

**ANTELOPE VALLEY MEDICAL CENTER
ADMINISTRATIVE POLICY & PROCEDURE MANUAL**

POLICY NUMBER: RI.1.4

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SUBJECT: AVMC VISITATION POLICY

REFERENCE(S): California Code of Regulations, TITLE XXII, Sections 70577(k)(1)(c), 70707 (b) (17) and 70709
CMS, Conditions of Participation, 42 CFR, Section 482.13(h)
RI.01.01.01, EP28, The Joint Commission, January 1, 2024

PURPOSE: To provide guidelines for visiting patients that promotes patient safety and healing.

AFFECTED AREAS/DEPARTMENT: All

POLICY:

I. VISITOR EXPECTATIONS:

- A. The hospital reserves the right to impose additional limitations on visitation at any time when it could interfere with the care of the patient or with the safety of others on hospital premises. Reasons for limiting or restricting visitation may include but are not limited to infection control (i.e., flu season), disruptive behavior of visitors, patient need for rest or privacy, civil disturbances, hospital lockdowns, etc. a national, state or local emergency, or an executive decision made by the Hospital Safety Officer or Administrator On-Call in conjunction with the Executive Management Team.
- B. Visitors are not to cause any disruptions to the hospital's healing environment. This includes any conduct that is disruptive, disorderly, or violent.
- C. Visitors that fail to follow the above-enlisted expectations will be asked to leave the premises. When staff are concerned about their own safety and the safety of others due to abusive or assaultive behavior, they should initiate a Code Gray by dialing 3333.
- D. **Visitation is available at any time.**
 - i. When the Main Entrance of the hospital **closes from 8:00pm to 5:30am**, the visitors will go to the Emergency Department (ED) entrance to receive their visitor pass and get directions on how to proceed to the inpatient unit the patient is on.
 - ii. **2 – 3 visitors per patient** at a time are allowed. **Small groups** of visitors can wait and rotate in the waiting room outside the unit. **Large groups** of visitors must rotate from the waiting room to outside of the hospital.

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- iii. **Nighttime visitation** will be limited to **1-2 visitors per patient** at a time.
 - iv. Visitors wanting to **spend the night** are limited to **1 (one) visitor per patient** and needs to be respectful when there are other patients in the room. If the visitor is the opposite gender of the patient(s), the other patient in the room needs to agree to have that visitor remain in the room with the drape drawn. If **not** agreeable, the visitor can visit periodically utilizing the unit waiting room.
 - v. Visitors that are **under the age of 16 years of age, must be accompanied by an adult**: No one under the age of 16 years of age **may visit when respiratory season restrictions** are in effect. i.e. COVID, FLU, RSV.
 - vi. When **not** on seasonal restrictions, **healthy children must be 2 years of age or older** and must be accompanied by an adult. **Limit to 1 (one) child under the age of 16 years old per patient up to thirty (30) minutes for safety and infection control reasons**
- E. Visitors **must register at a Visitor Information Desk to obtain a visitor pass** before being allowed access to patient care units. In the event the main visitor desk is closed, visitors shall enter and register through the Emergency Department.
- F. Visitors are expected to **display their visitor pass at chest level at all times**. Visitors without an appropriate visitor pass will be re-directed to an information desk or asked to leave the premises.
- G. Visitors must wear appropriate attire and shoes at all times.
- H. Visitors are prohibited from smoking, vaping, marijuana use or chewing tobacco on hospital property.
- I. Visitors are prohibited from bringing any contraband items, such as alcohol, drugs, or weapons into the hospital.
- J. Visitors are prohibited from using beds, bathrooms, specialty chairs, or other furnishings provided for patient use due to the possibility of transmission of viruses or infections.
- K. Videography, photography, filming and audio recording of any kind are strictly prohibited unless authorization and consent is properly obtained. See policy RI.3.1 entitled VIDEOGRAPHY, PHOTOGRAPHY, FILMING AND AUDIO

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RECORDING.

- K. Service and Therapy animals are allowed to visit patient's rooms as long as it will not be harmful to patients or interfere with treatment for **short periods of time only and must be accompanied by the visitor at all times**. The animal must be clean, well behaved and managed by the visitor at all times. See Infection Control Manual policy IC.2.22 entitled SERVICE ANIMAL GUIDELINES. See Infection Control Manual policy IC.1 entitled Infection prevention and control Program Plan.

- III. Number of visitors per patient may vary by department. Any exceptions must be approved by the House Supervisor in coordination with the Unit Charge Nurse, Unit Manager/Director and the Security Department. Please see the attachment for specific visitation expectations for specialty units.

- IV. Visitors requesting to visit patients with a **Do Not Announce (DNA) flag** shall not be provided any information. See policy RI.6.2 entitled CONFIDENTIAL REGISTRATIONS. **If visitation is being approved** for a patient with a DNA Flag the visitor will need to display a current I.D. to be viewed by Security prior to receiving a visitor pass.

- V. For patients who have expired, visitors may stay with the patient up to **3.5** hours per CDC guidelines.

- VI. Visitors *may be* asked to wait in the appropriate waiting area when patient care is to be administered or when requested by the patient and/or healthcare staff.

