wear a mask with eye shield (please sanitize hands and place in paper bag for reuse)
2. Ask visitor/patient to sanitize their hands
3. **Ask the visitor/patient why they are visiting the hospital today.**

Patients presenting for testing/therapy/procedures/outpatient visits: No additional person can accompany unless authorized (see Visitor Recommendations)

- Do you have a fever and/or symptoms of acute respiratory illness such as cough, sore throat, difficulty breathing?
 Yes No
 - Have you had contact in the last 14 days with a person who tested positive for COVID-19, is currently being tested, or has been placed on home quarantine by the department of health?
 Yes No
 - If the patient answers yes to high risk contact and they have ANY symptoms, they will be asked to leave. Please suggest that they call their PCP.
 - If patient has respiratory symptoms (regardless of contact risk) and testing is elective, please ask that they reschedule.
 - Do not send patients to the ED unless symptoms are severe. If they need to go to the ED, immediately notify the ED. Otherwise, suggest that they call their PCP.
-

Visitors: Please explain to the visitor that we're sorry but we're not allowing visitors at this time to protect our patients, employees and the community. Ask them to please understand that our patients in the hospital are among the most vulnerable to the Coronavirus. We are encouraging visitors to use the phone as an alternative.

If the visitor is allowed (based on the attached Visitor Recommendations) please ask the following screening questions:

- Do you have a fever and/or symptoms of acute respiratory illness such as cough, sore throat, difficulty breathing?
 Yes No
- Have you had contact in the last 14 days with a person who tested positive for COVID-19, is currently being tested, or has been placed on home quarantine by the department of health?
 Yes No

If **EITHER** answer is yes, regardless of the circumstances in which they are visiting, please explain that we're not allowing anyone with symptoms or contact risk to visit.

If the visitor meets criteria for visitation (birth partner on TBC, parent/guardian of Hasbro Children's patient, end of life family member, decision maker for cognitively impaired patient) please call the primary nurse on the unit for authorization.

Name of Visitor(s) being allowed to visit: _____

Reason that the visit is being authorized: _____

Name of patient the visitor(s) are visiting if applicable: _____

Name of location being visited: _____ Date: _____

Ask permitted visitors to wear a sticker and perform hand hygiene NOW and each time they enter or leave the patient's room

**Visitors get a red sticker. Patients coming for testing get a blue sticker.
WRITE THE NAME OF THE VISITOR ON THE BADGE.**

APPENDIX III

PEDIATRIC OUTPATIENT/CLINIC APPOINTMENT SCREENING INSTRUCTIONS

Pediatric Outpatient/Clinic Appointments ONLY

If ONE parent/family member arrives for a PEDI appointment with multiple children

Note: if multiple parents are with family, then one patient goes to appointment and other parent stays with additional children (per policy).

First, follow normal screening process

It is OK to take other children to appointment

- **If anyone has a cold, cough, or respiratory symptoms**

- **Cover mouth with a tissue entire time
(acceptable per CDC guidelines 3/10/20)**

- **Ask parents to please go directly to appointment**

Command Center Phone :444-9041
Reviewed by Lifespan Infection Control

APPENDIX IV

COVID-19 ATTESTATION OF GOOD HEALTH



Lifespan

Delivering health with care.®

In order to ensure the health of our patients, colleagues and families, all non-employed Lifespan personnel (e.g., students, instructors, contract labor and vendors) must attest to the following:

I do not have a fever.

I do not have a sore throat.

I do not have a new onset cough.

I do not have cold, flu-like or other respiratory symptoms.

I have not traveled from high risk areas identified by the CDC in the last 14 days.

You must review this link prior to signing this section

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

I have received/confirmed pre-approval to enter the appropriate Lifespan facility.

I will report any changes verified above to my manager/appropriate Lifespan personnel immediately.

In Addition:

I will perform hand hygiene immediately before patient contact.

I will perform hand hygiene immediately after patient contact.

All statements must be initialed.

I hereby attest that that the above initialed statements are true and accurate.

