

CMO REPORT

UPSTATE
UNIVERSITY HOSPITAL

FROM THE DESK OF

Amy Tucker, MD, MHCM, Chief Medical Officer, Upstate University Hospital
Associate Dean for Clinical Affairs, College of Medicine
Vice President, Ambulatory Services and Population Health, Upstate Medical University

April 12, 2021

How will the current Epic upgrade help you (me)? by Dr. Leslie Kohman

The Epic Upgrade on April 10, 2021 addresses some of the specific concerns you expressed in the 2020 Arch Collaborative survey. See attached. Additional requests for future upgrades can be addressed by Leslie Kohman, Chief Wellness Officer, at kohmanl@upstate.edu.

Clinical Documentation Improvement (CDI) by Dr. Emily Albert and Dr. Ali Khan, Co-Directors, CDI

Meet Our Medical Directors!

Upstate's Clinical Documentation Improvement (CDI) program is here to support Upstate providers. The CDI team's efforts are important because they support evidence-based medicine by capturing patient care from admission (often before admission) to discharge, including diagnoses, treatment and response to treatment. When the documentation is complete, detailed and accurate it prevents ambiguity and improves data capture; optimizing quality scores and improving financial integrity. Perhaps even more importantly, documentation integrity ensures quality communication between healthcare providers, which leads to better care of our patients. We are very thankful for our team of physician advisors and it is our pleasure, throughout the month of April to introduce each of them to you!

DR. EMILY ALBERT – Adult, Non-Surgical



Dr. Emily Albert has been working as a hospitalist at Upstate since 2013. She completed medical school in 2007, Internal Medicine residency in 2010 and a Chief Resident year in 2011- all at SUNY Upstate. She received her Masters in Public Health while working as a hospitalist at The Ohio State Wexner Medical Center from 2011-2013. She has been engaged as a CDI medical director since 2018. She is married to Scott Albert, a surgical oncologist at St. Joe's Hospital and has 3 daughters- Claire, Julia and Evelyn. She enjoys family time, running, Syracuse basketball and skiing when outside of work.

Dr Albert has been dedicated to the CDI program and its staff since the beginning. She has shown the most impact in her interactions with fellow providers, especially those who have a difficult time seeing the value of CDI, by giving them space to have frustration and validating those feelings, while never losing sight of helping them understand that we are here to help ensure that they get the credit for the great care they are giving their patients each day.

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Multi-Institutional Well-Being GRAND ROUNDS

Monday, April 19, 2021 0730-0830 (7:30 – 8:30 AM)

Monday, April 19, 2021 1200 – 1300 (Noon -1:00 PM)

Monday, April 19, 2021 1730 – 1830 (5:30 - 6:30 PM)

ZOOM Virtual Meetings

Please click this URL to join. <https://bassett.zoom.us/j/99100389950?pwd=a2l3UCt0Tzd1NVZFUWpFVW9lN2xiUT09>
Passcode: 307789

TOPIC: Wait, Wait, Please Ask Me!

A lighthearted conversation about stress, depression, anxiety, stigma and asking for help

Special Guest, Peter Sagal from 'Wait, Wait Don't Tell Me', NPR's weekly news quiz

Moderated by Caroline Gomez - Di Cesare MD

OBJECTIVES: The attendees will be able to employ the information to better recognize clinician distress and how it relates to patient care, to understand the stigma associated with clinician distress and promote additional conversations about stigma, and to empower learners to utilize the resources provided to address distress.

Do you have questions for Peter Sagal? Send your questions to Clinicianpeertopeer@Bassett.org before 4/15/21

Bassett Medical Center is accredited by the Medical Society of the State of New York to provide continuing medical education for physicians.

Bassett Medical Center designates this live activity for a maximum of 1 hour of *AMA/PRA Category 1 Credit(s)*.™ Physician should claim only the credit commensurate with the extent of their participation in the activity.

