

Unless otherwise noted, this policy applies to Franklin Regional Hospital and Lakes Region General Hospital as well as all parts of the LRGHealthcare system.

**Title: Visitation policy**

Effective Date: April 1, 2019

Last Date Reviewed/Revised:

Distribution:

**Purpose: To define visiting hours for the safety and convenience of our patients, visitors and staff. LRGHealthcare recognizes the important role that family and friends play in the recovery of our patients and supports a patient and family centered approach to care. Rest is as much a part of the patient's treatment as any medical and nursing treatment.**

**Policy: Visiting hours are daily between 8am and 8pm. Once the announcement is made that visiting hours are over, visitors will be asked to leave the building.**

1. Exceptions to these established hours may occur depending on the patient condition and unit. It is important that there may be times when the nursing staff ask you to leave the room in order to provide care.
2. Visitors are to be conscious of hygiene to prevent patients from contracting any further illness or infection. Visitors are to wash hands using soap and water or the anti-bacterial sprays in dispensers on the patient care units before going in a patient's room. Visitors are to adhere to any precaution signs before entering a patient's room and follow infection control guidelines for isolation protective wear.
3. Family members do not routinely stay overnight. Visits during the night may prevent patients from getting the rest they need for recovery. Exceptions to this will be considered on an individual basis in collaboration with the nursing and in communication with the patient's physician or as listed below:
  - A. Pediatric patients: One parent may stay overnight after making arrangements with the nursing staff.
  - B. ICU: Visiting times will be coordinated by the patient's nurse determined by the patient needs. The patient's condition will determine the length of time and frequency of visits.
    1. Visiting hours in the ICU are flexible in order to meet the needs of the patient and family members.
    2. Visitors must be 14 years or older.
    3. No more than 2-3 visitors are allowed in the room at one time.
    4. Visitors may be asked to step off the unit if an unexpected need arises or a change in patient condition occurs.
  - C. ED: Visitors will be allowed at the discretion of the ED Provider and the patient's primary Registered Nurse/Registered Paramedic (RN/RP). Pediatric patients may have both parents present at the bedside. For the safety and privacy of all our ED patients, the following also may apply:
    1. The number of visitors may be limited to ensure there is no interference with the treatment and safety of the patient. In general, and under most circumstances, two visitors at one time can be accommodated at the bedside. Additional visitors will be asked to wait in the ED waiting room and/or ED family room.
    2. Visitors may be restricted if their presence infringes upon the privacy of other patients in the department.
    3. Security may be utilized at staff discretion to assist with maintaining safety and decorum.
    4. For the safety, privacy, and well-being of all patients in the ED, visitors (and patients) are required to remain in the patient exam/treatment room unless there is a specific and short term need to leave the patient's bedside.
    5. LRGHealthcare has a zero tolerance policy for abusive or violent behavior towards staff,

patients, and other visitors. Verbal abuse can include: being called names or sworn at; being yelled at, threatened, or intimidated; sexually explicit comments or innuendo. Physical violence can include: any physical assault that includes any degree of physical force with intent to harm; touching someone inappropriately; holding or restraining patients, other visitors, or staff members. ED staff will immediately involve security personnel if there is any such violation.

4. If a family member is granted permission to stay overnight, the house supervisor must be alerted that overnight visitation has been granted. This communication will include the name of the patient and the name of the visitor that is staying overnight. Additionally, the family member will be given a visitors badge (from the ED greeter) which will include their name and the room number where they are staying. Visitors will be cleared and escorted (by security after hours) to the patient's room. It is expected that visitors remain in that room and not roam the halls to ensure privacy, safety, and rest for all patients. Failure to comply with these requirement may end overnight visitation privileges.

**References:** N/A

**Dates Reviewed:**  
**Dates Revised:**  
(Reviewed by TC )

**LRGHealthcare**  
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