Print Full Name

Signature Date

Employer/Organization/School

APPENDIX V

LETTERS TO PATIENT & FAMILIES – ADULT INPATINET UNITS



March 9, 2020

To Our Patients and Families:

In light of the developing Coronavirus outbreak, we are working hard to protect patients and their loved ones by restricting traffic in all our patient care areas to essential medical staff only. We understand the desire of patients, families and loved ones to be together during illness or hospitalization, but we must balance that with our responsibility to keep our patients and community members safe. This means the following temporary change to our visitation policy:

- No visitors will be permitted in patient care areas.
- Family meetings to make health care decisions on behalf of the patient will be organized by phone from home.

Exceptions may be made for patients at the end of life, or when a visitor must also act as a medical decision maker, at the discretion of the medical/ nursing team. Please discuss any special considerations with your care team.

We understand the hardship these restrictions impose on individual patients and families, but please know that we are acting in the best interest of all our patients, families and the community at large.

APPENDIX VI

LETTERS TO PATIENT & FAMILIES – HASBRO CHILDREN’S HOSPITAL

Scroll below



Hasbro Children's Hospital

The Pediatric Division of Rhode Island Hospital

Lifespan. Delivering health with care.

593 Eddy Street
Providence, RI 02903

Tel 401 444-4000

March 6, 2020

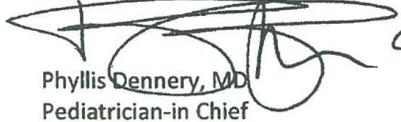
To our Hasbro Children's Hospital patients and families:

In light of the developing Coronavirus outbreak and with the best current expert recommendations, we are working hard to protect all our patients and families by reducing the number of visitors in our children's hospital. We understand the desire of families and loved ones to gather around a patient during a time of illness, and we must balance that with our responsibility to keep our patients and community members safe. This means the following temporary changes to our visitation policy:

- Families are limited to a total of two identified caregivers per patient for the entire hospital stay: meaning parents, guardians, and/or other medical decision-makers. Only one caregiver at a time will be able to remain with the child during hospitalization. You will be asked to identify those two caregivers at the time of admission to the hospital.
- No other visitors will be permitted.
- Caregivers will receive a blue band and blue badge for identification.
- All caregivers must check in and be screened for respiratory symptoms on every entry to the pediatric unit.
- If a caregiver has fever, cough, sore throat or respiratory symptoms, they will be required to wear a mask at all times in public areas of the hospital and comply with any additional Hospital policies.
- In special situations, exceptions to this visitation policy will be reviewed on a case-by-case basis.

We understand and apologize for the difficulty these restrictions may impose on our patients and families, but please know that we are acting in the best interest of our community.

Sincerely,



Phyllis Dennery, MD
Pediatrician-in Chief



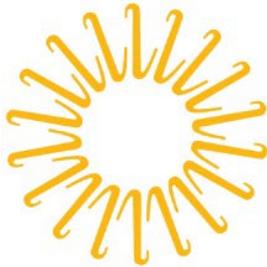
Francois Luks, MD
Pediatric Surgeon-in-Chief



Tracey Wallace, MBA
Vice President of
Pediatric Services

APPENDIX VII

LETTERS TO PATIENT & FAMILIES – NEWPORT HOSPITAL BIRTHING CENTER



Newport Hospital

Lifespan. Delivering health with care.®

March 9, 2020

Dear Birthing Center Patients and Families:

In light of the developing Coronavirus outbreak, we are working hard to protect all patients and their loved ones by reducing traffic on our Birthing Center. We understand the desire of families and loved ones to gather before, during and after the birth of a baby; however, we must balance that with our responsibility to keep our patients and community members safe. This means the following temporary changes to our visitation policy:

- Visitation will be limited to ONLY the birthing partner. A pre-approved Doula may be present until after the birth. The birthing partner and Doula, if pre-approved, will be given a wrist band.
- No other visitors will be permitted, including siblings or children under the age of 12.
- All visitors must check in at the desk.
- Visitors will be screened using Department of Health criteria and will not be allowed to visit if they have a fever, cough or flu symptoms.

We apologize for the inconvenience. Please understand that at this time, we are acting in the best interest of our mothers, their new families and the community at large.

