

Updated Visitor Guidelines - Maui Memorial Medical Center

Effective December 29, 2021

Our number one priority is the health and safety of our patients, employees and providers, and visitors.

To provide the highest level of care and safety, we must continually and frequently review processes and protocols to ensure they remain in alignment with patient and family needs as well as the changing health care landscape across our county and throughout the state, due to the recent COVID-19 surge. As such, our visitor policy has been updated as a proactive measure to ensure the safest environment to receive care and to work within.

We understand the important role that loved ones play in the health and well-being, plan of care, and healing process for our patients, and we thank you for your understanding and cooperation.

At this time, no visitors are permitted for adult patients, with the following exceptions*:

- **Women in labor** are permitted one (1) 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 (1) parent or guardian with them at all times.
- **End of life** and significant changes in condition may have visitors not to exceed two (2). These situations will need to be scheduled directly with clinicians providing care.
- **Patients with pre-existing American Disability Act (ADA) conditions** are permitted one (1) support person with them at all times.
- Procedural/surgical patients may have one support person accompany them to Ambulatory Care Services (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.
- Behavioral health and emergency department will continue to not allow visitors unless clinically indicated. Each request will be evaluated for appropriateness.
- We encourage visitors to remain closely connected to their loved ones through virtual means, including Skype, FaceTime, and/or phone.

All approved visitors will be screened at the hospital entrance for temperature and any signs or symptoms consistent with a virus, and must comply with all safety protocols, including:

- Visitors 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.
- 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.
- Aggressive behavior and violence will not be tolerated. Should anyone, including visitors, become verbally/physically abusive in any way, Security and/or Maui Police Department will be called and, if warranted, criminal charges will be pursued.
- Children under the age of 14 will not be permitted to visit.

**Some units and/or patients may be closed to visitors at certain times. Please contact Kula Hospital and Lanai Community Hospital directly for information on visitation for long-term care residents.*

For more information, download the complete update on visitor guidelines at mauihealth.org/visitor.