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		Review Dates: 1/05, 11/10, 12/17
		Revision Dates: 5/00, 4/02, 02/11, 4/15, 7/16, 12/17
		Hospital Governing Board Approval Date: 11/26/19
		Medical Staff Approval Date: 11/20/19

PURPOSE

To delineate hours for visitors.

SCOPE

This policy/procedure applies to all healthcare professional in the hospital, visitors and family members.

RESPONSIBILITY


All Florida Medical Center - a campus of North Shore Medical Center employees.

POLICY

Florida Medical Center is committed to provide visitation in accordance with our non-discrimination policy regardless of race, color, sex, national origin, disability, age, religion, marital status, citizenship, gender identity, gender expression, sexual orientation, and/or other legally protected classification and the and the right to withdraw or deny consent to visitation.

V. PROCEDURE

1. In general, there are no pre-set visiting hours. However, visitors are encouraged to visit during the hours of 7:00 am to 10:00 pm for all clinical areas. Family and visitors will not be denied visitation without legitimate reasons (e.g. privacy, safety concerns, medical reasons, unit activity) or as determined by Department Director/Designee or physicians.
2. Family members and visitors are welcome unless one or more but not limited to the following considerations are noted:
 - a. Clinical and emotional needs of the patients, when having visitors may increase agitation or put the patient at risk
 - b. Visitors inability to meet the infection control policies of the hospital
 - c. The need to maintain sterile environment
 - d. Space limitations – Patients and or family may request to stay with their loved ones at their bedside outside of the facility visiting hours. This request will be honored providing that the patient is not located in a semi-private room and the roommate in that room does not have objections to the family member staying. All provisions will be


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made to attempt to re-locate the patient within that service line to a private room if the roommate objects.


- e. Visitors or family members with restraining orders
3. Children should always be accompanied by an adult other than the patient and be able to comply with all isolation and/or infection control precautions.
4. All patients may request a need to restrict and or limit visitors. When this occurs a sign will be placed outside of the patient’s room and the operator will be notified of calls restrictions when applicable. The information desk will be notified of any restriction.
5. Significant others have access to the nurse caring for the patient and the phone number of the nursing station where the patient is located. Families are reminded to attempt to have one family member to act as the representative for the family. This will limit the number of interruptions to the unit and will allow the staff to be at the bedside as much as possible.
6. At 9:00 pm the Operator will announce “We at Florida Medical Center are committed to the health and recovery of our patients. Our normal visitation period is ending at 10:00 pm to allow our patients to prepare for a quiet and restful evening.’ We thank you for your visitation and look forward to your next visit to Florida Medical Center. Good Evening.”

If a visitor wishes to visit a patient between the hours of 10:00 pm and 7:00 am, security will place a call to the nursing supervisor to get authorization from the respective nursing unit that the individual(s) will be visiting.”

7. After 9:00 pm, the automated system attendant will stop accepting calls to patient rooms and will be transferred to the PBX operator. PBX will not forward any calls to patient rooms but will direct any family calls to the appropriate nursing station.
8. Some specialty areas may have specific restrictions. Family and visitors must check with the charge nurse or the nurse taking care of the patient.
 - **Critical Care:** Visitors must check with charge nurse first
 - **PACU:** Visitors must check with charge nurse first
 - **Behavioral Health Units:** Visits are allowed Monday to Friday from 6:00 pm to 7:00 pm, Saturday and Sunday from 1:00 pm to 2:00 pm and 6:00 pm to 7:00 pm

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9. Family and Visitor Passes: All family members must check-in at the Security ID Badging desk in the Main Lobby (7:00 am to 10:00 pm) or OP Lobby (5:00 am to 5:00 pm on weekdays) to receive a pass before proceeding to the patient care area. The ID badge is only valid for one calendar day. After 10:00 pm, all visitors must check-in at the Security ID Badging booth in the Emergency Department lobby to receive a pass before proceeding to the patient care area. This will be the only entry/exit after normal visiting hours (7:00 am to 10:00 pm). If a visitor wishes to visit a patient between the hours of 10:00 pm and 7:00 am, security will place a call to the nursing supervisor to get authorization from the respective nursing unit that the individual(s) will be visiting.
10. Visitors shall not be permitted to bring belongings of any kind into rooms of patients who are admitted to a medical unit under a Baker Act or who require constant observation to prevent self-harm. If a visitor refuses to comply with this requirement, the visitor shall be denied entry. Security will notify the inpatient medical of all visitors of patients under a Baker Act.
11. Justified Clinical Restrictions means any clinically necessary or reasonable restriction or limitation imposed by the hospital on a patient's visitation rights which restriction or limitation is necessary to provide safe care to patients.
- A justified clinical restriction may include, but need not be limited to, one or more of the following:
- A court Order limiting or straining contact.
 - Behavior presenting a direct risk or threat to the patient, Hospital staff, or others in the immediate environment.
 - Behavior disruptive to the functioning of the patient care unit.
 - Reasonable limitations on the number of visitors at any one time.
 - Limitation of visitors for a patient under a Baker Act that may contribute to elopement risk or contribute to agitation or escalation of aggressive behavior of the visitor.
 - Restriction of visitors for a Behavioral Health patient before and during transfers between medical unit and Behavioral Health Unit.
 - Patient's risk of infection by the visitor
 - Visitor's risk of infection by the patient;

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- Extraordinary protections because of a pandemic or infectious disease outbreak;
- Substance abuse treatment protocols requiring restricted visitation;
- Patient's need for privacy or rest;
- Need for privacy or rest by another individual in the patient's shared room;
- When a patient is undergoing a clinical intervention or procedure and the treating health care professional believes it is in the patient's best interest to limit visitation during the clinical intervention or procedure.

Reference:

<http://www.cms.gov/Regulations-and-Guidance/Guidance/Transmittals/downloads/R48SOMA.pdf>