Bassett Medical Center is approved as a provider of nursing continuing professional development by the Northeast Multistate Division Education Unit, an accredited approver of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

Bassett Medical Center designates this live activity for a maximum of 1 contact hour of continuing nurse education credit.

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This educational activity does not include any content that relates to the products and/or services of a commercial interest that would create a conflict of interest.

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New / Revised / Deleted COVID-19 Policies of Special Interest for Clinicians

New Policies

- [Care of Upstate Pediatric Dialysis Unit \(UPDU\) Patients During COVID-19 \(COV P-13\)](#)

Revised Policies

- [Adult Patients Admitted to Upstate Golisano Children's Hospital During COVID-19 \(COV A-08\)](#): recent/active IV drug use added as exclusion.
- [COVID-19: Bed Management and Throughput \(COV B-03\)](#): high risk patient group changed to international travelers only.
- [Discontinuation of Transmission Based Precautions of Patients with COVID-19 \(COV D-04\)](#): removed community exposure as high risk patient category.
- [Personal Protection Equipment \(PPE\) Table for COVID-19 Exposure Scenario \(COV P-01\)](#): updated interim return to work guidance.
- [Travel Advisory and Return Procedure During COVID-19 \(COV T-09\)](#): quarantine changes for international travelers who are employees.
- [Visitor Restriction During Prevalence of COVID-19 \(COV V-08\)](#): Effective 4/8/2021 – inpatient rehabilitation units 2N at University and 4E at Community visitation hour change to 4 pm – 8 pm daily to permit visitation time after patient therapy sessions conclude, 2N and 4E may also allow up to 2 family members at bedside as needed for discharge teaching purposes time to be at unit's discretion, adult inpatient units – if a patient is End of Life/Comfort Care may permit one to two visitors to remain at the patient's bedside as determined by provider and nursing clinical team on individual clinical units. Additionally, attached are Visitation Updates Talking Points COVID Visitation Policy Changes 4/8/21.

Outstanding Physician Comments

Comments from grateful patients receiving care on the units and clinics at Upstate:



Adult Hematology Oncology: Dr. Mijung Lee has been supportive. Dr. Mijung Lee is the best! Dr. Dorothy Pan – straightforward and sits down and listens to her patients. Dr. Bernard Poiesz has always been there for questions. He is great! Dr. Rahul Seth has been the very best throughout this 2-year period. His selection of the chemo regimen, his answers to any questions I may have and his positivity as he interacts with me and my wife has been the difference between this very good experience and what might have been quite negative as we have lived with PC.

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Boarder at Community Hospital: Dr. Kevin Setter is wonderful; I have a lot of trust in him, this is my 3rd surgery by him and would trust him again if needed!

Family Medicine at Community: Dr. R Eugene Bailey – very good! Dr. R Eugene Bailey always listens to me and he's so easy to speak to. Dr. R Eugene Bailey – great! Always a good experience with Dr. R Eugene Bailey. Dr. R Eugene Bailey is a step above the rest. I always feel heard and reassured when I visit with him and he feels more like family than just my doctor. Whenever anyone asks me about my health or asks for advice if they are looking for a doctor I say to find someone like Dr. R Eugene Bailey. He has helped me through all of my life changes and has delivered both of my babies. The world of healthcare needs more Dr. R Eugene Baileys! Our primary care provider, Dr. R Eugene Bailey, is thorough, compassionate, informative and approachable with any and all of our concerns as a family. Always love Dr. R Eugene Bailey – was very helpful to me. Dr. R Eugene Bailey always listens to my concerns and is also very professional and knowledgeable. I've been a patient of Dr. R Eugene Bailey's for years and I am very pleased with him. I love Dr. R Eugene Bailey. He has been my doctor for over 30 years! We love our pediatrician Dr. R Eugene Bailey. This was my first appointment with Dr. Joseph Cincotta and it went very well! I have already been raving about how wonderful Dr. Joseph Cincotta is to anyone who will listen. Dr. Heather Finn is the best example of what a primary care physician should be – kind, caring, compassionate, listens carefully and includes me in decisions. Dr. Heather Finn is very caring and competent. An excellent care provider – will miss her! Dr. Heather Finn is gifted in her ability to uncover issues her patients are facing and helping to resolve. Dr. Igor Kraev was professional and knowledgeable. I am happy to have him as my primary care doctor. Dr. Igor Kraev is the best, love my doctor, hands on care with his patients. Dr. Igor Kraev is an excellent listener. He does a very good job of explaining my issues and ensuring I understand. Dr. Igor Kraev – sympathetic and understanding. Dr. Igor Kraev is an amazing doctor, very knowledgeable and very pleasant to talk to. Dr. Igor Kraev showed concern and took the time to fully discuss every aspect of my upcoming procedure, as well as, answering all my questions fully. He showed that he cared about my concerns and relieved my worries.

