



# Indiana University Health

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April 21, 2020

Thomas E. Crishon, Legal Director  
Indiana Disability Rights  
4701 N. Keystone Ave.  
Suite 222  
Indiana, IN 46205  
[terishon@indianadisabilityrights.org](mailto:terishon@indianadisabilityrights.org)

SENT VIA ELECTRONIC MAIL ONLY

Re: Hospital Visitation Policies for Individuals with Disabilities

Dear Mr. Crishon,

Thank you for the outstanding advocacy work The Indiana Disability Rights agency does on behalf of Hoosiers with disabilities. The COVID-19 pandemic has necessitated the need for strict Visitor Restrictions at most, if not all, hospitals. IU Health appreciates and has carefully considered your request of April 14, 2020 regarding recommended changes to IU Health's current Visitor Restrictions.

IU Health developed the following guiding principles to focus our work during this unprecedented time: *Mitigate the spread of COVID-19; Enable our workforce and create a safe environment for our team; Be good stewards of scarce resources; and Be a trusted source of information.* Staying true to these guiding principles is important, but has disrupted our normal ability to compassionately permit visitors and family members to be with our patients, their loved ones.

As this crisis has matured, IU Health has continued to re-evaluate the careful balancing of our guiding principles with the needs of patient comfort and support. Requests for an exception to the Visitor Restrictions, to permit one consistent visitor for an adult patient with a disability who needs assistance due to the specifics of the disability, i.e. altered mental status, intellectual or cognitive disability, communication barriers or behavioral concerns, and who may greatly benefit from permitting one consistent visitor, will be allowed, subject to the approval of the facility's Chief Nursing Officer/ Chief Medical Officer or their designees, with the proper precautions taken to contain the spread of infection. This change has been made to IU Health's Visitor Restrictions.



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Thank you for bringing this concern to our attention and for your sincere advocacy. In addition, we were able to work with the patient and family whose situation you described in your letter to satisfactorily resolve their concern.

Wishing you continued health and safety.

Very truly yours,

[Redacted signature]

[Redacted contact information]