

Visitor Policy

At Providence, our priority is to protect the health and safety of all patients, visitors, and health care personnel who enter our facilities. To provide a safe health care environment and to prevent the risk of spreading COVID-19, at this time visitors will be allowed on a limited basis in Providence Northern California hospitals.

We understand the importance of patients having access to loved ones while receiving care. We ask patients and families to also consider phone and video chat as a means of communication.

Visitors will be allowed on a limited basis. All visitors (including vendors) must:

- Be health-screened for COVID-19 symptoms.
- Always wear a hospital surgical mask while in the health care setting.
- Be fully vaccinated and show proof of vaccination as defined by California Department of Public Health or;
- Show proof of a negative COVID-19 test from an approved testing site within 72 hours prior to visiting.

One visitor per patient will be allowed per day (24-hour period):

- All visitors must meet the above criteria.
- Inpatient: One visitor per patient, per day; restricted hours for visitation are 10 a.m. – 6 p.m.
- Emergency Department: One visitor per patient, per day; visitors are not allowed to use the ED lobby/waiting area and must stay in the ED room with the patient.

Under specific circumstances, exceptions to visitation restrictions will be allowed as follows:

No visitors will be allowed for COVID-positive patient units; COVID-19 patients are limited to video visits only. However, exceptions will be made when death is imminent. For COVID-19 pediatric patients, one healthy guardian is allowed to visit.

Outpatient clinics: Patients being seen in an outpatient setting may be accompanied by no more than one adult support person.

Hospitals, including Emergency Departments: exceptions will only be allowed in these circumstances:

- Parents and legal guardians (up to 2) of patients when their presence is legally necessary to make decisions about care and treatment for a minor.
- Neonatal ICU – up to 2 parents.
- Maternity units – 1 parent/significant other in addition to the pregnant mother, and up to one other support person, e.g., a doula. If the primary visitor lives with a COVID-19 laboring mother, they are considered a high-risk exposure and should determine if an alternate, non-exposed caretaker is available. If not, this person may be allowed to visit if they meet specific criteria, including: they are asymptomatic, wear a mask and proper PPE, agree to remain in the room for the duration of the hospitalization, and follow testing protocols.
- Patients in critical condition, when death may be imminent/receiving palliative care – we will assess case by case but will make accommodations.
- Support persons (up to 2) for patients with a physical, intellectual, developmental disability, or cognitive impairment, when the facility has determined that their presence is a reasonable accommodation to support the patient with a disability.
- Visitors (up to 2) with power of attorney to address legal matters that cannot be postponed or accomplished virtually.
- Additional exceptions may apply in specific high-acuity emergency circumstances.

For all visitors, the following additional requirements apply:

- Visitors must be 18 years or older and be immediate family (or powers of attorney, guardians, or patient representative).
- Visitors, regardless of vaccination status and COVID-19 test results, must wear a well-fitting face mask that will be provided at the entrance to the facility upon check-in and follow facility infection prevention rules for personal protective equipment (PPE) and social distancing.
- Temperature taking and symptom screening must be performed for all visitors.

Visitors who meet the above criteria will be allowed in the hospital in emergency situations without showing proof of vaccination or a negative COVID-19 test. **For subsequent visits following the initial visit and as soon as reasonably possible, visitors must comply with California Department of Public Health mandates, which include showing proof of full vaccination (must be completed two weeks or more before the visit) or proof of a negative COVID-19 test within 72 hours prior to visiting the hospital.**

Admittance for fire, police, ambulance, and other pre-hospital care workers should follow state and local guidelines.

Only COVID-19 tests from approved sites will be accepted ([details on the CDPH website and via the QR code included here](#)). **At-home tests are NOT acceptable.**

