



# Visitation Guidelines

Last updated 3/10/22.

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

The guidelines can change depending on the status of COVID-19 in our community.  
**Inpatient and Skilled Nursing visitors must provide proof of full vaccination (includes booster if eligible) or a negative COVID-19 test unless otherwise noted.**

<p><b>Inpatient Visitation</b></p> <p>Visitation applies to COVID-19 negative patients or those who have recovered.</p> <p>Visiting hours: <b>M-F 11AM-6PM</b> and <b>Sat/Sun 9AM-5PM</b></p> <p>No overnight visits.          No visitor swapping.</p> <p><b>General:</b> May have two (2) healthy visitors per day, for three hours.</p> <p><b>ICU:</b> May have two (2) healthy visitors per day during visiting hours.</p> <p><b>Psychiatry:</b> Visitors are not permitted.</p>	<p><b>Outpatient Visitation</b></p> <p>Visitors are not permitted.          Compassionate exceptions apply.</p> <p><b>Emergency Department Visitation</b></p> <p>Visitors are not permitted.          Compassionate exceptions apply.</p> <p><b>Skilled Nursing Visitation – 4A</b></p> <p>Visitation is permitted <b>Wed-Sun 12PM-5PM</b>.</p> <p>Maximum of two (2) healthy adults and one (1) healthy child per resident per day.          Visits are for 30 minutes and must be scheduled.</p>
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## 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	Inpatient: Two (2) parents/guardians daily. Outpatient: One (1) parent/guardian to accompany patient to their appointment.
End of Life	COVID-19 proof of vaccination or testing not required for this group. 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 in the Emergency Department and Labor & Delivery with patients 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.

# 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](mailto:dph-patientexperience@sfdph.org) and include your contact information along with the patient's name.