

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 **NO VISITORS WILL BE ALLOWED** in Providence Northern California hospitals unless they meet criteria as outlined below.

Providence understands the importance of patients having access to loved ones while receiving care. Currently, we ask patients and families to consider phone and video chat as their primary means of communication.

Visitors will be allowed on a very limited basis

Under specific circumstances, exceptions to visitation restrictions will be allowed. 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. The following visitor exceptions and requirements apply:

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

Hospitals, including Emergency Departments: To limit the spread of infectious illnesses, **in-person visits 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.
- 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.

For these limited exceptions, 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 exceptions 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). For unvaccinated, incompletely vaccinated, or booster-eligible visitors who have not yet received their booster dose, visitor must show documentation of a negative COVID-19 test** where the specimen collection occurred within 2 days if using PCR or 1 day if using antigen testing before each visit. Unvaccinated or incompletely vaccinated visitors with history of COVID-19 within the prior 90 days may provide documentation of recovery from COVID-19 and release from isolation in lieu of testing.

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.**

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

