

General Visitation Policy

I. Policy

A. Statement

To foster a therapeutic environment that promotes a prompt recovery while considering the individual and cultural needs of the patient and family and promotes a safe environment for the patient, visitor and staff of the facility.

B. Purpose:

Valley Baptist Medical Center recognizes the importance of involvement of family and friends in the patient care process while also maintaining a safe, sterile, and secure environment. This policy will consider the best interest of the patient, the patient care process, patient rights and the safety of the patient, the family and friends and the Valley Baptist staff providing care. To assist in the application of this policy, specific guidelines have been established, but each patient will be treated individually, and exceptions will be based on the patient's clinical needs as well as the professional judgment of Valley Baptist staff.

General Policies:

- 1.) Up to one caretaker, as designated by the patient or the next of kin, will be permitted to stay with the patient throughout the in-patient stay
- 2.) The designated caretaker will be identified by badge issued at the time of registration
- 3.) Up to two additional visitors will be permitted during visiting hours
- 4.) Visiting Hours are 900-1300 and 1600-2000
- 5.) No children under the age of 12 will be permitted to visit patients unless deemed necessary or appropriate by medical staff
- 6.) All visiting children under the age of 16 must be supervised, including in the main lobbies
- 7.) Visitors are to enter the building through the Main Lobby Entrances of the South Tower or the East Tower. Visitor Information Guides are available in both locations
- 8.) 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
- 9.) Visitors may be asked (by the Physician or the Nurse) to leave the room during a procedure and/or examination
- 10.) Accompaniment of the patient to a treatment or diagnostic area may be limited by the Health Care Provider
- 11.) Security Services may intervene if problems or complaints arise with the visitation program

- 12.) 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 ICU Policies:

- 1.) Cell phones must be turned off while in the ICU
- 2.) In the event of an emergency /procedure, visitors may be asked to step out of the unit
- 3.) Visiting Hours are as follows:
 - a. MICU: 1300-1330, 1700-1730, 2000-2030
 - b. NICU, CCU, Stroke: 0900-0930, 1300-1330, 1700-1730, 2000-2030

NBICU Policies:

- 1.) In NBICU we have created a visitation schedule designed to protect our 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 open visitation for parents and grandparents from 11:00am – 6:00 pm and 9:00 pm – 6:00 am
- 3.) Families with special needs may request a pass from the Shift Coordinator. The pass is for a 15 minutes visit during the time the unit is closed to general visitation. This pass may allow family members other than parents and grandparents to visit or may be used to schedule an appointment with the Neonatologist or other consulting physician. During these special visitation times, a parent must accompany the guest(s) at the patient's bedside
- 4.) Up to two people at a time may visit each patient
- 5.) Siblings over 14 years of age are encouraged to visit
- 6.) Visitors may be asked to step out for emergency procedures or admissions

Labor and Delivery Policies:

- 1.) **Please Review Attached Policy # 1670.9700**

Pediatric ICU Policies:

- 1.) Please Review Attached Policy # 1033.200803

Enforcement and Exceptions to the Policies:

- 1.) Volunteer Services will be responsible for communicating and enforcing the visitation policy in the main lobbies
- 2.) Security Services will assist with enforcement through rounding on the main lobbies during non-visiting hours, rounding on nursing units at the end of visiting hours, and immediate response to Volunteer Service calls for back-up
- 3.) Each visitor will be treated with respect and compassion, and individual circumstances may call for exceptions to the policy
 - a. Volunteer Services will call the nursing unit first to discuss any circumstance that may warrant an exception to the policy

- b. Security Services will be notified if the situation requires escalation
- c. Security Services will work with the House Supervisor and/or the Administrator On-Call to resolve the situation if necessary

