



**ARROWHEAD REGIONAL MEDICAL CENTER**  
**Administrative Policies and Procedures**

**POLICY NO. 690.01 Issue 6**  
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**SECTION: PATIENT CARE SUB SECTION: OPERATIONAL**

**SUBJECT: VISITATION**

**APPROVED BY:** \_\_\_\_\_  
Chief Executive Officer

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**POLICY**

- I. Subject to patient or surrogate consent, Arrowhead Regional Medical Center (ARMC) encourages patient visitation to support the patient in the healing process in accordance with the provisions of this policy.
- II. This policy applies to non-custody patients only.

**PROCEDURES**

- I. General, Hospital Wide Visitation
  - A. Security clearance is required upon entrance to ARMC.
    - 1. Visitors enter through ARMC's main entrance during the hours of 7:00am through 8:00pm.
    - 2. Between 8:00pm and 7:00am, visitors enter through the Emergency Department entrance.
    - 3. Visitors are asked to check-in at the unit station upon entering the department.
  - B. Due to limited space in the patient care area, visiting is limited to two (2) visitors at a time. Special circumstances are considered when:
    - 1. Patient is going to surgery
    - 2. Patient is a child and the parent/ guardian needs to stay
    - 3. Patient condition is critical
    - 4. Patient has special needs with which the support persons can assist
  - C. The visiting policy is individualized to meet the needs of the patient.
    - 1. Visitors with special requests are asked to speak with the bedside nurse, charge nurse, assistant nurse manager, or nurse manager.
    - 2. The nursing staff uses professional judgment and considers cultural diversity in conjunction with the patient's wishes to determine the need for an individualized visiting plan.
  - D. Visitors help maintain a calm, comfortable atmosphere for patients, families, visitors, and staff by following these rules:
    - 1. Wash hands before entering and upon exiting the patient's room
    - 2. During shift change, visitors may be asked to leave if:
      - a. Privacy is an issue
      - b. Requested by the patient
    - 3. Visitors may be required to step out when procedures are being performed or during emergent situations for the safety of the patient and the visitor(s).
    - 4. Waiting rooms are available for those not in the room visiting the patient. Hallways are to be kept clear.

5. Refrain from disruptive behavior, such as loud/inappropriate conversations or arguments.
  6. Obtain approval from the nurse before using any devices that require electrical power.
  7. Please contact the nurse before entering a room marked "isolation".
  8. Visitors stay at the bedside. Areas of the unit are restricted to staff only in order to ensure patient privacy
- E. ARMC staff recognize and make every effort to honor patients' wishes regarding visitation. Time and treatment may require alteration to the patient wants, desires or needs. Visitation is limited when it interferes with the care of the patient and/or the care of other patients. Justified clinical restrictions include but are not limited to:
1. Any court order limiting or restraining contact
  2. Behavior presenting a direct risk or threat to the patient, hospital staff, or others in the immediate environment
  3. Behavior disruptive to the functioning of the patient care unit
  4. Reasonable limitations on the number of visitors at any one time
  5. Patient's risk of infection by the visitor when the visitor cannot or will not wear personal protective equipment (PPE) as directed by the healthcare staff
  6. Visitor's risk of infection by the patient when the visitor cannot or will not wear personal protective equipment (PPE) as directed by the healthcare staff
  7. Extraordinary protections because of a pandemic or infectious disease outbreak
  8. Patient's need for privacy or rest
  9. Need for privacy or rest by another individual in the patient's shared room
  10. Patient has made staff aware of their wish to withdraw or deny visitation from specific visitors
- F. Children may visit and must be supervised at all times by an adult, other than the patient. In the situation where a patient who has children does not have anyone to take care of the children, Social Services is notified.
- G. Visitors who have signs/symptoms of cold or flu are restricted from visiting when the visitor cannot or will not wear personal protective equipment (PPE) as directed by the healthcare staff.
- H. Support Person
1. Guidelines for the participation of a support person spending time with the patient is flexible in order to respond to the diverse and changing needs and preferences of each patient in the hospital.
  2. Staff provide clear explanation(s) about what the support person can do to help the patient, where they can be in the nursing units, and any limitations on their participation.
  3. Support person staying overnight:
    - a. For the health of visitors, we encourage visitors to go home to rest in the evening.
    - b. One adult family member (18 years or older) may stay in a patient's room.
    - c. Beds and linens are provided when available.
    - d. No sleeping on the floor or in the patient's bed.
    - e. In semiprivate rooms, consideration is given to the other patient(s) sharing the room.
- II. Due to special patient care needs, visitation guidelines in the subsequent areas are as follows:
- A. Emergency Department (ED)

Due to the emergent care needs of all patients in the ED, the support person may need to delay visitation until it is deemed appropriate for patient treatment or privacy.

