

GENERAL VISITATION POLICY

I. Policy

A. Statement

To foster a therapeutic environment that promotes a prompt recovery and a safe environment while considering the safety, cultural and individuals needs of the patient/family and visitors and staff of Valley Baptist-Brownsville (VBMC-B) main campus. Exceptions will be based on the patient's clinical and safety needs as well as the professional judgment of VBMC-B staff.

B. Purpose:

VBMC-B recognizes the importance of involvement of family and friends in the patient care process while also maintaining a safe, clean, and secure environment. This policy will help with visitor control efforts while maintaining the utmost in respect and compassion towards visitors.

General Guidelines:

- 1) One family member/caretaker, as designated by the patient or the next of kin, may be permitted to stay with the patient throughout the in-patient stay; consideration given to "gender appropriate" when the patient is in the semi-private rooms.
- 2) The designated family member/caretaker will be identified by a badge issued at the time of registration.
- 3) Up to two visitors will be permitted during visiting hours.
Private rooms: Designated family member / caretaker plus two additional visitors
Semi-Private rooms: Two visitors, to include the designated family member/caretaker
- 4) Visiting Hours are 0900-1300 and 1600-2000
- 5) No children under the age of 12 will be permitted to visit patients unless deemed necessary or appropriate by medical/nursing staff.
- All children under the age of 12 on the premises must be supervised in the main Lobby area(s).
- 6) All visiting children between the ages of 12 through 16 must be supervised.
- 7) Visitors are to enter the building through the Main Lobby Entrance. After 8:00pm, visitors need to enter through the Emergency Room entrance. Visitor Information Guides are available in both locations.
- 8) Visitors who are symptomatic (fever, lethargy, aches, cough, runny nose, vomiting, and diarrhea) will not be allowed to enter the patient areas.
- 9) To prevent spoilage of food and pests in the environment (i.e. ants) coolers and the storage of food items in the patient's rooms and waiting areas will not be permitted.
- 10) Visitors may be asked by the Physician or the Nurse to leave the room during a procedure examination, and / or admission.
- 11) Caretakers and / or visitors may be limited in accompanying a patient to a treatment or diagnostic area by the Health Care Provider.

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- 12) Security Services will intervene if problems or complaints arise with the visitation program.
- 13) A family spokesperson will be identified and information regarding the patient's medical condition will be communicated to this individual within the HIPAA rules and regulations.

Adult ICUs:

Adult ICUs will follow the above general guidelines, numbers 5 through 13; as well, the below guidelines:

- 1) Visiting Hours are as follows: 1000am – 1300pm; 1600pm – 1800pm; 2030pm – 2200pm
- 2) Two visitors per patient at any one time.

NICU:

NICU will follow the above general guidelines numbered 7 through 13; as well, the below guidelines:

- 1.) In NICU a visitation schedule is designed to protect your tiny patients' privacy as well as to allow time for them to heal and grow; we also want to protect them from any possible infection that may potentially prolong their stay or endanger their lives.
- 2.) We have visitation hours from 0900am – 1300pm; 1600pm – 1900pm
 - i. Parents may visit during these specific times.
 1. Grandparents must be accompanied by a parent.
 - ii. Visitors may visit up to 30 minutes during this time frame.
- 3.) Visitors will be required to do a 3-minute scrub before having contact with patient.

Nursery:

No visitors will be allowed in the Nursery.

Enforcement and Exceptions:

- 1.) Volunteer Services will be responsible for communicating and enforcing the visitation policy in the main lobby.
- 2.) Security Services will assist with enforcement by rounding in the main lobby during non-visiting hours; rounding on nursing units at the end of visiting hours; and immediate response to Volunteer Service / Nursing Unit calls for back-up.
- 3.) Individual circumstances may call for exceptions to the policy. For example, medical services will be provided to an emergent patient who arrives in the ED if a child under the age of 12 is present.
 - a. Volunteer Services will call the nursing unit first to discuss any circumstance that may warrant an exception to the policy which they encounter in the main lobby.
 - b. Security Services will be notified if the situation requires de-escalation.
 - c. Security Services will work with the House Supervisor and/or the Administrator On-Call to resolve the situation if necessary.

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