Maryland
DEPARTMENT OF HEALTH
Larry Hogan, Governor · Boyd K. Rutherford, Lt. Governor · Dennis R. Schrader, Secretary

Spring Grove Hospital Center
Dwain Shaw, M.P.H., J.D.
Chief Executive Officer
55 Wade Avenue
Catonsville, MD 21228

April 26, 2021

To Our Patients' Family Members and Friends:

In March of 2020, we made the difficult but necessary decision to suspend visitation here at Spring Grove due to the spread of the COVID – 19 Coronavirus. We realize this has been a difficult process for the families and friends of our patients, but we had to do everything we could to keep our patients as safe as possible. Spring Grove initiated its vaccination process in December of 2020. As a result, we are experiencing a positive effect of the vaccine, which now enables us to begin returning to as normal a routine as possible.

Understanding that we will never operate the same way we did pre-COVID, we do believe we can do most of the things we used to do. Although general COVID precautions will remain in effect for the foreseeable future, our programs and services have already resumed albeit under COVID "safe" conditions.

We understand that connecting in person is incredibly important, and this has been a difficult time for you and your loved ones. Currently, we are ready to begin a very limited number of in-person visits to the facility, starting on May 10, 2021. To maintain a safe visitation environment, we have had to establish some strict visitation rules to ensure safety. The general rules are as follows:

1. Visitation for each unit has been limited to few days in a particular week each month. If you are unable to visit during the scheduled week for a particular unit, it will be necessary for you to schedule your visit the following month.

   If you are visiting at the request of, or invitation of the clinical team and, the visit is with the clinical team and the patient, these times do not apply, but the screening process will remain the same.

2. You will need to call the Social Work Department at 410-402-7459 Monday through Friday between 9am and 3pm to request your visit, by the Monday of the prior week you intend to visit. Your name will be added to a list requesting a visit, but your visit is not confirmed until you receive a confirmation call. Do not proceed to the hospital until you receive a confirmation of your visit time. A limit of two visitors per patient per time slot will be strictly

enforced. You must arrive at the hospital 30 minutes prior to your appointment time for screening.

3. The social worker will advise you of the week and days visitation is available for the unit and patient you wish to visit. We plan to update the schedule after the initial trial period, so you will always need to call and verify the days and times visitation is scheduled for the unit and patient you wish to visit.

   Please note, these procedures may change over time, so it will be the visitor's responsibility to check on the current facility visitation status before proceeding to the hospital for an in-person visit.

   Visitation status will also be posted on the website. [1] There will also be a pre-recorded message you can call to find out what the current visitation status is.[2]

4. When you enter the campus, you must advise the security guard at the checkpoint that you are here for a family visit. You will be directed to the building where pre-visit screenings will occur. You will not be allowed into the unit without verification that you have been screened. Do not drive directly to the unit. This will delay your screening process and will likely lead to the expiration of your visitation time .

5. Since we have over 370 patients, we will have to limit visits to thirty (30) minutes to accommodate the pre-visit process. This process may include a temperature check, sanitizing, swabbing for a rapid COVID test, showing proof of vaccination, etc.

   Since the rapid test takes 15 minutes for results to appear, you must arrive for your visit at least 30 minutes PRIOR to your visit time. If you cannot arrive 30 minutes ahead of your confirmed visit time, please call to reschedule. We will not be able to allow for late arrivals.

6. Once you have cleared the pre-visit screening process, you will be directed to the unit you want to visit. You must follow the directions you receive at the pre-screening. Each unit has a specific space for visitation. You will only be allowed to visit in that space. There will be a table with a plexi-glass shield between the visitor and the person you are visiting. There will be a security guard in the room to maintain safety and to keep the visits to the scheduled time frame. We will not be able to allow for longer visits, as we will need time to clean and prepare the room between visitors.

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[1] https://health.maryland.gov/springgrove/Pages/VisitingHours.aspx

[2] For a pre-recorded message regarding visitation updates, please call the Spring Grove Information Line at (410) 402-8736.

7. There will be no visitation outside of the designated visitation days and times. If you arrive on hospital grounds without a confirmed appointment, you will not be allowed to visit the unit.

We look forward to the time that conditions improve throughout the state and here on campus, so we may expand visitation days and hours. However, if there were to be a significant outbreak on campus, visitation may be further limited or even suspended until our positivity rate drops to an acceptable level. Please remember, it is important to check the website or the phone message before you come for you visit to ensure visitation conditions have not changed.

Thank you for your patience and understanding while we all adjust to this new visitation policy. We look forward to welcoming you back to the campus.

Sincerely,

Dwain Shaw, M.P.H., J.D.
Chief Executive Officer
Spring Grove Hospital Center

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