

Cumberland County Hospital System, Inc.

Administrative Policy - Procedure

TITLE: Visitation Policy/Procedure	POLICY NUMBER	APPROVED BY MN	EFFECTIVE DATE 6/27/94	Page 1 of 3
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POLICY: Cape Fear Valley Health System (CFVHS) welcomes visitors and recognizes the role that a supportive visit plays in recovery. Visits from family and friends can be quite beneficial to patients. The Health System requests that visitors observe the guidelines set forth, recognizing that each hospital or areas within the hospitals have unit specific visitor policies based on patient and family needs.

ADMINISTRATIVE RESPONSIBILITY: CFVHS employees are responsible for assisting visitors to adhere to the Health System's Visitation Policy. Security staff assists in enforcement of this policy when requested and have primary responsibility for enforcement of the policy in non-patient care areas.

PURPOSE: To allow family and friends maximum access to patients while allowing sufficient uninterrupted rest for the patient and to allow Health System staff necessary time to provide care.

GUIDELINES:

All entrances to the main campus of CFVHS are locked or made badge-entry only at certain times of the day/night. The front lobby of Cape Fear Valley Medical Center (CFVMC) and the lobby in the Cape Fear Valley Rehabilitation Center (CFVRC) are the only authorized entry points for visitors.

All staff members should be aware of any persons attempting to enter any door that may not have fully closed when the employee entered. Staff members direct the visitors to the authorized entry points.

1. CFVHS reserves the right to restrict patient visitation without prior notification when patient concerns are an issue. Security personnel will remove visitors from a unit, at the direction of the Resource Nurse, Charge Nurse, Patient Care Manager (PCM), or Nursing Supervisor.
2. Unit specific visiting hours are followed. Changes are discouraged but if visiting hours are changed for any period of time by a nursing unit, the PCM notifies Admitting, Patient Relations, Volunteer Services, the Information Desk, Security and Nursing Leadership.
3. General visitation information is provided in the Patient Handbook, which is given to patients when they are admitted. Departmental policies may be more restrictive; department management is contacted if there are questions or special requests.

Revised Effective 5/29/96, 3/25/99, 5/01, 11/02, 4/14/03, 05/05, 3/23/09, 9/14/09	Reviewed/No Change 9/25/07, 8/23/10	Originating Department: Patient Care Services	Did this Policy Replace Another Policy? Yes No X	If Yes, Old Policy Title:
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4. Generally, only immediate family members are permitted to visit after 8:30 p.m. Visitors permitted access after 8:30 p.m. are issued a color-coded adhesive badge by Security Personnel in the Main Lobby of CFVMC. The Security Officer writes on the badge the date and the patient's room number. A sign in log is used to record the visitor's name, address or driver's license number, patient's name, room number, and time. Each floor has a distinct color, and badges are issued to each visitor accordingly.
5. Staff inquires about a visitor's destination if the visitor has the wrong color badge for the area they are in, and staff redirects them as needed.
6. Due to the risk of transmitting infectious and communicable diseases, children under twelve years of age are discouraged from visiting. Young children are not to be left unattended on Health System property. A responsible adult accompanies children at all times.
7. To assist in providing a safe and healthy environment for the Health System, visitors and individuals are required to wear shoes and shirts.
8. Overnight stays in patient rooms and designated waiting areas are discouraged due to the high number of people visiting the Health System and the need to maintain security. The Resource Nurse, Charge Nurse, PCM, or Nursing Supervisor on the unit authorizes overnight stays. Clergy are to visit during regular visiting hours. Room to room visiting by clergy is not permitted.
9. Visiting may be restricted when a visit interferes with care or treatment of a patient, when Licensed Independent Practitioner, Resource Nurse, Charge Nurse, PCM, or Nursing Supervisor feels it is not advisable, or when the visit is contrary to the wishes of the patient or family members.

PROCEDURE:

1. A receptionist is on duty in both the Main Lobby and the Pavilion Parking entrance of Cape Fear Valley Medical Center (CFVMC) from 8:00 a.m. - 8:30 p.m.
2. Security is stationed at the front entrance of the Main Lobby 24 hours a day. After visiting hours, Security directs patients and visitors as needed.
3. Visitors may park in the CFVRC parking lot and Pavilion Parking (see Administrative Policy Patient and Visitor Parking). Non-reimbursable coupons for discount parking can be purchased in advance from the Pavilion Parking booth attendant.
4. Areas with waiting rooms may have unit specific policies concerning visitors.
5. Children under 18 and pregnant women are not to visit Radiation Therapy patients who have radioactive material implanted. Specific instructions regarding entering the room are available on the nursing units.
6. Members of the clergy are expected to register with the Pastoral Care Department and receive a Clergy Identification Badge issued by the Personnel Department.
7. Visitors are expected to follow the Administrative policy, Tobacco-Free Environment policy.

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8. Vendor Sales Representative: See Administrative policy, Vendor Relations.
9. Law Enforcement Officers: Law enforcement and correctional officers enter through the Emergency Department. Upon arrival at CFVMC, the Company Police Officer or Security Officer assigned to the Emergency Department gives the Law Enforcement/Correctional Officer a copy of the Law Enforcement and Correctional Officer Orientation Brochure. The Security Officer maintains a log that includes name, date and time as confirmation that the brochure was offered to Law Enforcement personnel. The Security Officer handles the entire process at Highsmith-Rainey Specialty Hospital. Security at both facilities is responsible for maintaining a file of acknowledgements (see the Administrative policy, Forensic Patient and Attendant Law Enforcement/Correctional Officers for more detail.)
10. For the protection of patients, alcohol, weapons, or illegal drugs are not permitted on Health System property. Any staff member who has knowledge of such items or suspects such items are on CFVHS premises reports this to Security Operations immediately.
11. Sick visitors (flu, colds, etc.) are discouraged from visiting the Health System.