Radiation Oncology: Dr. Stephanie Rice has gone above and beyond to be engaged, accessible and in the know. She is a true professional while still being down to earth and talking in layman's terms. Dr. Anna Shapiro was truly a concerned professional who spent significant time to explain the planned procedure, side effects, etc.

SUNY Upstate – Virtual: Dr. Michael Archer is the best doctor I have ever had. He is very compassionate and professional. I cannot say enough about him. I am very fortunate I was referred to him and beyond grateful to have him as my doctor. Dr. Janice Bach always takes plenty of time, listens, engages, and is very caring. Dr. Nidhi Bansal is awesome. Love Dr. Andrea Berg! Dr. Andrea Berg talked with my daughter and myself to confirm I understood everything. Dr. Eduardo Bonilla is wonderful. Dr. Sharon Brangman is amazing! She listens and responds in such a patient, intelligent and kind manner. I am very pleased with Dr. Mark Crye's care. Dr. Nienka Dosa is very compassionate, takes her time to listen to you and answer all questions clearly. Dr. Barbara Feuerstein is very comprehensive, in fact due to the time limit on the virtual visit, she called me to finish her recommendations. Dr. Roseanna Guzman-Curtis is very thorough. Dr. Shahram Izadyar is a great doctor. Dr. Roberto Izquierdo is great! Dr. Roberto Izquierdo is always wonderful explaining the tests done and making her feel like a part of her medical plan. There is no doubt in my mind if I know of anybody in the future that has any kind of problem like what I had I would definitely recommend them to Dr. Joseph Jacob. I am very happy with the care and partnership I have with Dr. Hiroshi Kato. Dr. Stephen Knohl spent a lot of time with me discussing my concerns and how to move forward. I never feel rushed with Dr. Stephen Knohl. Dr. Stephen Knohl is always willing to listen and explain anything I am unsure about.

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Dr. Leslie Kohman is a great listener and a truth speaker. **Dr. Hani Kozman** always has my back and best managing of my cardiac care. **Dr. Sarah Lappin** is wonderful! **Dr. Corey McGraw** is clearly an outstanding doctor. He is extremely knowledgeable and has amazing people skills. I consider myself very lucky to have him as a doctor. I am very pleased with **Dr. Jenny Meyer**! She definitely shows her care and concern of her patients. I feel very comfortable discussing issues with **Dr. Jenny Meyer**. **Dr. Jenny Meyer** is outstanding. She truly listens to my concerns and discusses new symptoms, the effects of new treatments and whether adjustments are needed. I would highly recommend **Dr. Jenny Meyer** to those with neurological conditions. My experience with **Dr. Haris Mobeen** was very good. Always very good with **Dr. Kaushal Nanavati**. **Dr. Kaushal Nanavati** gave me tools like nutrition insights, emotional support, and a general feeling that everything was going to be okay. I felt like he listened to my concerns and offered solutions that were up to me to make. I wish I had met **Dr. Kaushal Nanavati** from the very beginning of this journey. **Dr. Zainab Shahnawaz** was very attentive to my needs. **Dr. Rupali Singla** is a wonderful, caring and compassionate doctor. She always makes it a point to ask how I am doing at the very beginning of my appointment. Her compassion is greatly appreciated. She takes time to answer any questions I might have. She is very easy to talk to. I feel like she talks to me in words I can understand and never makes me feel rushed. I have and definitely will continue to recommend **Dr. Rupali Singla** as a PCP. **Dr. Rupali Singla** was easy to understand, very thorough, and asked great questions. She listened to our concerns and addressed all of them. **Dr. Zafer Soultan** – the best! **Dr. Zafer Soultan** is an AMAZING doctor!! He is very knowledgeable, kind and compassionate! I highly recommend him to anyone who needs his help! **Dr. Thomas Vandermeer** was informative, friendly, and put me at ease. I love **Dr. Catherine White's** approach and ability to really listen. **Dr. Awss Zidan** – very nice. This was my first appointment with **Dr. Awss Zidan** and I came away pleased. He listened to concerns and I am optimistic for the future. **Dr. Awss Zidan** is very good.

