

<b>Title: Patient and Clinic Visitors</b>	<b>Procedure</b>
<b>Patient Age Group:</b> <input type="checkbox"/> N/A <input checked="" type="checkbox"/> All Ages <input type="checkbox"/> Newborns <input type="checkbox"/> Pediatric <input type="checkbox"/> Adult	

**DESCRIPTION/OVERVIEW**

- University of New Mexico Hospitals (UNMH) believes that family and other significant people in a person’s life have a critical role in the patient’s plan of care. Our procedure is to support family-centered care while considering patient, visitor, and staff safety as well as patient confidentiality and a patient’s need for rest.
- UNMH adopts the following definition of “family” for purposes of hospital-wide visitation policy: “Family” means any person(s) who plays a significant role in an individual’s life. This may include a person(s) not legally related to the individual. Members of “family” include spouses, domestic partners, and both different-sex and same-sex significant others. “Family” includes a minor patient’s parents, regardless of the gender of either parent. Solely for purposes of visitation policy, the concept of parenthood is to be liberally construed without limitation as encompassing legal parents, foster parents, same-sex parent, step-parents, those serving in loco parentis, and other persons operating in caretaker roles.
- Patient and Clinic visitor rights; UNMH patient visitation will not be allowed or restricted on the basis of race, color, sex, sexual orientation, gender identity, national origin, ancestry, religion, age, spousal affiliation, physical or mental disability or medical condition.
- The University of New Mexico Hospitals (UNMH) will control and limit access to all facilities, grounds information systems to help ensure a secure environment for all patients, visitors, staff, physicians, and assets.
- This procedure explains the processes to be used for access to UNM Hospitals by patient visitors, clinic visitors, and other non-commercial visitors.
- To ensure a safe and secure environment UNMH will screen and identify visitors as necessary.
- All visitors and packages are subject to search upon entry into any UNM Hospitals facility based on conditions, circumstances, and individual department practices to provide a safe and secure environment.

**REFERENCES**

None

**AREAS OF RESPONSIBILITY**

- Each Units Director/Manager will regulate visitation hours for each in-patient unit.
- UNMH/UNMHSC employees and all other members of the UNMH patients’ medical teams (physicians, surgeons, anesthesiologist, etc) should report violations of this procedure to the Security Department.
- Attending Physician, Unit Manager or RN Supervisors may authorize exceptions to this procedure if a patient’s condition makes it necessary.

- Security Department has the responsibility for coordination and implementation of this procedure.

## **PROCEDURE**

1. General Visitor Guidelines for all In-Patient Units:
  - 1.1. General visiting hours are from 11 A.M. to 10 P.M.
  - 1.2. Visiting hours will be under the direction and control of each In-Patient Unit. Units should discourage visiting after 10 P.M.
  - 1.3. Each unit should provide the Security Department with the Units visiting hours.
  - 1.4. Each unit should clearly post visiting hours.
  - 1.5. All visitors must check in with the authorized staff member at the department or unit being visited.
  - 1.6. Children under the age of 14 years should only be permitted to visit with permission of Attending Physician, Unit Manager, or RN Supervisor.
  - 1.7. Children who have been approved to visit must be accompanied by an adult at all times and the visit should be brief.
  - 1.8. Children of any age will not be permitted to visit if they have fever or other signs/symptoms of illness or if there is an outbreak of childhood communicable disease in the community such as measles, mumps, chickenpox or Respiratory Syncytial Virus (RSV).
  - 1.9. Children without permission to visit must remain in the general waiting areas and must be supervised by an adult at all times. Failure to control and restrict movement of children may result in restricted visiting privileges for the responsible family. There are no childcare services available or facilities where children can be kept separate from patients.
  - 1.10. Children of any age will not be permitted to visit patients in contact precautions, droplets or airborne isolation without prior consultation with Infection Control Practitioners or Hospital Epidemiologist.
  - 1.11. Each unit should limit the number of visitors per patient based on the patient's condition.
  - 1.12. Patients are permitted to visit with family members off the unit with prior permission of the attending physician, unit manager, or RN supervisor.
  - 1.13. Visitors who are not feeling well, who have signs/symptoms of colds, influenza or any other infections should not visit this hospital.
  - 1.14. Visitor disruption of patient care or comfort will not be tolerated at any time. Visitors who do not comply with all visitor guidelines may have their privileges curtailed, or if necessary be required to leave property by security personnel.
  - 1.15. Visiting may be suspended by the Administrative Supervisor or Director of Security if conditions require.
  - 1.16. All visitors and packages are subject to search prior to entry into any UNM Hospitals facilities. In some cases Security Department personnel may use hand-held metal detectors to screen individuals. The use of the metal detectors is mandatory for the emergency department and all behavioral health facilities.
  - 1.17. Any visitors whom refuse the security screening will not be allowed access into the any UNMH facility and will be asked to leave the premises by security. Further refusal will warrant the notification of University of New Mexico Police.
2. Daytime Visitors In-Patient:
  - 2.1. Patients should be limited to two visitors at one time.

