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Owner Elizabeth Stiltner:
CNO

Department Organizational
Wide

Applicability Clinch Valley
Medical Center

Reference #S RI.01.01.01

Visitation

Policy Statement:

Clinch Valley Medical Center (CVMC) promotes and supports a patient and family centered approach to care. The purpose of this policy is to define and set expectations regarding persons visiting hospitalized patients and to recognize our commitment to provide visitation in accordance with a non-discrimination policy, which provides access without regard to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

At Clinch Valley Medical Center, it is the patient's right to receive the visitors designated by the patient, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend. Patients also have right to withdraw or deny such consent at any time.

Scope:

All hospital staff, physicians and hospital personnel involved in the decision-making process with respect to patient visitation.

Definitions:

Visitor: A visitor is defined as a guest of the patient. Family members are considered to be visitors as well. Visitors are encouraged to visit during general visiting hours of 9:00 a.m. - 9:00 p.m. Due to the critical nature of certain units the visiting hours may be more restrictive (as outlined in this policy).

Therapeutically Contraindicated: Any clinically necessary or reasonable restriction or limitation imposed by CVMC on a patient's visitation rights which restriction or limitation is necessary to provide

safe care to patient or other patients. Therapeutic contraindications may include visitation restrictions along with restrictions of personal belongings in the patient's room. A therapeutically contraindicated restriction may include, but not be limited to one or more of the following:

- existence of court orders restricting contact (of which the hospital is aware)
- behavior presenting a direct risk or threat to the patient, CVMC staff, or others in the immediate environment
- behavior disruptive of the functioning of the patient care unit
- reasonable limitations on the number of visitors at any one time
- patient's risk of infection by the visitor
- visitor's risk of infection by the patient
- extraordinary protections because of a pandemic or infectious disease outbreak
- substance abuse treatment protocols requiring restricted visitation
- patient's need for privacy or rest
- when patient is undergoing a clinical intervention or procedure and the treating healthcare professional believes it is in the patient's best interest to limit visitation during the clinical intervention or procedure

Purpose:

To provide visitation guidelines for family, friends and clergy who wish to visit with the patients.

Policy:

1. Clinch Valley Medical Center allows for the presence of family member, friend or other individual to be present with the patient for emotional support during the course, unless the individual's presence infringes on others' rights, safety, or is medically or therapeutically contraindicated. The individual may or may not be the patient's surrogate decision-maker or legally authorized representative.
2. General visiting hours at Clinch Valley Medical Center are from 9:00 a.m. – 9:00 p.m. Visitation is limited to 2 visitors per patient with the exception of COVID 19 patients may have 1 visitor per day.
3. Visitation by children above the age of 12 is allowed in general areas but only under the direct and constant supervision of an adult (someone over age 18 and not the patient). Parents should check at the nurses station prior to children being allowed to enter patients rooms. To protect patient privacy and preserve patient health parents are required to keep children under control and not allow them to roam the building unattended.
4. It will be at the discretion of the nursing staff to allow children under the age of 12 to visit under certain situations.
5. All visitors must comply with Infection Control guidelines, as recommended by the CDC.
6. Visitation may be restricted during patient care, treatments or procedures.
7. Clergy may visit at any time with patient's approval.

8. A "NO VISITORS" sign may be placed on the door upon request of the patient, family or physician.
9. After visiting hours, visitors already present with the patient must obtain a visitor pass from the nurses station.
10. Visitors will be encouraged to perform hand hygiene frequently while in the facility.
11. Exceptions to visitation may be made based on extenuating circumstances, at the discretion of leadership.

Visitation of COVID 19 Patients

- A. Visitors will be provided Patient Visitation Guidelines and required to wear a mask, gown, and perform hand hygiene minimally upon entry and exiting the patient room.

DISRUPTIVE VISITOR:

If a staff member notices a visitor is disruptive or a patient complains to a staff member that a visitor is disruptive, the following steps will be taken:

- A. The visitor will be asked to calm down or control the behavior.
- B. If the visitor continues to be disruptive, the visitor will be asked to leave the unit.
- C. If the visitor refuses to leave the unit, staff will contact security to escort the visitor off the unit. In the event security is unavailable, local law enforcement will be contacted by calling 911.

The following are examples of behaviors considered disruptive:

- A. Loud, yelling or obscene language.
- B. Physical, mental or emotional abuse of a patient.
- C. Visitor appears intoxicated or displays bizarre behavior.
- D. Visitor threatens patients or staff members.
- E. Visitors who take food or other items from the patient dining room.
- F. Visitors who are not truthful about who they have come to visit.
- G. Visitors who bring items for the patient but refuse to let staff check it.
- H. Visitors refusing to leave or insisting on visiting at times other than visiting hours.

Procedure:

A. OB/Nursery Unit

1. During labor, no more than 2 visitors are permitted in the LDR at any time.
2. During delivery, visitation is limited to 2 persons.
3. Sibling visitation is allowed in the LDR and post-partum. There are no restrictions on the age of the visiting sibling.
4. Non-sibling visitors must be over the age of 12 and may only visit the post partum unit .

5. Children will be supervised by an adult at all times.
6. All visitors will follow strict hand washing.
7. All visitors must wash hands with antibacterial soap and put on a cover gown prior to entering Nursery.

B. Sick Neonates in the Nursery Unit

1. Only two visitors at a time will be permitted in the nursery unit.
2. Parents are encouraged to visit and participate in infants care. Personal items may be placed in the nursery locker while parents visit and may not be taken into the nursery. Parents visiting in the nursery must be identified by armband/ID prior to being allowed nursery entry.
3. Grandparents must be accompanied by a parent to visit in the nursery..
4. All visitors must wash hands with antibacterial soap and put on a cover gown prior to entering Nursery.
5. Deceased or dying infants may be visited by parents and immediate family.

