

**ANTELOPE VALLEY HOSPITAL  
ADMINISTRATIVE POLICY & PROCEDURE MANUAL**

**POLICY NUMBER: RI.1.4**

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**SUBJECT: VISITATION**

**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 13, 2018

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

**AFFECTED AREAS/DEPARTMENT:** All

**POLICY:**

**I. VISITOR EXPECTATIONS:**

- A. Visitors must register at a Visitor Information Desk to obtain a visitor pass before being allowed access to patient care units. Visitors to the Main Hospital shall register in the main Visitor Information Desk by the guest elevators. In the event that visitor desk is closed, visitors shall enter and register through the Emergency Department.
- B. 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.
- C. Visitors that are under the age of 16 must be accompanied by an adult. In the Women and Infants Pavilion, visitors under the age of 16 are limited to siblings of the baby.
- D. Visitors must wear shirts and shoes at all times.
- E. Visitors are prohibited from smoking, vaping, marijuana use or chewing tobacco on hospital property.
- F. Visitors are prohibited from bringing any contraband items, such as alcohol, drugs, or weapons into the hospital.
- G. Visitors are prohibited from using beds, bathrooms, chairs, or other furnishings provided for patient use due to the possibility of transmission of viruses or infections.
- H. Videography, photography, filming and audio recording of any kind are strictly prohibited unless authorization and consent are properly obtained. See policy RI.3.1 entitled VIDEOGRAPHY, PHOTOGRAPHY, FILMING AND AUDIO RECORDING.
- I. Service animals are allowed to visit patient's rooms as long as it will not be harmful to patients or interfere with treatment. See Infection Control Manual policy IC.2.22 entitled SERVICE ANIMAL GUIDELINES.
- J. Visitors are not to cause any disruptions to the hospital's healing environment. This includes any conduct that is disruptive, disorderly or violent.

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Visitors that fail to follow the above enlisted expectations will be asked to leave the premises. When staff is 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.

- II. Visiting hours are 8:00am to 8:00pm unless otherwise specified in the attached grid (See Attachment A).
- III. Number of visitors per patient vary by department. General guidelines for each unit are outlined in the attached grid but are subject to change due to unique patient needs, conditions and/or circumstances. These exceptions must be approved by the patient's assigned Registered Nurse in coordination with the Unit Charge Nurse and the Security department.
- V. 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.
- 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.
- VII. The hospital reserves the right to make exceptions to this visitation policy in circumstances when it would be beneficial for the patient to have family at the bedside.
- VIII. 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.

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

**Signature:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**REVIEWED AND APPROVED:** \_\_\_\_\_

**Chief Nursing Officer**

\_\_\_\_\_ **Date**



DEPARTMENT SPECIFIC VISITATION GRID

<u>DEPARTMENT</u>	<u>VISITING HOURS</u>	<u>AGE LIMIT</u>	<u>VISITORS PER PATIENT</u>	<u>ADDITIONAL GUIDELINES</u>
<b>CRITICAL CARE</b>	24 hours a day. Except during shift change 6:30 am/pm-8:00 am/pm	12 and over.  Children under 12 years of age may be permitted to see the patient under special circumstances with Charge Nurse approval.	3	Additional visitor restrictions may apply depending upon the patient's condition. One visitor can be at bedside during shift change.
<b>EMERGENCY DEPARTMENT</b>	Visitation in the Emergency Department is 24 hours a day but is always at the discretion of the Registered Nurse.			
<b>MENTAL HEALTH</b>	6:00pm - 8:00pm	Visitors 16 and under must be accompanied by an adult.	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.
<b>PACU</b>	Visitation always at the discretion of the Registered Nurse.	Visitors must 18 years or older	1	All patients will be allowed a short visit by 1 visitor within the first hour. Pediatric and special needs patients will be allowed one visitor to remain at bedside. PACU patients in PACU Room II holding for an in-patient bed or waiting for discharge may have up to 2 visitors at the RN's discretion.
<b>PEDIATRICS</b>	Regular Visiting Hours. Parents/Guardians are welcome to visit 24hrs/day.	Healthy siblings may visit for brief periods of time.	3	One adult visitor will be allowed to stay overnight.

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<u>DEPARTMENT</u>	<u>VISITING HOURS</u>	<u>AGE LIMIT</u>	<u>VISITORS PER PATIENT</u>	<u>ADDITIONAL GUIDELINES</u>
<b>PROGRESSIVE CARE</b>	Regular Visiting Hours	No age limit, but children under 12 should visit for brief periods only.	2	No visitors will be allowed to sleep at the bedside; however, one visitor may be allowed to stay overnight if deemed necessary.
<b>SAME DAY SURGERY &amp; OPTC</b>	Visitation always at the discretion of the Registered Nurse.	Visitors must be 18 years 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.
<b>WIP ANTEPARTUM &amp; COUPLET CARE</b>	Regular Visiting Hours	Baby's healthy siblings may visit with adult supervision.	6	One adult visitor will be allowed to stay overnight. No overnight stays for patients in semi-private rooms when doubling up.
<b>WIP NICU</b>	24 hours a day. Except during shift change 6:30 am/pm-8:00 am/pm (Parents/Guardians are always welcome)	Baby's healthy siblings with up to date immunizations may visit with adult supervision.	2	All visitors must scrub for three minutes and use alcohol gel on hands at bedside at every visit.
<b>WIP LABOR &amp; DELIVERY</b>	Visitation always at the discretion of the Registered Nurse.		3	Visitors may exchange with others waiting in the lobby. After delivery with the mother's permission, family members may be invited to the mother's room for a short visit
<b>WIP SURGICAL SERVICES &amp; WIP TRIAGE</b>	Visitation always at the discretion of the Registered Nurse.		1	Visitors will be limited to the significant other/designated family member only due to space limitations and confidentiality.