

Patient companions allowed at Banner ambulatory facilities

PHOENIX (Oct. 1, 2020) – On Thursday, Oct. 1, Banner Health further modified its visitor restrictions to allow patients at Banner ambulatory settings, such as clinics, surgery centers and urgent cares, to have a companion (family member or friend) accompany them on the visit. Patient companions are also now permitted at Banner hospitals for patients in the emergency room or receiving outpatient treatment.

Throughout the COVID-19 pandemic, the safety of our Banner Health team members, patients and the community has been our number-one focus. With the number of COVID-19 cases appearing to be more manageable, we have the opportunity to re-introduce these patient experience enhancements. All of these changes are occurring on a systemwide level and will be tied to community COVID-19 positivity rates, the same way we are evaluating our general visitor policy for hospital patients. As COVID-19 positivity rates improve, there will be fewer restrictions.

In keeping with Banner policy, companions will be required to wear masks and undergo a health screening before entering the facility. Last month, Banner Health relaxed [visitor restrictions](#) at most of its Arizona hospitals.

Companions are encouraged to review the following guidance:

- Bring a freshly laundered or disposable mask with you. You will be required to wear it throughout the duration of your visit. Banner will not provide masks for visitors or companions.
- The cafeteria and other congregation areas are closed to the public.
- We are conducting a health screening for everyone entering our facilities. Be prepared to wait in line before entering the building. Complete the [electronic visitor health screening](#) prior to arrival to expedite your entrance to the building.

As a reminder, please do not visit if you feel unwell or are exhibiting any symptoms of COVID-19. For more information, visit bannerhealth.com/covid19.

As one of the largest nonprofit health care systems in the country, the team at Banner Health is committed to ensuring all Banner locations are a safe place for care. Headquartered in Phoenix, Banner Health owns and operates 29 acute-care hospitals and an array of other services, including: Banner Imaging, Banner Telehealth and Banner Urgent Care. Team members are dedicated to protecting the health and safety of patients, be it a routine checkup, elective surgery or an urgent health service. Waiting room and employee workstation layouts

maintain proper social distancing; screenings are conducted at hospital entrances to verify that all employees and visitors are well; and, all Banner physicians are equipped to visit patients remotely. Learn more about Banner's commitment to safety at bannerhealth.com/safecare.

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