- B. Post-anesthesia Care Unit (PACU)
  - 1. Due to high frequency observation and potential need for fast intervention during the immediate postoperative period, no visitors are allowed at the bedside for the first 30 minutes of the recovery period.
  - 2. Following the first 30 minutes of the recovery period, a support person is allowed at the bedside as long as the patient is stable.
  - 3. Due to the open environment and infection control concerns no visitors under the age of 14 are permitted.
- C. Labor and Delivery
  - 1. A support person is welcome in the birthing room according to the preference of the laboring woman and the patient's condition.
  - 2. The first hour after birth, considered the "Golden Hour", is a time to optimize bonding and attachment of the infant, mother, and father. The infant is placed skin-to-skin and breastfeeding is supported. In the event that the father is not available, the mother decides whom she wants to share the "Golden Hour" experience with and informs the nursing staff.
  - 3. Siblings of the infant may visit; however, they must be supervised at all times by an adult other than the patient.
- D. Mother/Baby and Newborn Nursery
  - 1. Visitors are encouraged to visit the couplet on Mother-Baby.
  - 2. In the Newborn Nursery, parents and/or the designated banded person visits at any time.
  - 3. Parents and visitors are instructed on proper hand hygiene prior to handling the baby.
- E. Neonatal Intensive Care Unit (NICU)
  - 1. Parents and support person(s) are encouraged to visit anytime except during change of shift (6:00 am - 8:00 am and 6:00 pm - 8:00 pm) when only parents are allowed to visit.
  - 2. Siblings must be at least three (3) years of age and accompanied by a parent. Siblings are allowed to visit with proof of current immunizations and a health screening reflecting that they are free of signs of infection.
  - 3. Other visitors must be fourteen (14) years of age and accompanied by a parent.
  - 4. For families with infants of multiple births who have a sibling that has been discharged, arrangements may be made to accommodate the family in the nesting room while visiting the sibling that is still an inpatient.
- F. Pediatrics
  - 1. Parents and guardians are encouraged to visit.
  - 2. In the event that a parent or legal guardian is unable to stay with the patient, special considerations may be made to accommodate a different individual. This individual must be over the age of eighteen (18) and approved by the parent or guardian.
  - 3. Visitors that are minors are not allowed to spend the night.
  - 4. Parents or guardians may accompany the child to other departments within the hospital with the exception of the surgical suites, MRI and CT rooms.
- G. Behavioral Health
  - 1. Visiting Hours are as follows:
  - 2. Weekdays from 6:00pm to 8:00pm
  - 3. Weekends from 2:00pm to 4:00pm and from 6:00pm to 8:00pm
  - 4. Visitors/Support persons must be 18 years or older.

- 5. Visitors age 17 years or younger may visit only under the direction of a psychiatrist's written order and as agreed by the treatment team.
- 6. For the safety of patients, food and drinks brought in from outside of the hospital are prohibited.

III. ARMC staff visiting a family member who is an ARMC patient follow the same provisions within this policy. In this situation, ARMC staff:

- A. May visit, with the patient's permission, during their lunch or breaks
- B. Do not use their badge to access the nursing unit or patient's room
- C. Are not given increased access to the patient or the patient's Protect Health Information (PHI), see Administrative Operations Manual Section 700, Information Security

**REFERENCES:** CMS Conditions of Participation Patient Visitation Rights  
Administrative Policy No. 700.01, Information Security – General Requirements

**DEFINITIONS:** **Visitor** - A visitor is a guest of the patient. The visitor may be a family member, friend, and/or support person.

**Support Person** - A support person in policies at ARMC is interpreted to include any person(s) who play a significant role in a patient's socio-emotional life. This person(s) could be a family member, friend, or other individual who supports the patient during the course of the hospital stay. A patient's "support person" does not necessarily have to be the same person as the patient's representative who is legally responsible for making medical decisions on the patient's behalf.

**ATTACHMENTS:** N/A

**APPROVAL DATE:**

N/A	Policy, Procedure and Standards Committee
9/16/22	Patient Safety and Quality Committee

**REPLACES:** Administrative Policy No. 690.01 Issue 5

**EFFECTIVE:** 5/26/05                      **REVISED:** 1/8/08, 2/15/11, 9/16/13, 7/21/17, 9/16/22

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