



Visitation Guidelines

Last updated 12/30/21.

The guidelines below apply to City and County of SF, UCSF, and first responder and emergency personnel, volunteers and students.

Our team is taking special precautions to keep you and your loved one safe while at ZSFG. These guidelines can change as the status of COVID-19 changes in our community.

Effective 8/11 all inpatient visitors must be fully vaccinated or provide a negative COVID-19 test within 72 hours of their visit (at home test not accepted).

<p style="text-align: center;">Outpatient Visitation</p> <p>One (1) healthy visitor is allowed to accompany a patient to their appointment .</p>	<p style="text-align: center;">Inpatient Visitation</p> <p>COVID-19 negative hospitalized patients are allowed one (1) healthy visitors per day, for three-hours, social distancing permitting. No visitor swapping.</p> <p style="text-align: center;">Visiting Hours M-F 11AM-6PM Sat/Sun 9AM-5PM</p> <p>There are no overnight visits. Visitors are not permitted for psychiatric patients.</p>
<p style="text-align: center;">Emergency Department Visitation</p> <p>Visitors are not allowed. Compassionate exceptions apply. COVID-19 vaccine and testing not required for compassionate exceptions.</p>	<p style="text-align: center;">Skilled Nursing Visitation – 4A</p> <p>Visitation is permitted Wed-Sun 11AM-5PM. Two (2) healthy visitors per patient for 30 minutes.</p>

Compassionate Exceptions

(pertains to outpatient, inpatient & ED, unless otherwise noted)

Visitor Exceptions	Applicable to: COVID-19 Positive, Suspected COVID-19 Patient & COVID-19 Negative Patients
Pediatrics	Two (2) parent/guardian daily.
End of Life	COVID-19 vaccine and testing not required for the following groups: Pediatrics: Two (2) parents/guardians per day Adult: Two (2) visitors per day. For COVID-19+ patients ONLY: the visit ends as soon as the visitor leaves the patient's room.
Labor	Two (2) visitors for patient giving birth
Mobility Support	Outpatient only: One (1) visitor to accompany patient to their appointment.
Dependent Patient Support	Patients with psychosocial, intellectual, developmental or cognitive disabilities who rely on in-person support at home for medically necessary care. ED: One (1) in-person support. Inpatient: Two (2) in-person support during visiting hours. Outpatient: Two (2) in-person support to accompany patient to their appointment.
Same Day Surgeries	One (1) visitor to accompany patients having surgery on the day of the procedure.
Communication and Cognitive Assistance	One (1) support person is allowed access into Emergency Dept with patient to facilitate communication and/or provide additional information regarding the patient's condition and/or history. The support person may accompany the patient until adequate information and support is obtained. The presence of this support person does not replace a qualified interpreter, rather prevents gaps in understanding when there is an emergency involving a health need.

In-Patient & ICU Visitor Requirements

Inpatient Visiting Hours: M-F 11:00am-8:00pm, Sat/Sun 9:00am-5:00pm

ICU Visiting Hours: M-F 11:00am-6:00pm, Sat/Sun 9:00am-5:00pm

These hours are strictly enforced unless a compassionate exception applies.

Dear ZSFG Visitors,

We are happy to support your visit with your loved one today. To keep you, our patients and caregivers safe, we require all visitors to:

- ✓ Avoid visiting if you are feeling sick, have a fever, have been in close contact with a person who is COVID-19 positive or have recently had a positive COVID-19 test.
- ✓ Answer all the questions about your health and contact with people who are COVID-19 positive.
- ✓ Have your temperature taken.
- ✓ Limit visit to three-hours.
- ✓ Replace your personal face covering with the mask we provide at the entrance. Masks are to be worn at all times covering your nose and mouth.
- ✓ Remove gloves.
- ✓ Wear a visitor pass that others can see.
- ✓ Practice social distancing in all elevators.
- ✓ Check-in at the nurse's station so you can be taken to the correct room.
- ✓ Stay in the patient's room until you plan to leave. Visitors cannot linger in the hallways, lobbies or waiting rooms. Once you leave the unit, the visit is over. You are allowed to use public bathrooms.
- ✓ Always stay at least 6 feet away from the patient.
- ✓ Wash your hands with soap and water (or use hand sanitizer) before and after entering the patient's room.
- ✓ Wear additional protective equipment (i.e. gowns, gloves, face shields, etc.) if you are visiting a patient with an infectious disease. You will be instructed by the nursing staff.

We must practice social and physical distancing in all areas of our hospital. Because of this, lobbies and waiting areas closed and you may be redirected or asked to leave an area if the distancing is not possible due to space issues. The care team or lobby staff can help answer any questions you have.

By accepting this handout, you are agreeing to the visitor requirements.
Visitors who do not follow these requirements will be asked to leave.

Out-Patient Visitor Requirements

Dear ZSFG Visitors,

We are happy to support your visit with your loved one today. To keep you, our patients and caregivers safe, we require all visitors to:

- ✓ Avoid visiting if you are feeling sick, have a fever, have been in close contact with a person who is COVID-19 positive or have recently had a positive COVID-19 test. Visitors who were previously COVID-19 positive must meet the community standards for coming off of isolation (10 days since symptoms started, 3 days with no fever and improved respiratory symptoms).
- ✓ Answer all the questions about your health and contact with people who are COVID-19 positive.
- ✓ Have your temperature taken.
- ✓ Wear a visitor pass that others can see.
- ✓ Replace your personal face covering with the mask we provide at the entrance. Masks are to be worn at all times covering your nose and mouth.
- ✓ Remove gloves.
- ✓ Limit visit to the patient's appointment. Once the appointment has ended, please exit the facility.
- ✓ Stay near the patient. Visitors cannot linger in the hallways, lobbies or waiting rooms. You are allowed to use public bathrooms.
- ✓ Practice social distancing. Always stay at least 6 feet away from others, including in elevators.
- ✓ Wash your hands with soap and water (or use hand sanitizer) before and after entering the clinics and facilities.
- ✓ Safely leave children at home to limit exposure. If this is not possible, children are permitted to attend appointments.
- ✓ Designate one parent or guardian to accompany child to their appointment.

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**By accepting this handout, you are agreeing to the visitor requirements.
Visitors who do not follow these requirements will be asked to leave.**

Patient and Loved One Support

We understand the importance of social connections and healing. To stay connected with your loved one, we have support programs in place. For questions, call The Office of Patient Experience (628) 206-5176.

Video Visits

We encourage you to use Face Time, Skype or other video platforms to visit with your loved one. If the patient doesn't have a device, tablets are available in the hospital. Just ask the patients' nurse.

Spiritual Care

We are here for you and your loved one in these times of emotional stress. Please let a member of the healthcare team know if you and/or the patient would like a phone call from our spiritual care team.

Meet My Loved One

Although you may be unable to be with your loved one, we want to provide personalized, supportive, and compassionate care for them as if you were at the bedside. You can complete the "Meet My Loved One" questionnaire to share what you want us to know about the patient and their needs.

For a copy, ask the Patient Experience team in the main lobby.

Healing and Encouragement Notes for Patients

If you wish to send the patient a note or a photo that can be posted in their room, we will make sure it gets to your loved one. Please send the photo or note as an email to dph-patientexperience@sfdph.org and include your contact information along with the patient's name.