Your Santa Cruz Valley Regional Hospital’s response and recovery related to the COVID-19 pandemic continues to evolve. We are always reassessing options for visitors’ (also known as companion) access to provide a safe and secure environment, and to assure the proper use of personal protective equipment (PPE). Below are the guidelines we will follow relating to a patient companion requesting entry to the Hospital. These guidelines will be updated and communicated to the community as they evolve over time.

Patient companions shall provide their own PPE as required for building entry, such as social or procedural mask. Companions must wear their mask continuously while inside the hospital. Those who do not comply will be asked to leave the facility.

Patient companions are expected to enter only through the designated safe point of entry at the Emergency Room Entrance and will be screened for temperature and signs/symptoms of COVID-19. Companions must be symptom free and not recently diagnosed with COVID-19 or had recent contact with someone who is positive for COVID-19.
Updated Guidelines

Emergency Room:
- When a patient arrives at the ER with potential or positive COVID-19 symptoms, no companion can accompany the patient into the Hospital.
- When a patient arrives at the ER entrance, and after our staff member completes the Medical Screening Exam (MSE), only one companion is allowed in the ER treatment room with the patient. If needed, the companion may use the bathroom in ER lobby.
- The companion is not to leave the ER area at any time during the patient’s ER stay. If the companion leaves the area, they will be asked to leave the facility.

Inpatient:
- One visitor (over 18 years of age) per patient per day will be permitted in the in-patient areas. Visitors will not be permitted if the patient has COVID-19 or is suspected to have COVID-19.
- Visitation for end-of-life patients will be accommodated; more than one visitor will be considered on a case-by-case basis with approval of the Department Director. Your loved one’s care team will provide you with more details.
- Visiting hours will be from 10 a.m. to 8 p.m. daily.
- Visitors must stay in the patient’s room and may not congregate in lobby areas. The cafeteria is closed to visitors. Visitors are not permitted to enter and leave
the hospital multiple times throughout the same 24-hour period.

**Outpatient testing:**
- Patients receiving care in outpatient care settings such as clinics, imaging center, lab, and, infusion center, etc., may be accompanied by one companion (family member or friend).

**Outpatient treatment and rehab therapy in the Hospital campus medical office buildings:**
- The patient companions will be screened for temperature and signs/symptoms of COVID-19. Companions must be symptom free and not recently diagnosed with COVID-19 or had recent contact with someone who is positive for COVID-19. Patient companions shall provide their own FACE MASK and is required for building entry. Companions must wear their mask continuously while inside all Hospital campus buildings. Those who do not comply will be asked to leave the facility.
- Patients receiving care in the outpatient rehab therapy department may be accompanied by one companion (family member or friend) who may wait in the lobby while the patient receives therapy.
- Patients receiving care in the Santa Cruz Valley Physician Group clinics may be accompanied by one companion (family member or friend) who may wait in the lobby while the patient receives treatment.
Outpatient Surgical procedures:
• Patients receiving care in outpatient surgery, and Cath lab, will be allowed one companion prior to the procedure. Companions are asked to leave the facility during the procedure. The person picking up the patient will be called when patient is nearing discharge to pick them up.

GI Lab procedures:
• Patients receiving care in the GI lab are not allowed companions at this time. The person picking up the patient will be called when the patient is nearing discharge and is ready to be picked up.

Patient requesting entry to conduct business with medical records, billing, etc.
• Patients requesting medical records or billing assistance may be accompanied by one companion (family member or friend).

Thank you for your understanding in this effort as we all work together during this critical time.

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