University Internists: **Dr. Vincent Frechette** – professional, knowledgeable, friendly and genuine. Appreciate **Dr. Vincent Frechette's** genuine concern for the patient as a whole person, not just a medical problem. **Dr. George Gluz** is a great physician. Love **Dr. Sarah Lappin**! This was my first visit with **Dr. Catherine White** and she's as sweet as everyone in your office.

Upstate Pediatrics: **Dr. Travis Hobart** has taken the time to care for my special needs child. Dr. Hobart takes the time to be familiar with her disorders, coordinates with other doctors and really listens to us. We love **Dr. Travis Hobart**! **Dr. Yekaterina Okhman** is wonderful. **Dr. Jaclyn Sisskind** is always good at listening to our concerns and is very in tune to what our child needs. She is not dismissive and is always genuine in her care for our child and understanding the parent perspective. **Dr. Jaclyn Sisskind** has likely saved my kid's life twice now. I was impressed by **Dr. Anne Sveen**. She researched the meds to ensure the pharmacy and insurance would approve and dispense. Excellent visit!

Upstate Urology: **Dr. Stephen Blakely** – super! **Dr. Gennady Bratslavsky** is truly amazing and an asset to your hospital. I am relocating and he took the time to find out where I was going and help me find another doctor within my insurance and is having all my records transferred to the new doctor. I have never had that happen before when I relocated. I told him I would be willing to come back once a year for him to treat me and do the follow up exams. I will truly miss him. **Dr. Gennady Bratslavsky** gets A++ (or 15 on a scale of 10). He has been extremely attentive, communicable, knowledgeable and anything you could otherwise want in a physician and more. **Dr. Gennady Bratslavsky** is AMAZING and the best doctor I have ever had in my lifetime. **Dr. Timothy Byler** discussed what needed to be performed, was very understanding, and continue to help me during the procedures. Made me feel that that he understood how I felt. **Dr. Natasha Ginzburg** is wonderful, pleasant, knowledgeable and would highly recommend her. She is an outstanding

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physician. **Dr. Joseph Jacob** is great. I have the utmost confidence in his ability and guidance regarding my treatment. **Dr. Joseph Jacob** is excellent in his care and treatment. **Dr. Joseph Jacob** – understands my concerns. **Dr. Joseph Jacob** – great! **Dr. Oleg Shapiro** saw me within one-hour of me calling office with my issue.

Wound Care Center: **Dr. Monica Morgan** is very sweet, warm, and she was very good to me. **Dr. William Santiago** was very professional.

2East at Community Hospital: **Dr. Jennifer Marziale** did a great job at explaining herself and what to expect. I appreciated her patience with me and my husband.

4North at Community Hospital: It's almost impossible to find all the superlatives to describe my interactions with **Dr. David Halleran**. From my first office visit to my discharge from the hospital he was with me all the way. I am blessed that I was in his care from start to finish.

05A: **Dr. Michael Luca** was on point, clearly communicative and professional.

