

OSH COVID-19 Response



May 25, 2022

Update to in-person visitation on the Salem campus

What is happening?

Effective Monday, May 30, OSH will suspend in-person visitation for all patients on the Salem campus due to increasing COVID-19 cases in Marion County.

We recognize the impact this will have on patients and their friends and families and hope to resume in-person visitation as soon as possible. OSH will continue virtual visitation for those who are interested.

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. 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 friend or loved one should pre-arrange a time that works for both of you. Staff will send you a Microsoft Teams meeting link via email, 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 friend or 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. Patients can sign up for up to two, 15-minute virtual visits each day. Visits will not be scheduled during mealtimes. During periods of high demand, sessions cannot be consecutive. If staff are unavailable to help during the scheduled time, the visit will be rescheduled.

Will OSH staff be present during the visits?

Yes. Because OSH policy prevents patients from operating 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 during the visit and tell staff whether anyone else is in the room with you and the names of those present. 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 provides an instruction sheet for Teams visits online. OSH staff cannot help you with computer or internet connection issues.

When can I see my friend or loved one again in person?

We know virtual visits are not the same as seeing your friend or 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 Oregon Health Authority (OHA) and the Centers for Disease Control and Prevention (CDC), to determine when it is safe to resume in-person visitation.

Who do I call if I have additional questions?

Please call the patient's social worker if you have questions about their care. If you have other questions, call 503-945-2800 to reach Reception and 503-947-8109 for Ombuds and Family Services in Salem.

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