C. Medical/Surgical - Pediatrics

1. Patients in semi-private rooms occupied by two (2) patients will be allowed two (2) visitors at a time during visiting hours.
2. Patient's may have one (1) visitor per night stay in a patient room.
3. If patient is the only patient assigned to the room, a visitor of either sex may stay overnight.
4. If patient is in a semi-private room (occupied by 2 patients) the patient may have an overnight visitor as long as the visitor is of the same sex as the patient, and with roommate's approval.
5. No person under the age of 18 may spend the night as a visitor in a patient room.
6. Pediatric patients are placed in single occupancy room if available. A parent or guardian is encouraged to remain with a patient at all times. Pediatric patient's siblings are not permitted to stay over night and visitation with pediatric patient is discouraged.
7. No visitors under the age of 12 at any time.

D. ICU/CCU

1. Visitation Hours: Anytime with the following exceptions:
 - No visiting during report times: 6:30am-7:30am and 6:30pm to 7:30pm.
 - Only two visitors at a time allowed (with visitor pass)
 - Visitors must check in at nurses station for visitor pass.
 - No visitors under the age of 12 at any time.
 - Lay caregiver over the age of 18 years of age may stay with the patient. Caregiver must obtain a visitor pass from the ICU staff.

- Pediatric ICU Patient: Pediatric patient may have (2) parents/caregivers in attendance during visit and physician examination. Both parents/caregivers may accompany an infant or child to radiology or other departments. They may be asked to step out during procedures if applicable. A parent or guardian is encouraged to remain with a child at all times.
- The Charge Nurse or Nursing Supervisor may make exceptions depending on patient's condition and family circumstances. There is a sitting area outside the ICU/CCU area for family convenience. If additional space is needed, visitors may use the main waiting room area on first floor.

E. Skilled Care/Inpatient Rehab

1. Visitation is allowed 24 hours a day in this area. However, some patients may be undergoing therapy during the day and not available for visitation.
2. Patient's may have one (1) visitor per night stay in the patients room.
3. If patient is the only patient assigned to the room, a visitor of either sex may stay overnight.
4. If patient is in a semi-private room (occupied by 2 patients) the patient may have an overnight visitor as long as the visitor is of the same sex as the patient and with the roommate's approval.

F. Emergency Department

1. There may be one adult visitor at a time in the treatment area/room with a patient. The visitor may be asked to step out during examination or treatment. The request for more than one visitor will be determined by the ED Charge RN or Nursing Supervisor.
2. Pediatric patients may have (2) parents/caregivers in attendance during visit and physician examination. Both parents/caregivers may accompany an infant or child to radiology or other departments. They may be asked to step out during procedures if applicable.
3. Visitors may be restricted in patient area or specific rooms due to the care needs of the patient or increased acuity/activity in the department.
4. Visitors must stay within the patient room and are discouraged from being in doors or hallways.
5. Visitors must use the designated waiting room.
6. Visitation may be restricted in the Emergency Department during patient care, treatments or procedures.
7. No visiting children under the age of (18) will be allowed in the treatment area and children under the age of (18) must be attended to in the waiting area. This is for the safety and security of the child and the patients.
8. If the ED Charge Nurse or Nursing Supervisor feels that visitors present a risk which may jeopardize the safety of themselves, patient and or employee(s) he/she may limit any or all visitation (except children patients) until the status permits normal

visitation guidelines.

9. When possible visitors will be allowed in the treatment area during critical care situations.

G. Perioperative Services

1. Holding Area- Children in the holding area may be accompanied by one parent/guardian.
2. Additional visitors will be allowed at the discretion of staff.
3. After surgery/procedure one parent/guardian is allowed to go to the post-anesthesia care unit (PACU) after the patient is settled and assessed.

H. Outpatient Surgery

1. Two visitors at a time are recommended in the outpatient surgery rooms. Additional visitors may use the outpatient waiting room.

I. Security of the Building

1. Following visiting hours, all doors to the building are secured.
2. Emergent entry after-hours is allowed ONLY through the ED.
3. Visitors not remaining overnight with patients will be asked to leave at 9:00pm.
4. After-hours visitation will be determined on a case by case basis at the discretion of the hospital staff.
 - a. After-hour visitors will be required to wear a "Visitor ID" badge/sticker.
 - b. Any visitor in the hospital after visitation hours without a "Visitor Badge" will be asked to leave the facility.
 - c. Security Guards to make rounds on regular intervals throughout the night to assure that all visitors are authorized to be in the facility.
 - d. One visitor will be allowed to accompany patients, who are admitted through the E.D. after visiting hours, to the nursing unit to settle the patient into bed. If a visitor will be remaining with the patient, staff will provide a "Visitor ID" badge. Policy for pediatric patients will be followed.

INFECTION CONTROL:

Limited visitation may be imposed if there is a communicable disease threat (i.e., influenza outbreaks) or at the request of the Department of Health.

Attachments

 [OB Unit Visitation Letter](#)

Approval Signatures

Step Description

Approver

Date

Peter Mulkey: CEO

07/2023

Applicability

Clinch Valley Medical Center

History

Edited by Stiltner, Elizabeth: CNO on 7/11/2023, 10:08AM EDT

ED Visitation Changed. ICU Pediatric visitation updated also.

Reviewed by Mulkey, Peter: CEO on 7/11/2023, 10:35AM EDT

Activated on 7/11/2023, 10:35AM EDT