05B: **Dr. Jeffrey Albright** – so helpful! **Dr. Jeffrey Albright** – best surgeon ever. He saved my life! **Dr. Tanya George** for time spent explaining care and willingness to listen to concerns.

06B: **Dr. Natasha Ginzburg** took time to listen and address every concern.

08G: **Dr. G. Randall Green** – excellent job!

10G: **Dr. Mark Crye** – awesome care.

11E: **Dr. Matthew Smith** and **Dr. Leonard Weiner** are exceptional.

Thank you for all you do!

Amy

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Spring 2021 Upgrade Changes and Recent Provider Comments

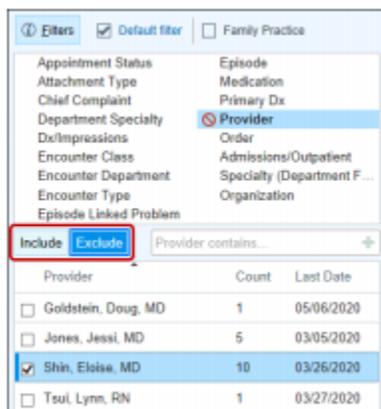
Comments:

-There should be easier streamlined ways to access data we need from notes that doesn't involve searching and relicking

Searching all over the place in media for old health care records is a waste of time

Chart Search now has spotlight cards on the right that show the most recent lab & components if you are searching for a particular lab. You are now also going to be able to use shorthand phrases in your search such as H&P or D/C. Chart search will now account for typos. If you misspelled your search item and it does not return anything, results will appear for a closely matching term.

Filters: Chart review tabs now include an exclude option



Comments:

- I like EPIC chat and emails as a way to communicate efficiently

- Epic chat is good but is overused by certain nursing staff which creates chaos on mobile phone Haiku when trying to get other work done.

- Epic chat has made a big difference. Everyone needs it use it

Secure Chat

For each type of user, different actions they take in their daily workflows set their availability status. The following actions are triggers for availability changes: • Hyperspace login and logout • In Basket Out of Contact • Inpatient, ASAP, and Stork Sign In • Inpatient On-Call Schedule • Narrator staffing events in the Code, Trauma, Stroke, Sedation, and STEMI narrators • Grand Central: Sign In and On Break for EVS staff and transporters • Case log staff events (typically used by OpTime, Anesthesia, and Cupid)

New convenience features for Secure Chat make conversation easier, including new Important Message notifications. Important messages are highlighted in yellow.

Comments:

- Lack of any interfaces with outside labs and reports leads to a huge amount of personnel time both staff and providers and sometimes leads to delays in patient care.

- Lack of interfaces with outside labs results in delays in getting results,

Phase 1 of viewing external labs is to pull in PDF lab reports from other Epic facilities.

Labs completed outside of Upstate

On the Labs tab in Chart Review, you can see external labs listed chronologically by date. Any result brought in from an outside organization via Care Everywhere will have a Care Everywhere (CE) icon to the left of the listing. (This is non-discrete data at this point and will not be available for trending)

The screenshot shows the Epic Chart Review interface. The top navigation bar includes SnapShot, Chart Review, Care Everywhere, Synopsis, Outside Information, Rooming, Notes, Plan, Quality, and other options. The main area is divided into tabs for Encounters, Notes, Labs, Imaging, Procedures, Episodes, Referrals, Cardiology, Media, Letters, Other Orders, Meds, and Micro. The Labs tab is active, displaying a list of lab results. A tooltip indicates that a result from 05/15/2019 was received from Palos Community Hospital TST. The right-hand pane shows 'Specimen Information' for a 'Manual Diff Body Fluid' test, including a table of results and a note that the information will not trend.