Should you have general questions, please contact our Patient Representative Department during regular business hours at 401-845-1305 or 401-845-1306.

Thank you for your support and cooperation.

Sincerely,

Crista F. Durand, MBA, FACHE
President, Newport Hospital

APPENDIX VIII

GENERAL SCRIPTING

General Medical/Surgical and Critical Care Units

I'm sorry, but we are not allowing visitors at this time to protect our patients. People who are elderly or sick are the most vulnerable to the Coronavirus, so we are working to keep everyone safe from exposure.

We understand that it's hard not to be able to visit. We are encouraging friends and family to use the phone.

[If visitor has extenuating circumstances: end of life, medical decision-maker, etc] We are making exceptions for certain circumstances—it's up to the patient's care team to decide. Please wait a moment while I call up to the unit. Thank you so much for your patience.

[Screening questions if they can go up? Travel, symptoms, family members with travel or symptoms?]

Pediatrics

I'm sorry, but we are not allowing visitors at this time to protect our patients. Only one parent or guardian or medical decision-maker can accompany/visit with a child.

[If they ask why] People who are sick are the most vulnerable to the Coronavirus, so we are working to keep everyone safe from exposure.

We understand that it's hard not to be able to visit. We are encouraging friends and family to use the phone with older children.

[If visitor has extenuating circumstances: end of life, medical decision-maker, etc] We are making exceptions for certain circumstances—it's up to the patient's care team to decide. Please wait a moment while I call up to the unit. Thank you so much for your patience.

[Screening questions if they can go up? Travel, symptoms, family members with travel or symptoms?]

NH Birthing Center

I'm sorry, but we are not allowing visitors at this time to protect our new mothers and babies. Only the mother's birthing partner can accompany/visit with the mom and baby for now.

[If they ask why] We are working to keep everyone safe from exposure. Thank you for understanding.

We know it's hard not to be able to visit. We are encouraging friends and family to use the phone as much as possible.

[If visitor has extenuating circumstances: end of life, medical decision-maker, etc] We are making exceptions for certain circumstances—it's up to the patient's care team to decide. Please wait a moment while I call up to the unit. Thank you so much for your patience.

[Screening questions if they can go up? Travel, symptoms, family members with travel or symptoms?]

Emergency Department

I'm sorry, but we are not allowing visitors at this time to protect our patients. Only one person can accompany the patient, if needed to answer questions or help give some background.

People in the hospital are the most vulnerable to the Coronavirus, so we are working to keep everyone safe from exposure.

We understand that you want to be with the patient. We'll take good care of them, and you can check in by phone.

[If visitor has extenuating circumstances: end of life, medical decision-maker, etc] We are making exceptions for certain circumstances—it's up to the patient's care team to decide. Please wait a moment while I check. Thank you so much for your patience.

[Screening questions if they can go up? Travel, symptoms, family members with travel or symptoms?]

APPENDIX IX

POLITICA PARA VISITANTES DEL DEPARTAMENTO DE EMERGENCIA DE LIFESPAN

COVID-19 (ENFERMEDADES DE CORONAVIRUS) PRECAUCIONES DE SEGURIDAD

Debido a la evolución de la situación del COVID-19, este aviso para el visitante del paciente puede actualizarse con frecuencia. Continúe buscando alguna actualización. Esta política se aplica a los Departamentos de Emergencia de Lifespan.

Criterios generales:

Acompañantes de pacientes que no son PUI (Persona Bajo Investigación): no hay visitantes, un individuo con excepción (padre, tutor o representante de atención médica - Healthcare proxy).

Acompañantes de pacientes que se presentan como PUI o sospecha de PUI:

- Pacientes críticos: 2 miembros de la familia, uno de los cuales sea representante de atención médica – Healthcare proxy. Excepciones en el caso de pacientes moribundos.
- Pacientes asintomáticos o levemente sintomáticos: sin visitantes, un individuo con excepción (padre, tutor o representante de atención médica – Healthcare proxy). Los visitantes estarán restringidos a la habitación del paciente. Cualquier visitante que su estadia no sea necesaria para el cuidado del paciente en el Departamento de Emergencias, se le recomendará irse y estar disponible por teléfono.

