****

**Patient & Visitor Information**

St. Luke’s recognizes the important role your family and friends play in your recovery. Their love and support will be instrumental in your return to wellness. We do support and accommodate flexible patient visitation, but we also recognize that proper rest is essential to your healing.

We have developed the following guidelines and recommendations to help you and your loved ones in establishing a personalized plan to balance visitation and rest. As always, your health care team is available to assist you in establishing and managing your visitation plan.

**Guidelines:**

**Masking** (due to COVID-19) - To help maintain a healthy environment, **we are requiring all staff, patients and visitors to wear a mask at all times – regardless of vaccination status.**

**Visiting Hours** – Visitors are permitted 24 hours-a-day. However, we do encourage visitation during daytime hours to ensure you have adequate time to rest in the evening and night. Patient care areas that provide specialized care (Maternity, Pediatrics, Behavioral Health and Critical Care as examples) will have specific recommendations which will be discussed at the time of admission.

**Please note**:

The hospital reserves the right to modify visiting hours based on clinically necessary reasons. Examples: when the patient is undergoing medical care, infection control issues, disruptive behavior and visitor overcrowding.

Rest assured, visitation privileges will never be denied on the basis of sex, gender, national origin, religion, sexual orientation or disability.

**Visitation for Children:**

Children who are capable of meeting and maintaining the current masking requirement are permitted. The decision to have children visit you while you’re in the hospital should be discussed with your health care team. You will want to consider your possible risk of an infection. A child with a head cold may pose a much more serious risk to you. You might also want to consider the potential risk to the child being exposed to an infection while visiting. Should you decide to have a child visit we suggest their visits be short, limited to your room and always with proper supervision of a parent or guardian.

**Infection Control Guidelines:**

For your protection handwashing is essential when your visitors arrive and depart. Hand sanitizer dispensers are conveniently located outside of your room. If you observe anyone (visitors, providers or staff) entering your room without washing their hands please insist they return to the dispenser to complete their handwashing.

**English as a Second Language:**

St. Luke’s staff is comprised of people from a variety of ethnic backgrounds who may provide services in a language other than English. St. Luke’s also provides interpreter services for over 40 languages through a medical interpreter telephone service. This service is available 24 hours daily, year-round, free of charge. Please ask your nurse for more information.

**Speech or Hearing-Impairment Support:**

St. Luke’s offers TTY equipment as well as in-person and internet-based medical American Sign Language (ASL) interpretation. Please ask your nurse for assistance.

**Use of Recording Devices:**

In an effort to ensure patient safety and provide privacy protection for our patients (as required by law), the use of any recording devices is prohibited by patients, visitors and staff. This includes all devices capable of recording visual and/or audio images (i.e. photographic, video and digital cameras, audio recorders and cellular phones). Under certain circumstances and in designated areas identified with appropriate signage, a recording device may be used, provided that the St. Luke’s health care team provides permission. Our staff reserves the right to ask to have the recording stopped at any time.

**Updated 6/16/2021**