

OSH COVID-19 Response



Update to in-person visitation on the Junction City campus

What is happening?

Effective Tuesday, May 24, OSH will suspend in-patient visitation for all patients on the Junction City campus.

Unfortunately, COVID-19 has not yet relinquished its impact on the Oregon State Hospital (OSH). Over the past few weeks, Oregon Health Authority (OHA) and Centers for Disease Control and Prevention (CDC) have monitored COVID-19 indicators in Lane and Umatilla counties and today, we have made the difficult decision to reinstate certain precautions to protect our patients and staff.

We recognize the impact this will have on patients and their families and hope to resume in-patient visitation as soon as possible. OSH will continue video visitation for those who want to use it. We will keep you updated.

How does virtual visitation work?

Only patients can schedule a virtual visit by registering for a time on sign-up sheets posted in their unit. Video visits must be scheduled two days in advance by the patient. For example, on a Wednesday, patients will choose a time for a Friday visit.

You and your loved one should pre-arrange by phone a time that works for both of you. Staff will send you a Microsoft Teams meeting link, along with some basic directions on how to use the Teams program. The link will only work for the agreed-upon date and time of the scheduled visit.

Who is allowed to participate in a virtual visit with patients?

To participate in a virtual visit with a loved one, you must be on the approved visitor list. You may complete a [visitor application](#) and go through the approval process before your video visit.

What are the visitation hours?

Visitations are offered from 8 a.m. to 9 p.m. every day of the week. Patients can sign up for up to two, 15-minute video visits each day. Virtual visits will not be available during mealtimes. During high-demand times, sessions cannot be consecutive. If staff are unavailable to help during the scheduled time, the visit will occur later, at the earliest opportunity.

Will OSH staff be present during the visits?

Yes. Because OSH policy prevents patients from touching the computer themselves, staff will remain in the room for the duration of the visit. They will make every effort to respect your privacy.

What are the visitation rules?

You must be in a private area and tell staff who else is in the room with you. If people are in the room who are not on the approved visitor list – or if you are not in a private area – staff will reschedule the visit for a later time.

What happens if there are technical problems?

OSH is providing an instruction sheet for Teams visits online. OSH staff cannot help you with problems with your computer or internet connection. We recommend you seek assistance from family and friends, if necessary.

When can I see my loved one again in person?

We know video visits are not the same as seeing your loved one in person, and we will resume in-person visitation as soon as it's safe to do so. We continue to monitor COVID-19 indicators established by OHA and CDC, to determine when it is safe to resume in-person visitation. Specifically, when the CDC COVID-19 [County Check indicator](#) for community levels and prevention has returned to green (low levels of positive cases).

Who do I call if I have additional questions?

Please call your loved one's social worker if you have questions about their care. For information, please call OSH Ombuds and Family Services at 541-465-2785 in Junction City.

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