

VISITOR POLICY

PURPOSE:

To facilitate appropriate visitation and to assure the safety of our patients and staff as well as to provide a quiet, restful, healing environment for our patients.

POLICY:

Staff shall encourage visitors at Clarendon Memorial Hospital to assist in the health promotion and healing process of our patients. Staff will educate visitors about the Hospital Visitor Policy and will monitor compliance of this policy. Changes in the patient's condition may necessitate modification of these regulations upon the request of the physician or discretion of the Unit Manager or Nursing Supervisor.

SPECIAL INSTRUCTIONS:

A. General Guidelines (During Normal Hours of Operation)

1. Staff Expectations:

- a. All CMH staff will be expected to be knowledgeable of the Hospital Visitor Policy.
- b. The staff nurse assigned to the patient will be responsible for educating patients, families, and visitors of the Hospital Visitor Policy and monitoring that after hours visitor procedures are followed.
Staff encountering noncompliant visitors, should call Security and/or 911 for assistance.

2. Visitor Expectations:

Visits to a family member or friend in the hospital should be beneficial for both the patient and visitor. Ideally, staff, physicians, patients, and visitors should discuss whether or not the visit is therapeutic and /or desired; or if it places patients or visitors at risk for exposure to infectious diseases or unpleasant situations.

The following expectations should be communicated to visitors by CMH staff:

- a. Visitors who have experienced a fever, cough, runny nose, sore throat, skin rash, vomiting or diarrhea in the last 48 hours before a visit is planned should be discouraged from visiting until certain they will not expose the patient to more risk of disease.
- b. Visitors who are disruptive or disturb patients, staff, or other visitors will be asked to stop the disruptive behavior or be escorted from the premises by Security or Law Enforcement.
- c. Visitors may be asked to leave if the patient's condition requires immediate attention.

- d. Visitors should be respectful of Clarendon Memorial's "No Smoking" policy and smoke only in appropriately marked smoking areas.
- e. Visitors should make plans to visit during posted visiting hours and limit the number of visitors to only two in a patient's room at any given time to allow the patient time to rest.
- f. Visitors will make provisions for their own meals, they are welcome to dine in our cafeteria. Visitors should not bring food into the hospital.
- g. Individuals who are visiting from out of town will need to make provisions for their own lodging.

3. Visiting Hours

- a. Medical/Surgical Units --Regular visiting hours for the hospital are from 11 a.m. to 8 p.m. daily. Patients may have one designated visitor at all times with the approval of the nurse and /or physician.
- b. Pediatrics—Parents or a family designated representative must be with children under the age of 12 at all times.
- c. Labor and Delivery--Two (2) visitors per patient are allowed in the Labor and Delivery area at one time. These visitors are chosen by the mother with the nurse or physician's approval.
- d. Obstetrics—Fathers may visit at any time at the discretion of the physician. Siblings may visit when accompanied by an adult.
- e. ICU/CCU—Two (2) immediate family members may visit for a 20 minute period at 10 a.m., 1 p.m. and 7:30 p.m. ICU/CCU staff may suspend visiting hours if the situation in the unit is critical.
- f. Recovery Room—Visitation will be at the discretion of the Recovery Room nurse.
- g. Emergency Room—Patients may have two (2) visitors with the approval of the nurse and/or physician if no treatment is in progress. Parents will be asked to remain with a child. Visiting hours may be suspended for critical situations in the Emergency Department. See separate policy for psychiatric patients being held in the Emergency Department.
- h. Guest Care—Children accompanied by an adult may visit Guest Care patients. If more than two (2) children would like to visit, they may do so in the surgical waiting area on 2nd floor. .

4. Limitations:

Normally, patient visitation will be limited to two (2) visitors at any one time except in circumstances when more visitors are deemed necessary for the patient's welfare. Any time that special visiting privileges are granted, the front desk and security must be notified by the hospital representative granting such privileges.

5. Children Visitation:

- a. Patient visitation by children is welcomed provided it is beneficial to the patient and/or children. Children under the age of 13 visiting in the Labor and Delivery area of the hospital are to be accompanied by a parent or responsible adult at all times and the following must be evaluated:
 1. The parent or responsible adult should consider the emotional health of the child since seeing a loved one who is seriously ill and/or on supportive equipment may be very traumatic for a child.
 - 2.. Visiting children must leave the hospital by 8 p.m.
- b. The adult(s) responsible for the children needs to be informed of and support the following responsibilities;
 1. Children need to stay in the room of the patient they are visiting so other patients on the unit can rest without disruption.
 - 2.. Children's behavior is monitored and controlled by the responsible adult at all times during the visit.
 - 3.. If the children visiting are disturbing to other patients or visitors, then the responsible adult will be asked to correct the situation or the children' visit will be terminated.

C. After Hours Visitor Policy (8p.m. to 11 a.m.)

1. Identification Process:

By 7:30 p.m., visitors electing to stay after 8 p.m. will be required to obtain authorization and an overnight visitor pass from the Access Services Associate in the ED area. This pass must be visibly displayed on the visitor at all times between 9 p.m. and 11 a.m.

2. Limitations:

There is a limit of two (2) passes per patient for overnight visitors. Exceptions may be made for extenuating circumstances by the Unit Manager or Nursing Supervisor.

3. Log:

An "Off Hours" Visitor Log will be maintained in the ED area for visitors. The following will be entered in the Log by the Access Service Associate:

- Date
- Patient's name and Room Number
- Visitor's name

4. After Hours Access to the Hospital:

For safety and security reasons, any visitor entering after 8 p.m. must enter through the Emergency Department (ED) entrance. Visitor passes are issued by Patient Access Services Associates after receiving authorization from Unit Manager or Nursing Supervisor. Visitors will then report to the patient care unit.

