



[Home](#) | [About Us](#) | [Medicaid](#) | [Licensure & Regulation](#) | [Report Fraud](#)

Guidance and Clarification on Division of Emergency Management (DEM) Emergency Order No. 20-006

An Emergency Order was recently issued to create broad limitations on visitation at long-term care and residential facilities to protect residents from COVID-19. To assist with clarifying this directive, the Agency for Health Care Administration has started a list of the most commonly asked questions.

1. **What are necessary health care services as allowed by the Emergency Order?**

Medically necessary health care includes health services as well as support services such as activities of daily living and assistance with resident self-administration of medication. This exception applies to individuals who previously performed them on a regular basis.

For example, any family member or sitter who provided assistance with activities of daily living, such as feeding a resident or assisting with bathing, prior to the Emergency Order issued on March 15, 2020, may continue to provide these services.

2. **Can staff who have been on a flight within the last 14 days enter a facility?**

Yes. Facility staff are exempt from the 14-day air travel prohibition if the individual does not meet any of the other screening criteria. The facility must still follow the required documentation criteria.

3. **Can hospice workers enter the facility?**

Yes. Hospice workers are allowed to see a resident with hospice orders so long as the hospice workers meet the other screening criteria in the Emergency Order.

The full Emergency Order is available here:

https://ahca.myflorida.com/docs/DEM_ORDER_NO.20-006_In_re_COVID-19_Public_Health_Emergency_Issued_March_15_2020.pdf

The Agency for Health Care Administration is committed to better health care for all Floridians. The Agency administers Florida's Medicaid program, licenses and regulates more than 44,000 health care facilities and 53 health plans, and publishes health care data and statistics at www.FloridaHealthFinder.gov. Additional information about Agency initiatives is available via [Facebook \(AHCAFlorida\)](#), [Twitter \(@AHCA_FL\)](#) and [YouTube \(AHCAFlorida\)](#).

Agency for Health Care Administration | 2727 Mahan Drive, Tallahassee, FL 32308 | <http://ahca.myflorida.com>