

Visitor Safety Policy

The Visitor Safety Policy for Keck and USC Norris hospitals and outpatient clinics on the USC Health Sciences Campus details practices to maximize the safety of all who enter our hospitals and clinics.

As of 9/17/2024



Patients can receive 4 visitors at the same time in non-ICU rooms and 2 visitors at a time in ICU rooms.

For the safety of our patients, families and staff, visitors must:



Be in good health

If you've tested positive for COVID-19, please postpone any patient visitation for 10 days. If you are experiencing any COVID-19 symptoms, please do not visit.



Practice frequent hand hygiene when entering/exiting the building or patient room, and as needed.



Wear a medical mask where required in patient care areas at USC Norris Cancer Hospital.

Any visitors who are unwilling or unable to follow these guidelines will be asked to leave the premises. Restrictions do not apply to family clergy.



Virtual Visits

Virtual visits are available using apps such as FaceTime, Google Meet, Zoom or Microsoft Teams.

Patient Experience can facilitate iPads for these visits if needed.

Please call Patient Experience at

(323) 442-9516

Monday-Friday, 8 a.m. to 5 p.m.



Masking

Keck Hospital of USC:

Masking is recommended for visitors in patient care areas, but not required.

USC Norris Cancer Hospital:

Masking is required for visitors in patient care areas of USC Norris Cancer Hospital to protect our immunocompromised patient population.

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INPATIENT AREAS: Visitation for COVID-19-positive patients only. Visitors will be informed of the risk of exposure to COVID-19 and that visiting the patient will put them at a higher risk of acquisition. Guidance will be provided to the family on how to appropriately don (put on) and doff (take off) PPE (personal protective equipment) to prevent exposure. PPE includes 2 procedural masks, gown, gloves and a face shield. Visitors will remain in the patient's room and unit until visitation has concluded.

Patient Populations	Visitors	Hours/Duration	Notes
Keck & USC Norris Cancer Hospital patients ICU rooms	2 visitors ICU	8 am - 8 pm	2 visitors per patient at a time in ICU rooms. Children under 14 are discouraged from visiting inpatients. However, special accommodations will be permitted for children under 14 with EOL and prolong length of stay with nurse leadership approval. Please note, there may be instances where visitors will be limited due to space, safety, privacy and clinical needs.
Keck & USC Norris Cancer Hospital patients non-ICU rooms	4 visitors Non-ICU	8 am - 8 pm	4 visitors per patient at a time in non-ICU rooms. Children under 14 are discouraged from visiting inpatients. However, special accommodations will be permitted for children under 14 with EOL and prolong length of stay with nurse leadership approval. Please note, there may be instances where visitors will be limited due to space, safety, privacy and clinical needs.
COVID-19 Positive patients	2 visitors per day	8 am - 8 pm 2 hours	Visitors are unable to be in the room for aerosolizing procedures up to 1.5 hours following CPR and Extubation. Overnight stay is not permitted at this time.
Overnight Stays	1 visitor	24 hours/day	Overnight stay is available for one visitor in our private non-ICU rooms. For ICU rooms, 1 adult family member visitor is allowed. Because of space restrictions, sleeper chairs are not available, but pillows and blankets are provided.
End-of-life (EOL) care (including COVID-19- positive patients).	4	May visit at any time	4 visitors may visit at the same time. Imminent death will be determined by the clinical team during goals-of-care discussions. If the number exceeds 5 family members, unit leadership approval is needed. For COVID-19-positive patients, time of visit will be facilitated by nurse lead, RN, manager or CAS with the family.
Keck Hospital & USC Norris Pre/Post-op	1		1 visitor for pre-op at Keck and USC Norris Hospitals. Post-op visitation is not available at this time.

OUTPATIENT AREAS: Clinics may increase visitor restrictions to ensure patient and provider safety.

Patient Populations	Visitors	Hours/Duration	Notes
Outpatient clinics	2		
Same-day surgery	1*		* 1 visitor allowed in pre/post op at HC3 1 visitor allowed in pre-op at Keck Hospital and HC4
Treatment/Infusion Centers	1		
Evaluation & Treatment Centers	1		