Frequently Asked Questions About the Nemours Visitor Policy

Updated 11/4/2020

For Inpatient Admissions and Emergency Department Visits at Nemours/Alfred I. duPont Hospital for Children in Wilmington, Del., and Nemours Children’s Hospital in Orlando

The visitor policy at our partner hospitals may differ – please check the hospital website for their current policy.

We are asking families of children who have been admitted to our hospitals to name up to two healthy parents/caregivers to be the patient’s approved visitors for the full hospital stay. Only these people may visit. While two designated caregivers are allowed at the bedside at both hospitals, only one caregiver is permitted in the procedure and surgery waiting areas at Nemours/Alfred I. duPont Hospital for Children due to physical space limitations. During your time at the hospital, you will be required to wear an approved mask and maintain proper social distancing (stay at least 6 feet away from other people).

For Outpatient Visits to Primary Care, Urgent Care and Specialty Care Offices

To ensure proper social distancing in these compact spaces, we ask you to continue to partner with us for the safety of our patients and associates by limiting visitors to one healthy parent or caregiver. We understand there are times when two caregivers may want to attend an appointment. At some Nemours locations, we may be able to accommodate two caregivers – please see the table below. If the care team determines it is not safe to include two caregivers in our smaller exam rooms, one caregiver will need to sit in the waiting room if space allows or return to the car and participate in the appointment via phone call or video chat.

<table>
<thead>
<tr>
<th>Outpatient Appointments</th>
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<tr>
<td><strong>1 Healthy Caregiver</strong></td>
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<tr>
<td>• All Delaware Valley sites (Del., Pa., and N.J.)</td>
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<td>• Lake Mary (Fla.)</td>
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<td>• Nemours Children’s Primary Care (Fla.)</td>
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<td>• Nemours Children’s Urgent Care (Fla.)</td>
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<td><strong>Up to 2 Healthy Caregivers if Exam Room Size Allows</strong></td>
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<tr>
<td>• All Central Florida sites except Lake Mary, NCPC and NCUC</td>
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<td>• All Jacksonville, Fla. sites</td>
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<td>• All Pensacola, Fla. sites</td>
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Q. Why are these visitor restrictions necessary?
A. The safety of our patients, their families and our associates is Nemours' top priority. To prevent the spread of COVID-19 and to protect the health of everyone in our facilities we have instituted these temporary visitor restrictions. Social distancing (maintaining a distance of at least 6 feet between people), proper masking and good hand hygiene are the best ways to prevent the virus from spreading.
Questions About Inpatient Stays

Q. Can the designated caregivers alternate with another designated caregiver during an inpatient stay?
A. No, the designated caregivers must be the same two people throughout the child’s stay in the hospital. The only exception would be if one of the designated caregivers becomes ill or is unable to be at the bedside with the child.

Q. How can other family members and friends stay in touch with the child during an inpatient stay?
A. The designated caregivers may use their own mobile phone or other smart device to help family members and friends stay in touch with the child through virtual visits using phone calls or video chat. Nemours welcomes the use of technology to help patients and families stay connected. We ask families to respect the privacy of other patients and families by not photographing or video recording them and to not photograph or video record staff without their consent.

Q. If I am not one of the designated caregivers, can I still participate in medical rounds?
A. As a patient-centered hospital, we know how important family members are to the care of our patients. Family members who are not at the bedside are welcome to join patient rounds (where their child’s care will be discussed by the medical team) by phone.

Q. How can I stay in touch with my child’s medical team?
A. Nemours doctors and nurses are available to speak with family 24/7. You may contact your child’s care team by calling your child’s unit. To allow our medical staff to focus on the care of your child, we ask that families designate a person or two to communicate with the medical team on behalf of the rest of the family, then send updates to other family members.

Q. May caregivers leave their child’s room to visit other parts of the hospital on their own?
A. No, we ask that you remain in your child’s room unless you are leaving the building.

Q. How can parents/caregivers get meals for themselves?
A. Guest trays are available for purchase on inpatient units. Please place your meal order the same way you do for your child, at the same time, if possible, by calling Dining Services on the phone in your child’s room. We encourage you to use the hospital food service, rather than order food through outside vendors.

Q. How can I get laundry done if I am here for a long time?
A. Many Nemours units have a laundry room available to patient families by appointment. Please talk with your child’s nurse or the Charge Nurse on your child’s unit to schedule a time to do your laundry.

Q. What if I need to leave the hospital and return?
A. That is not a problem. When you return, you will be screened at the entrance. To help ensure you remain healthy while outside the hospital we encourage you to maintain appropriate social distancing, wear an approved mask and wash your hands frequently with soap, for at least 20 seconds each time.

Q. What if my child has to leave their room for a test or procedure?
A. One parent or caregiver may accompany your child. Please wear an approved mask when you accompany your child outside their room and stay with your child throughout the test or procedure.

Q. Who can I turn to for emotional support during my child’s inpatient stay?
A. We encourage you to reach out to your social worker or a member of our Pastoral Care team for support. Your child’s nurse will gladly connect you with a social worker or spiritual care provider at any time. Our Child Life and Creative Arts Therapy teams can help you and your child cope with hospitalization by creating fun and engaging play and therapeutic experiences. We are all here to help you through your child’s hospitalization.
Q. Can the designated caregiver be someone who is not a legal guardian?
A. Yes, as long as all legal guardians agree to that person being the designated caregiver. Legal guardians need to remain available by phone in case the medical team needs important information or additional consents for treatment.

Q. Are two caregivers allowed in the procedure and surgery waiting areas?
A. At Nemours/Alfred I. duPont Hospital for Children only one caregiver may wait in the procedure and surgery waiting areas as there is not sufficient room to accommodate appropriate social distancing. At Nemours Children’s Hospital, up to two healthy caregivers are allowed in the procedure and surgery waiting areas. Other family, including siblings, are not permitted at either hospital.

Questions About Outpatient Visits

Q. Are two caregivers allowed in Nemours outpatient clinics?
A. It depends on the location. Only one healthy caregiver is permitted at Nemours outpatient locations in the Delaware Valley, as well as at Nemours Children’s Primary Care and Nemours Children’s Urgent Care offices in Central Florida and at our outpatient sites in Lake Mary, Fla. At our other Florida sites, up to two healthy caregivers may be able to accompany each child if the assigned exam room is large enough. If the care team determines it is not safe to include two caregivers in our smaller exam rooms, one caregiver will need to return to the car and participate in the appointment via phone call or video chat.

Q. What options are available to allow an additional parent or caregiver to participate in discussions with a child’s doctor in either an inpatient or outpatient setting?
A. We are happy to include the second parent or another caregiver in discussions. The parent or caregiver who is physically present may use their phone to include others via a phone call, video chat or through Nemours CareConnect, our telehealth app that allows a live video visit.