

**Updated Visitor Guidelines - Maui Memorial Medical Center
Effective November 14, 2022**

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

MMMC allows **patients to have up to two (2) visitors at one time, during visitor hours**, with no maximum visitors per patient, per day. Visiting hours are also being extended to 8 am – 8 pm, daily.

Eligible individuals 12 years of age and older, regardless of vaccination status, will be allowed entry into Maui Memorial Medical Center for visitation. Visitors ages 12 – 17 years old must be accompanied by an adult. All visitors are required to check in with Security at the hospital entrance and provide a valid identification. Visitors' ID will be held with Security for the duration of the visit and returned to the visitor at the end of their visit when they leave the hospital.

All visitors must abide by the following visitor guidelines to be allowed entry:

- All visitors must self-screen for any signs or symptoms consistent with a virus, prior to entering the hospital.
- Visitors with a fever, cough, sore throat, headache or any other symptoms of illness should not enter the hospital. Please help keep our patients, many who have low immunity, safe and healthy by staying out of the hospital if you are not feeling well.
- **All visitors must wear a hospital-issued mask at all times** while inside the hospital; this includes during their visit in the patient's room, and in the lobby and other seating areas.
- Masks are available at all visitor entrances and should be worn over both the nose and mouth.
- **No eating allowed while in patient rooms**, with the exception of pediatric, OB and ADA patient rooms. All other visitors may eat outside in the courtyard.
- Visitors are asked to limit their movement only directly 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 hospital staff can easily validate if they are authorized to be in the facility.
- Aggressive behavior and violence will not be tolerated. Should anyone become verbally/physically abusive in any way, hospital security and/or Maui Police Department will be called and, if warranted, criminal charges will be pursued.

Special Circumstances

- **Women in labor** are permitted no more than two (2) visitors per patient at a time: one (1) banded designated support person, 24/7 (same person for duration of stay) and one (1) visitor or doula/midwife during active labor. 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.

- **Postpartum patients** are permitted one (1) banded designated support person, 24/7 (same person for duration of stay).
- **Pediatric inpatients** may have two (2) parents or guardians with them at all times.
- **Emergency Department adult patients** may have one (1) visitor.
- **Emergency Department pediatric patients** *must* have one (1) parent or guardian with them at all times and *may* have up to two (2) parents or guardians.
- **Procedural/surgical patients** may have one (1) 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 (1) 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 unit** will not allow visitors at this time, unless clinically indicated. Each request will be evaluated for appropriateness on a case-by-case basis.
- **End of life and significant changes in condition** may have visitors not to exceed two (2). These situations will need to be communicated by the unit charge nurse to security to provide entry for the visitors.
- **Patients with disabilities under the Americans with Disabilities Act of 1990:** reasonable modifications to the visitation policy will be made to allow for support person visitation to patient needs and coordinated with the clinical team.

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

***Children 12 –17 years of age must be accompanied by an adult.*

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 patience as we've continued to prioritize the health and safety of our patients, employees and providers throughout the COVID-19 pandemic.

Additional ADA Information

The purpose of this communication is to ensure that the civil rights of Maui Health patients with disabilities and/or with language assistance needs continue to be protected in accordance with the Americans with Disabilities Act and Section 1557 of the Affordable Care Act.

- Per the CDC, limit visitors to the facility to only those essential for the patient's physical or emotional well-being and care (e.g., care partners).

- A patient with any disability may have one personal assistant (18 years or older) if essential for the patient's physical or emotional well-being and care.
- If deemed essential for care, only one essential caregiver/personal assistant may accompany a patient to any Maui Health facility (e.g., hospital, emergency department, medical office, clinic, pharmacy, lab, etc.).
- For patients who need language assistance, follow existing policies and procedures for providing a certified interpreter or bilingual certified staff. Relying on the patient's family member for interpretation should only occur as a last resort.

Public entrances

At Maui Memorial Medical Center, we have restricted public entrances to only the main lobby and the entrance located near the Pacific Cancer Institute.

- **Visitors for inpatients** will enter the hospital using the Main Lobby entrance.

Emergency Room patients are provided a rapid assessment in the screening tent located directly outside the ER prior to being allowed to enter the ER.

- Visitors may purchase grab-and-go items from the cafeteria or Wilmer's Snack Shop, located on the first floor. Visitors must eat outside in the courtyard. Cafeteria seating is closed to visitors.