RESPONSIBILITY FOR REVIEW AND MAINTENANCE OF THIS POLICY IS ASSIGNED TO: Chief Executive Officer or designee.

REVIEWED AND APPROVED:

Director Nursing Administration

DATE: 3/11/24

Chief Nursing Officer

DATE: 3/11/24

Chief Executive Officer _____ DATE: 3/11/24

EFFECTIVE DATE: 08/01/78

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REVISED DATE: 07/15/15; 12/17/15; 04/01/18, 07/25/22; 02/09/23; 03/29/23;
03/01/24; 3/11/24

REVIEW DATE: 07/15; see Policy Manager

CROSS REFERENCE(S):

RI.3.1 entitled VIDEOGRAPHY, PHOTOGRAPHY, FILMING AND AUDIO RECORDING

RI.6.2 entitled CONFIDENTIAL REGISTRATIONSIC.2.22 Infection Control Policy Manual entitled SERVICE ANIMAL GUIDELINES

IC.1 Infection Control Policy Manual entitled Infection prevention and control Program Plan.

ATTACHMENT(S):

ATTACHMENT A: Department Specific Visitation Grid

DEPARTMENT SPECIFIC VISITATION GRID

<u>DEPARTMENT</u>	<u>VISITING HOURS</u>	<u>AGE LIMIT</u>	<u>VISITORS PER PATIENT</u>	<u>ADDITIONAL GUIDELINES</u>
EMERGENCY DEPARTMENT	24 hours a day	No age limits (Unless mandated by regulatory agency), children under 16 years of age must be accompanied by a parent or guardian.	1-2 in ED Room (or) 1 in Hallway areas	If the patient is a minor both parents may be with the child. Additional visitor restrictions may occur depending on the patient's condition. Any special requests may be approved by the ED Charge Nurse/Manager, House Supervisor and/or ED Leadership in concert with AVMC Security Lead. Chairs in the Waiting Room are reserved for the patients when overcrowding occurs.
BEHAVIORAL HEALTH SERVICES	Monday – Friday 1800-1900. Saturday & Sunday 1300-1400 & 1800-1900	Visitors must be 18 years of age or older, visitors under the age of 18 or visitation requested outside visiting hours must be pre-approved by the Director	2	Visiting is allowed in the dayroom or as designated by doctor's order. All visitor cell phones and prohibited items will be stored in the unit's Visitation Lockers. Packages for the patients shall be checked by staff for contraband items.
PACU	Visitation will be at the discretion of the Registered Nurse.	Visitors must be 18 years of age or older	1	. Pediatric and special needs patients will be allowed one visitor to at the bedside.
SAME DAY SURGERY & OPTC	Visitation will be at the discretion of the Registered Nurse.	Visitors must be 18 years of age or older	2	Visitors will be asked to wait in the surgery waiting room until the pre-op preparation process is completed. Pediatric and special needs patients are allowed one visitor to remain during the pre-op process.

DEPARTMENT SPECIFIC VISITATION GRID

<u>DEPARTMENT</u>	<u>VISITING HOURS</u>	<u>AGE LIMIT</u>	<u>VISITORS PER PATIENT</u>	<u>ADDITIONAL GUIDELINES</u>
WIP Departments	24-hour visiting for parents/guardians/support person.			<i>Regular Visiting Hours 9:00 am to 9:00 pm</i>
<u>LABOR & DELIVERY</u>	<u>Visitation 24 hours a day for three (3) designated visitors per patient. No changing of visitors while patient is in L&D.</u>		3	<u>After delivery mother will have uninterrupted skin to skin bonding time. No changing of visitors.</u>
<u>TRIAGE</u>	<u>Visitation 24 hours a day for one support person/significant other/designated family member.</u>		1	<u>While patient is in Triage only one visitor, until patient is admitted to L & D.</u>
<u>ANTEPARTUM</u>	<u>Visitation 24 hours a day for one visitor of patient's choice.</u>	<u>Patient's healthy children may visit with adult supervision during regular visiting hours.</u>	4	<u>One adult visitor (18 years or older) will be allowed to stay overnight. May change out visitor that spends the night.</u>
<u>OR and PACU</u>	<u>Visitation 24 hours a day for one support person/significant other/designated family member.</u>		1	<u>No changing of visitors while patient is in OR and/or PACU.</u>
<u>Couplet Care</u>	<u>Visitation 24 hours a day for support person with matching mother/baby band.</u>	<u>Patient's healthy children may visit with adult supervision during regular visiting hours.</u>	4	<u>One adult visitor (18 years or older) will be allowed to stay overnight. May change out visitor that spends the night.</u>
<u>NICU</u>	<u>Visitation 24 hours a day for Parents/Guardians.</u>	<u>Baby's healthy siblings that have up to date immunizations may visit with adult supervision during regular visiting hours.</u>	2	<u>All visitors must wash hands for 20 seconds before each visit.</u>
<u>PEDIATRICS</u>	<u>Visitation 24 hours a day for Parents/Guardians.</u>	<u>Healthy siblings may visit during regular visiting hours when accompanied by an adult. Length of visit varies depending on the patient's condition, please check with the Registered Nurse.</u>	3	<u>One adult visitor will be allowed to stay overnight. May change out visitor that spends the night.</u>