



## For Immediate Release

# SRMC Announces Expanded Visitation

SALEM, OH (June 10, 2020) - Salem Regional Medical Center (SRMC) has announced that expanded visitation is now in place, loosening some COVID-19 restrictions. One healthy visitor per patient, age 18 and older, will be allowed in almost all areas of the hospital. The visitor can accompany the patient upon arrival, will be screened for symptoms of COVID-19 and required to wear a face covering.

“As we gradually and safely reopen our hospital, it’s important to take steps to ease the restrictions originally designed to deal with the peak of the COVID-19 pandemic,” explained Anita Hackstedde, M.D., SRMC President/CEO. “We understand that visits and support from family and friends are an important part of the healing process. Expanded visitation enables more people to visit or accompany their loved ones and can be very beneficial for our patients’ well-being.”

As of Thursday, June 11, SRMC will allow one healthy visitor/support person age 18 or over to visit hospitalized patients or to accompany those seeking emergency or outpatient care.

**Inpatient Visitation:** Visitors to the non-COVID care inpatient areas can visit from 7-9 a.m. and 5-7 p.m., but no overnight visitors are permitted. Patients undergoing care for COVID-19 will not be able to receive visitors, with exceptions made for special circumstances, such as end of life care or those who are essential to the well-being and care of the patient.

**ED/Outpatient Services:** Patients arriving to be seen in the Emergency Department (ED) or those undergoing outpatient testing, procedures, surgery or oncology treatment can have one visitor per patient accompany them to their destination. Visitors are to remain with their patient in the specific patient care area or in a designated waiting area.

**Safety Precautions:** In order to help ensure the health and well-being of patients, visitors and staff; SRMC has implemented several enhanced safety precautions to support expanded visitation.

**Designated Entrances:** All patients and visitors are to enter through three, designated entrances: the Emergency Department, parking deck garage or bridge walkway.

**Health Screening:** All patients and visitors will undergo a health screening upon arrival. Any visitor who is sick or has a high risk of COVID-19 exposure will not be permitted to enter the facility.

**Face Coverings:** SRMC requires all patients and visitors to wear a face covering or mask at all times. Patients and visitors are asked to bring a face covering or mask to wear upon arrival. SRMC will provide a face covering for those who do not have one.

**Social Distancing:** Waiting areas have been reconfigured to promote social distancing and visitors are asked to restrict their movement throughout the facility as much as possible.

**Frequent Sanitization:** All patient care areas, waiting areas and high-touch surfaces are frequently sanitized and disinfected.

“Many of our patients have ongoing medical needs and have delayed their care for potentially serious health conditions or preventive care,” said Dr. Hackstedde. “With the pandemic likely to go on for quite some time, we want to make sure that strong precautions are in place to help ensure the health and safety of our patients and their loved ones. SRMC remains our patients’ destination for hope and healing, and we want them to feel comfortable seeking the care they need and be able to receive support from their family and friends while they are here.”

### **Virtual Visitation**

SRMC also offers a new “Virtual Visitor” patient video chat service that uses iPads to give patients the ability to hold video conference calls with their loved ones. Those wishing to connect with a loved one using the Virtual Visitor video chat can make arrangements in advance by calling into the nurses’ station located on the patient’s floor. Following are the phone numbers for the patient floors: Tower 1 (330-332-7105), Tower 2 (330-332-7714) and Tower 3 (330-332-7369).

For visitors to connect with patients through a Virtual Visitor video chat, they will need:

- A smartphone, a tablet or a computer with a web camera.
- Ability to download Google Duo, a free, secure application to launch the video chat.
- The patient will then need to call the family member/loved one directly from the special SRMC iPad.

Note: Instructions for downloading Google Duo can be found on the SRMC website at <https://www.salemregional.com/patient-visitor-info/visitor-information>.