

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 03/17/22

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



Be limited to two visitors per patient, per day

However, for intensive care units (ICUs) and USC Norris Comprehensive Cancer Center, these facilities will accept one visitor at a time, 2 per day, per patient.



Prior to visitation, visitors must be fully immunized (two weeks post-final dose) and have their booster shot if eligible from one of the following vaccines:

- Pfizer-BioNTech
- Moderna
- Johnson & Johnson/Janssen
- AstraZeneca

Booster eligibility is defined as five months after the second dose for Pfizer and Moderna, 2 months after the Johnson & Johnson/Janssen shot and 4 months after the second dose of AstraZeneca. Visitors who are unvaccinated, partially vaccinated or who do not have their booster shot are eligible for visits with valid negative COVID-19 PCR test, in which the test sample must have been collected within 48 hours of visitation, or an antigen test within 24 hours of visitation.



Be in good health.



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



Wear a medical mask (provided) at all times when in the building and in the patient room.



Maintain 6 feet of physical distance from others in all areas including the patient's room.



Stay in the patient's room while in the unit.



Visitors are not permitted to eat in the patient's room or lobby because this would require unmasking.

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

The number of visitors should be as few as possible to maintain a safe environment for our patients. Children under 14 are discouraged from visiting inpatients. Virtual visits are preferred, using apps such as FaceTime, Google Duo, Zoom or Microsoft Teams.

Patient Experience can facilitate iPads for these visits if needed.

Please call Patient Experience at

(323) 442-9516

M-F 8:30 - 5 pm



COVID Testing

Visitors are not allowed in patient care areas until a negative COVID-19 test result has been received for the patient under investigation.

Any visitor who has or has had close contact with a person known to have COVID-19 will not be allowed to visit at this time. This limitation includes households that have known COVID-19 positive family members.



Mask Mandate

Please note that we are requiring all patients and visitors, regardless of COVID-19 positive or negative status, vaccine status, or previous COVID-19 Positive status, to wear a mask at all times within our facilities and in our patient rooms. This mandate applies to clinic locations and inpatient units. When a patient is admitted to one of our facilities, even after testing negative for COVID-19, we will require them to wear a mask while clinical staff are present in their room.

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INPATIENT AREAS: For visitors either unvaccinated or not up-to-date with vaccination who visit for multiple consecutive days, proof of negative test is only required every third day (ie, testing is only required on Day 1, Day 4 and Day 7, etc.). “Up-to-date” is defined by the CDC as a person who has received all recommended doses in their primary series COVID-19 vaccine, and a booster dose when eligible.

Patient Populations	Visitors	Hours/Duration	Notes
Keck Hospital patients (excluding patients with COVID-19)	2 visitors per day	8 am - 8 pm	2 visitors per patient, per day. Proof of vaccination with booster shot when eligible or valid negative COVID-19 test must be presented to concierge/security before visit. A COVID-19 PCR test must have been taken within prior 48 hours, or antigen test within 24 hours prior to visitation.
USC Norris Cancer Hospital and ALL Intensive Care Units	2	8 am - 8 pm	1 visitor at a time, 2 per day. Proof of vaccination with booster shot when eligible or valid negative COVID-19 test must be presented to concierge/security before visit. A COVID-19 PCR test must have been taken within prior 48 hours, or antigen test within 24 hours prior to visitation.
Patients with moderate to severe physical, mental health, cognitive impairments (chronic or newly acquired), or if patient is under 18 years of age	1	24 hours/day (must meet criteria confirmed by care team)	Overnight stay approval for this group is made on an individualized need and decided by Social Work and Nursing. Approved overnight or prolonged visitation require a negative COVID-19 test or proof of vaccination.
End-of-life care — A physician must determine if the patient is very close to death or if a decision to withdraw care has been made	2	May visit at any time (facilitated by nurse lead, RN manager or CAS with the family)	2 visitors may visit at the same time. If withdrawal of care has been determined, accommodations for family to be at bedside will be allowed. If the number exceeds 5 family members, unit leadership approval is needed. No overnight stay. Proof of vaccination with booster shot when eligible or negative COVID-19 test not required under these circumstances.
Keck Hospital & USC Norris Pre/Post-op	No visitors		No visitation due to physical space limitations.

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

Patient Populations	Visitors	Hours/Duration	Notes
Outpatient clinics	1		
Same-day surgery	*1		* 1 visitor allowed in pre/post op at HC3 1 visitor allowed in pre-op at HC4
Treatment/Infusion Centers	1		
Evaluation and Treatment Centers	No visitors		No visitation due to physical space limitations. One visitor is permitted if patient has moderate to severe physical, mental health or cognitive impairments (chronic or newly acquired)

Visitor Safety Policy: COVID-19 Positive



Supporting and promoting meaningful visitations for families of patients with COVID-19

As of 03/17/22

To facilitate a safe visit (including for end-of-life care), please be aware of the following requirements:

- 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)/doff (take off) PPE (personal protective equipment) to prevent exposure.
 - PPE includes procedural mask, gown, gloves and face shield.
- Visitors will remain in the patient's room and unit until visitation has concluded.
- No visitors will be allowed in the room for aerosolizing procedures. This includes:
 - CPR — No visitors are allowed in the room if CPR is anticipated or being performed, including for 1.5 hours after.
 - Extubation — Visitors may enter the room while the patient is intubated if the ventilator circuit is closed with droplet/contact PPE. However, if extubation is recommended for withdrawal of care, the visitor will need to leave the patient room and can return after 1.5 hours.

Patient Populations	Visitors	Hours/Duration	Notes
COVID-19 Positive patients or patients under investigation (PUI)	1	One visit per day, up to two hours in duration.	Proof of vaccination with booster shot when eligible, or a negative COVID-19 PCR test taken within prior 48 hours, or antigen test within 24 hours prior to visitation.
COVID-19 at end-of-life care — A physician must determine if the patient is very close to death or if a decision to withdraw care has been made.	2	Time of visit will be facilitated by Nurse Lead, RN, manager or CAS with the family.	Family is encouraged to have visitation outside patient room. Visitation in patient room for 15-30 minutes

When visitation is complete

When leaving the room, visitors will be instructed how to doff (take off) PPE correctly and complete hand hygiene. Visitors must don (put on) a clean procedural mask and immediately exit the hospital.