

## MMMC Visiting Guidelines and Process | Updated October 15, 2021

### General Patient Visitation

Maui Memorial Medical Center will continue with restrictive visiting hours, as a necessary precaution for any potential exposure of the COVID-19 virus. While visitation restrictions are in place, clinical staff will provide options for virtual or phone visitation to provide plan of care updates to loved ones that are not able to visit.

A two-stage general visitation process will begin:

- **Stage 1, effective today, October 15:** Fully vaccinated individuals (12 years of age and older) will be allowed entry into Maui Memorial Medical Center. CDC Vaccination card with ID or Hawaii Safe Travels QR Code with ID are acceptable proof of vaccination.
- **Stage 2, effective date to-be-determined:** All eligible visitors (12 years of age and older) regardless of vaccination status, will be allowed entry into Maui Memorial Medical Center for visitation.
  - Stage 2 will only be implemented after careful monitoring and evaluation from the emergency operations center (EOC) team of the community positivity rate and vaccination rate.
- **Stage 1 and 2:** Visitation is restricted to one visitor, per patient, per day for a maximum of two (2) hours a day, during the hours of 12:00 pm – 6:00 pm\*.

**All visitors** will be screened at the hospital entrance for temperature and any signs or symptoms consistent with a virus.

- They will be provided a mask, and it must be worn at all times while in the facility; this includes during their visit in the patient's room.
- Again, no removal of masks is allowed, this includes refraining from eating while in the hospital.
- Masks are to be worn over both the nose and mouth.
- Visitors must limit their movement to a direct path to and from the person they are visiting.
- Security at the entrance will provide the visitor with a visitor badge specific to the room and bed that they are visiting.
- The badge must be worn so that staff can easily validate they are authorized to be in the facility.

### Special Circumstances

- **Women in labor** are permitted one designated visitor for their entire stay. The patient may also designate a midwife or doula to be present during labor and through the delivery in addition to their one visitor. The specific midwife or doula will be indicated in the plan of care. Women in labor and their visitors may enter at either the Main Lobby or the ER/PCI entrance.
- **Pediatric patients** are permitted to have one parent or guardian with them at all times.
- **Patients with pre-existing American Disability Act (ADA)** conditions are permitted one support person with them at all times.

- **Procedural/surgical patients** may have one support person accompany them to ACS and return to meet the patient when they are ready for discharge. They will exit the building during the procedure and recovery. The patients in the ACS area may designate family/support person(s) to receive text notification of their procedure progress.
- **Outpatients** may have one support person accompany them to the treatment area and return to meet the patient when they are ready for discharge. They will exit the building during the treatment.
- **End of life and significant changes in condition** may have visitors not to exceed two. These situations will need to be communicated by the charge nurse to security to provide entry for the visitors.
- **Behavioral health and emergency department** will continue to not allow visitors unless clinically indicated. Each request will be evaluated for appropriateness.

*\*Some units and/or patients may be closed to visitors at certain times.*