



Visitor Guidelines

11/3/20

Welcome to the VA! As a visitor, you play an important role in Veteran care. In order to provide a safe environment for our Veterans, our staff and you, we have created the following guidelines:

Entrance Screening

Everyone entering the facility will be asked screening questions upon arrival.

Outpatients

You will only be allowed to accompany Veterans to outpatient procedures and appointments if you are a medically necessary caregiver i.e. provide provision of medical or behavioral health care, activities of daily living, speaking for the patient or keeping the patient safe. You will need to wear a mask the entire time you are in the facility. Please wash your hands frequently. Please only go to the Veteran's appointment and then return to your vehicle.

If you are not a medically necessary caregiver, you will not be allowed to enter the building. In lieu of entrance, we will offer you a Care Card. The medical provider will use the information you provide on the Care Card to contact you and give you the opportunity to take part in the Veteran's appointment by telephone or video.

At this time, children under the age of 18 are not allowed to accompany Veterans to appointments. If childcare arrangements are unavailable please alert your outpatient provider, who can offer a telehealth appointment to meet your care needs. If you are a COVID negative Veteran who is a nursing mother, and other childcare arrangements are unavailable, you are permitted to bring your nursing child with you. Upon arrival, screeners will alert clinic staff to escort you to your appointment. Additionally, homeless Veterans seeking homeless services, may have their children accompany them.

Inpatients (including MH, SCI, CLC, Valor Point/PTSD Domiciliary & End of Life)

At this time, in person visitation is not authorized on any inpatient unit including specialty inpatient units such as; inpatient Mental Health, the Spinal Cord Injury and Disorder unit, the Community Living Center (CLC), Valor Point/PTSD Domiciliary **except for end of life COVID negative patients**. Virtual visits can be coordinated through the Veteran's care team. No exceptions will be reviewed at this time.