Order Date	Result Date	Abnormal V:	Collection Date/Time	Order Description
1 Year Ago				
09/11/2019	09/11/2019		09/11/2019 11:33	Type and Screen
09/11/2019	09/17/2019		09/11/2019 11:17	Prepare RBC: 2 Units
05/15/2019	05/15/2019		05/15/2019 14:09	Manual Diff Body Fluid
2 Years Ago				
04/18/2018	04/18/2018	Abnormal	04/18/2018 14:15	Throat Culture Strep Gra 24
04/18/2018	04/18/2018	Abnormal	04/18/2018 14:07	Comprehensive Metabolic
04/18/2018	04/18/2018	Abnormal	04/18/2018 14:03	Comprehensive Metabolic

Specimen Information
Collected: 5/15/2019 2:09 PM

Manual Diff Body Fluid Order: 380098965

Information displayed in this report will not trend and will not trigger automated decision support.

	Ref Range & Units	5/15/19 1409
Neutrophils Relative %	%	85
Lymphocytes Relative %	%	11
Eosinophils Fluid	%	2
Monocytes Relative %	%	2
Total Cells Counted		100

Resulting Agency: PALOS HOSPITAL LAB
Specimen Collected: 05/15/19 Last Resulted: 05/15/19 14:17 14:09
Received From: Palos Community Hospital TST Result Received: 03/02/20 10:39

Visitation Updates Talking Points COVID Visitation Policy Changes 4/8/21

Please see revised policy COV V-08 on Upstate's policy website for all details including COVID positive patient visitation. This is a brief summary of major talking points for staff with any changes since 04/01/21 policy updates. This applies to all Upstate settings.

Applicable to all settings as a reminder the name of the designated visitor(s) must be entered in EPIC under FYI/visitor restrictions by nurse manager or RN in the area or visitors will be held at desk while unit is called for confirmation.

Visiting Hours and Designated Visitors: patients in the adult ICU, step-down and adult med/surg settings may have one, unique designated visitor (>age of 18yrs) in the 2PM-6PM time frame. Inpatient rehab units 2N and 4E general visitation hours at 4PM-8PM to permit therapies to conclude prior to visitation. *If the time frame needs to be altered due to work or other commitments of the designated visitor, a different 4 hr. time frame may be agreed upon between visitor and bedside RN without need to call administrative supervisor in AMION.*

One, Unique Designated Visitor: Only one visitor is permitted in the 4-hr. time frame on adult units (see End of Life below for exception). The designated visitors name must be entered in EPIC under FYI/visitor restriction by the patients RN. The visitor should remain consistent throughout the hospitalization. In the event the designated visitor name needs to be changed during course of hospitalization (i.e. designated visitor must travel out of town), the unit may delete the first designated visitors name and enter a new unique designated visitor without need to contact administrative supervisor in AMION.

End of Life Case/Comfort Care: may have two designated visitors who must remain consistent throughout hospitalization unless extenuating family circumstances indicate a change is needed, names of visitors must be entered in EPIC. One or two of those visitors can remain at bedside 24hrs at the provider and nursing team decision on clinical unit and both visitors can exit and re-enter hospital as needed.

Pediatric Visitation: in GCH two caregivers/support persons may remain at bedside and enter and exit hospital if needed. Adult patients in GCH ≥ 20 yrs. of age would follow adult guidelines above.

Pediatric ED permits one caregiver/support person for children 18yrs old or less. A second caregiver/support person may be permitted by exception of the clinical leader/charge RN.

Pediatric Ambulatory remains with one caregiver accompanying child in most cases.

Center for Children's Surgery for children 19yrs old or less, two caregivers/support persons are permitted.

Adult Ambulatory, one companion may be permitted at the request of the patient and with notification to the clinic prior to the appointment. Due to space restrictions this may not be possible at all sites at all times.

Cancer Center one person may accompany patient for visit.

Adult ED: one designated visitor for all patients and in End of life/comfort care cases, two designated visitors who may switch out with ED attending and charge RN/clinical leader approval.

Psychiatry inpatient, Family Birth Center (FBC), OR/Procedural, TCU, job applicants, students, vendors, outside agencies please see policy for further guidance with no changes being made since 04/01/21 policy version.

Please see link in policy COV V-08 for most current travel guidelines. Infection prevention on call can be contacted for further guidance regarding travel histories.