



Visitor Guidelines

7/31/2020

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 the following: Do you have a new fever, cough or shortness of breath?

Outpatients

You will only be allowed to accompany Veterans to outpatient procedures and appointments if you are a medically necessary caregiver. You will need to wear a mask the entire time you are in the facility. Please wash your hands frequently. Please only go to your 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 that, 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.

Inpatients (excluding Inpatient MH, SCI and CLC)

Veterans must be deemed COVID negative prior to implementation of visitor guidelines. One visitor, over the age of 18, per patient, per day will be allowed between the hours of 0800 and 2000 with one entry and exit (cannot visit multiple times during the day). You will need to wear a mask at all times. We ask that you wash your hands frequently. Please go directly to the Veteran's room and if necessary, please use the patient's bathroom. Please do not bring food for the Veteran at this time. You may bring your own food if you wish. Please maintain physical distance of six feet at all times. Once you leave the inpatient unit, you will not be granted access again that same day. Should you wish to visit the canteen, coffee shop or Patriot Store, please do so on your way out of the facility. At this time, daily visitations are not allowed on inpatient Mental Health, the Spinal Cord Injury and Disorder unit or the Community Living Center. Exceptions may be granted to accommodate necessary education for discharge instructions. Please check with the care team for further guidance.

End of Life Visitation

We are allowing two visitors at a time, any hour of the day as coordinated by the care team (provider, nursing, palliative care, chaplain).