Los visitantes serán evaluados por los criterios de CDC / DOH para el Coronavirus. No se permitirá el ingreso al Departamento de Emergencias a las personas que salgan positivo, a menos que sean el único padre, tutor o representante de atención médica del paciente – Healthcare proxy. Los criterios de evaluación son:

- **Cualquier persona con antecedentes de viaje a una área con COVID-19 extendido o sostenido en los últimos 14 días no puede ingresar al Departamento de Emergencias.**
- **Cualquier persona que haya tenido contacto con alguien que viajó a esas áreas y regresó en los últimos 14 días y que está enfermo.**

Orientación general:

- Cuando hay duda, el poder de atención médica – Healthcare proxy determina los visitantes.
- Los visitantes recibirán una pulsera estándar o un pase de visitante asociado con el paciente al que acompañan.
- Los visitantes con un PUI estarán restringidos a la habitación del paciente y no podrán utilizar ningún otro servicio de urgencias u recursos hospitalarios (baño, cafetería, etc.)
- A los visitantes que no tengan antecedentes de viaje pero que tengan síntomas de resfriado, estornudos, tos o fiebre se les pedirá que usen una máscara durante toda la visita en el Departamento de Emergencia.
- Las visitas de hermanos, mujeres embarazadas, con sistema inmunocomprometidos o personas de edad avanzada (edad > 60) no podrán ingresar.

APPENDIX X

POLITICA PARA VISITANTES DEL DEPARTAMENTO DE EMERGENCIA DE LIFESPAN -PEDIATRIA

COVID-19 (ENFERMEDADES DE CORONAVIRUS) PRECAUCIONES DE SEGURIDAD

Debido a la evolución de la situación del COVID-19, este aviso para el visitante del paciente puede actualizarse con frecuencia. Continúe buscando alguna actualización. Esta política se aplica a los Departamentos de Emergencia de Lifespan.

Criterios generales:

Acompañantes de pacientes que no son PUI (Persona Bajo Investigación): no hay visitantes, un individuo con excepción (padre, tutor o representante de atención médica - Healthcare proxy).

Acompañantes de pacientes que se presentan como PUI o sospecha de PUI:

- Pacientes críticos: 2 miembros de la familia, uno de los cuales sea representante de atención médica – Healthcare proxy. Excepciones en el caso de pacientes moribundos.
- Pacientes asintomáticos o levemente sintomáticos: sin visitantes, un individuo con excepción (padre, tutor o representante de atención médica – Healthcare proxy). Los visitantes estarán restringidos a la habitación del paciente. Cualquier visitante que su estadia no sea necesaria para el cuidado del paciente en el Departamento de Emergencias, se le recomendará irse y estar disponible por teléfono.

Los visitantes serán evaluados por los criterios de CDC / DOH para el Coronavirus. No se permitirá el ingreso al Departamento de Emergencias a las personas que salgan positivo, a menos que sean el único padre, tutor o representante de atención médica del paciente – Healthcare proxy. Los criterios de evaluación son:

- **Cualquier persona con antecedentes de viaje a una área con COVID-19 extendido o sostenido en los últimos 14 días no puede ingresar al Departamento de Emergencias.**
- **Cualquier persona que haya tenido contacto con alguien que viajó a esas áreas y regresó en los últimos 14 días y que está enfermo.**

Orientación general:

- Cuando hay duda, el poder de atención médica – Healthcare proxy determina los visitantes.
- Los visitantes recibirán una pulsera estándar o un pase de visitante asociado con el paciente al que acompañan.
- Los visitantes con un PUI estarán restringidos a la habitación del paciente y no podrán utilizar ningún otro servicio de urgencias u recursos hospitalarios (baño, cafetería, etc.)
- A los visitantes que no tengan antecedentes de viaje pero que tengan síntomas de resfriado, estornudos, tos o fiebre se les pedirá que usen una máscara durante toda la visita en el Departamento de Emergencia.
- Las visitas de hermanos, mujeres embarazadas, con sistema inmunocomprometidos o personas de edad avanzada (edad > 60) no podrán ingresar.