



MEMO

To: Local EMS leadership and staff
From: Scott Buchle, Program Manager Life Lion EMS
Date: March 19, 2020
Subject: Complete visitor restriction effective at all Penn State Health facilities

Penn State Health is committed to protecting the safety of patients, staff, faculty, students, trainees, and the general public while maintaining high-quality care. As of March 19, 2020 the health system has revised our current visitation policy in response to the COVID 19 virus and is now restricting visitation in accordance with Governor Wolf's guidance. No visitors will be allowed in our hospital or clinics until further notice.

Also effective on this date all EMS agencies are being instructed to not bring visitors to the hospital while transporting patients. Exceptions will be made for the following four scenarios only:

- Pediatric Patients (1 parent/guardian allowed)
- Adult Patients that have a decision maker, or with disabilities who need assistance with decision making
(1 decision maker allowed)
- Labor & Delivery (1 support person allowed)
- End of Life Care (determined by family situation and Care Team)

We realize this might put our prehospital team members in a difficult position, but family members need to understand the risk associated with accompanying a patient to the hospital. Please continue to be sensitive to the family's needs, but ultimately we need to help impress upon them the situation at hand and that we are working to protect their family member, other patients and ourselves. Likewise this policy is being enforced to comply with the Governor's directives. Visitors who do not meet the above four criteria will not be allowed into the emergency department or any other location in the hospital or clinic. This policy will be strictly enforced.

In addition, it is imperative that the EMS crew obtain a phone number and next of kin information for the patient. This is vital for the ED staff to communicate with the family about the care being delivered and obtain any additional information about the patient.

We appreciate your attention to this directive and please feel free to contact me with any questions.

Scott

Scott Buchle, MHA, EMT/P
Program Manager, Life Lion EMS
Milton S. Hershey Medical Center
500 University Drive
Hershey Pa 17033
717-531-3883 option 3
sbuchle@pennstatehealth.psu.edu