



August 29, 2022

Update to in-person visitation on the Salem campus

In-person visitation at OSH resumes effective Thursday, Sept. 1 for all patients except those in units impacted by exposure or potential exposure to COVID-19. Visits may be scheduled for up to one hour at a time.

Based on recent changes that enhance patient health and safety, patients will not be able to receive packages or items by mail or during visits. These changes were made based on the Centers for Medicare and Medicaid Services (CMS) survey findings and designed to improve the patient experience.

OSH will continue video visitation for those who want to use it — even after COVID-19 precautions are discontinued.

Why can't I bring items to a patient during my visit or mail items?

The hospital is required to keep patients safe, and one of the ways we are doing this is to ensure all patient property is approved for use in our secure psychiatric environment. This is to protect patients and staff from potential risks and harm.

Visitors will be able to visit the Market with patients to buy items on the patient's approved order form. An info sheet and FAQ sheet provide additional information about these changes.

How can I ensure my friend/loved one has what they need?

At this time, family/friends can help patients receive items they need by:

- Visiting the OSH Market during their visit with the patient and buying items on the patient's approved order form.
- Depositing money in the patient's trust account so they can make purchases at the OSH Market.

Will OSH close in-person visitation again?

Community COVID-19 infection rates will fluctuate, but OSH will not close in-person visitation again unless:

- There is another serious outbreak of COVID-19 among staff and patients on the Salem campus;
- There is a sudden spike in the Marion County infection rate.

We will notify patients and visitors if we need to close in-person visitation again to protect patients and staff from the virus spreading to the hospital.

What are the in-person visitation hours in Salem?

Oregon State Hospital Salem Campus Visitation							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Adult Visitation	2-5 p.m.	4-8 p.m.	4-8 p.m.		4-8 p.m.	4-8 p.m.	2-5 p.m..
Child Visitation	Noon-2 p.m.			5-7 p.m			Noon-2 p.m.

Oregon State Hospital Salem Campus Visitation - Springs program							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Butterfly 1	2-3 p.m.	6:30-8 p.m.	5:30-6:30 p.m.		4-8 p.m.	4-8 p.m.	2-5 p.m..
Butterfly 2	Noon-2 p.m.			5-7 p.m			Noon-2 p.m.

See a full list of unit visitation times on the OSH website: <https://www.oregon.gov/oha/OSH/FRIENDS/Pages/Visitation-Schedule.aspx>

What do I need to know about child visits?

- All minors must be approved visitors.
- Each patient is allowed two adult visitors at a time and up to four children per family. However, child visits are scheduled separately from adult visits. If you need an exception, please talk with the Salem Reception staff at 503-945-2800.
- Child visits will take place away from other visits. The schedule for child visitation is different from the schedule for adult visitation.
- You can find minor visitor applications at www.OSHFriends.com.
- Minors must be accompanied by an adult who is also an approved visitor.



What do I need to know about in-person visitation now?

When you arrive at the hospital, you must go through the same health screening process as OSH employees. This includes a temperature check and answering a few health-related questions. In addition:

- All visitors must be on the Approved Visitors list. Visitor applications are online here or visit osh.oregon.gov and click on “Visitation Information.”
- To find out if you are already an approved visitor, please call Salem Reception at 503-945-2800.
- Due to space and staffing limitations, all visits are by appointment only.
- Please have a few different dates and times in mind, in case your first choice is not available.
- Patients may have up to two adult visitors at a time and up to four child visitors at a time. The child visitation schedule is different from the adult visitation schedule.

- All visits will take place in designated locations.
- Patients and visitors must wear masks and maintain physical distancing from other visiting groups for the duration of the visit. A brief hug or handshake at the beginning and end of the visit is OK.
- We will arrange tables and chairs to ensure there is enough social distance between visiting groups.
- Consuming food and drinks during visits is not allowed.

If you have special needs or want to make any special requests, please let Salem Reception know at least three business days in advance of your visit. Approval is dependent on the nature of the request and resource availability.

Why can't I consume food or beverages during the visit?

As a healthcare setting, we must follow higher standards to ensure the continued health and safety of the people in our care, including keeping masks on for the duration of the visit.

How do I make an in-person visitation appointment?

To schedule a visit, you must first be an approved visitor. You can find visitor applications here or by clicking on "Visitation Information" at osh.oregon.gov. To find out if you are already an approved visitor, please call OSH Reception in Salem at 503-945-2800.

Once approved, call OSH Reception in Salem to make an appointment. Reception staff will ask you for the following information:

- The name of the person you want to visit.
 - The names of all visitors planning to attend, including any minors.
 - Your email address and phone number, in case we need to reschedule visitations for any reason.
 - Your preferred visitation date and time, and alternatives if your preferred time is not available.
- Please refer to the visitation schedule for more information.

If you need to cancel or modify your visit, call the Salem Reception number provided above. Modifications are dependent upon staff and space availability.

Reception staff will notify you if a patient declines a visit.

What can I expect on the day of my in-person visit?

Please arrive 10-15 minutes prior to your scheduled visitation time to check in with Reception. Please consider leaving any personal items either at home or in your locked vehicle.

We will ask you to complete the same health screening as our employees, in addition to a security screening. The health screening includes a temperature check and answering three health-related questions. For example:

- Do you have any fevers, chills, shortness of breath, cough, or loss of taste or smell?
- Have you been exposed to Covid in the last 10 days?
- Are you taking any medications for any of those symptoms?

If you refuse or fail the health screening, the visit will be canceled to protect patients and staff from potentially becoming infected with the virus. If you pass the screening, staff will escort you to the visitation area.

During your visit, we ask that you remain in your visitation space, keep your mask on, and keep furniture where you found it.

How are we ensuring the visiting process is fair and equitable?

OSH will work to accommodate all visit requests, however, we may need to limit visits due to available visitation space and COVID-19 protocols. In addition:

- Up to two adult visitors may see a patient during the same appointment.
- Up to four children may see a patient during the same appointment. Visits with children must be scheduled separately from visits with adults.
- Visitors can schedule two appointments at a time.

Can unvaccinated patients have visits?

Yes. The requirements are the same as for vaccinated patients.

What happens if patients decline a visit?

If patients decline a visit, they are to let unit staff know as soon as possible. Unit staff will call Reception to share news of the cancellation. Reception staff will call the visitors to let them know the patient is not available for the appointment.

Which patients cannot have in-person visitation?

As a safety precaution, in-person visits are not allowed in Salem for patients in units impacted by exposure or potential exposure to COVID-19. All patients can still request video visits.

What measures is OSH taking to keep everyone safe?

Tables and chairs will be arranged to ensure there is enough physical distance between visitation groups. We are also asking everyone to remain in their visitation space, keep their masks on, and to keep furniture where they found it.

What happens if people do not follow the safety rules?

Staff will keep reminding patients and visitors of the safety rules and why they're needed. Only under extreme circumstances, when the rules are being broken repeatedly, would staff consider cutting the visit short or suspending future visits.

Who do I call for more information?

For questions about scheduling, hours and rules, call 503-945-2800 to reach Reception in Salem or call Ombuds and Family Services at 503-947-8109.

Please know that in-person visitation rules are subject to change. We will do our best to keep you updated.