- 2.1.1. The Unit Manager or RN Supervisor may authorize special exceptions if a patient's condition makes it necessary.
    - 2.1.2. Visitor ID Badges may be issued based on the Units specific procedure.
    - 2.1.3. Patient visitors conducting out-patient clinic visits or other services welcome and permitted to conduct such business without receiving a visitor badge.
3. After Hours Access:
  - 3.1. UNMH will limit access into the building and property between the hours of 8 P.M. and 5 A.M. daily.
  - 3.2. UNMH will designate entrances for night time entry between 8 P.M. and 5 A.M.
  - 3.3. Access into the buildings will be controlled through a system of electronically locked doors.
  - 3.4. All night time pedestrian traffic will be routed through the Main Entrance of the Barbra and Bill Richardson Pavilion (BBRP).
  - 3.5. All other outside entrances will be secured. All entrances equipped with electronic access control will be accessible to staff using their UNMH identification badge.
  - 3.6. Security personnel will be stationed at the BBRP main entrance to screen individuals requesting access into the hospital after 8 P. M.
  - 3.7. Individuals entering the building without UNM Hospitals or UNMH Health Science Center Identification badge must sign in with security personnel.
4. After Hour Patient Visitors:
  - 4.1. All visitors in the hospital between the hours of 8 P.M. and 5 A.M must obtain a visitors pass from security regardless of the time they arrived.
  - 4.2. All visitors will sign in with security personnel and obtain a temporary visitors pass regardless of their destination.
  - 4.3. All adult visitors will be required to provide official picture identification prior to being issued a visitors pass (official Drivers License or other government picture ID).
  - 4.4. Sign in information will include the visitor's name, patient's name and location of patient and time of visitor's arrival.
  - 4.5. Anyone under the age of 18 must be accompanied by an authorized adult visitor.
  - 4.6. All adult visitors are required to wear the temporary visitor badge while present within UNMH.
  - 4.7. Overnight stays in general waiting areas and waiting rooms are prohibited with the exception of ICU waiting rooms.
  - 4.8. Overnight stays for In-patients visitors are limited to one member of the immediate family and will be contingent upon the following:
    - 4.8.1. Status of immediate needs of the patient.
    - 4.8.2. Status of other patients.
    - 4.8.3. Environmental conditions of the in-patient units.
    - 4.8.4. Approval of RN Supervisor.
5. Saturdays, Sundays, and Holidays:
  - 5.1. UNMH will have limited entrances on weekends and Holidays.
  - 5.2. The BBRP Main Entrance will be open twenty-four hours a day.
  - 5.3. The first floor Ambulatory Care Center (ACC) Main entrance will be open from 5 A.M. to 8 P. M.

- 5.4. All other outside entrances will be secured. All entrances equipped with electronic access control will be accessible to staff using their UNMH identification badge.
6. Emergency Department Visitors:
  - 6.1. Access into the Emergency Department area is secured and requires card access. All visitors entering the Emergency Department must be escorted by a staff member.
  - 6.2. Visiting privileges in the Emergency Department may be suspended at the discretion of the RN Supervisor, Administrative Supervisor, or the Director of Security if conditions require.
  - 6.3. All visitors and packages are subject to search upon entry into the Emergency Department. Based on the conditions, circumstances of situation, visitors may be required to undergo a non-contact screening with a hand-held metal detector.
7. Psychiatric Emergency Services (PES):
  - 7.1. PES staff is responsible for patient safety.
  - 7.2. The physician or the registered nurse must approve all PES visits.
  - 7.3. Visits should be brief and last no longer than 15 minutes.
  - 7.4. All visitors will be screened by security prior to entry. Security Officers will utilize a hand-held metal detector and conduct a non-contact scan of the each visitor. Visitors will be required to empty all pockets and turn them inside out for inspection.
  - 7.5. At no time will visitors be allowed to bring in personal items, such as handbags, backpacks, water bottles, cell phones, tobacco products, jackets, outside medication, food, and drinks into PES.
  - 7.6. Lockers are available for visitors to store all personal items.
  - 7.7. Only one parent should be allowed in PES with minor child.
8. Psychiatric In-Patient Units:
  - 8.1. In order for newly admitted patients to familiarize themselves with their surroundings, visiting is discouraged during the 1<sup>st</sup> twenty-four hours of the patient's stay.
  - 8.2. Lockers are available for visitors to secure personal property in before entering the unit; at no time will visitors be allowed to bring items, such as handbags, backpacks, water bottles, cell phones, tobacco products, jackets, outside medication, pillows, or stuffed animals.
  - 8.3. All visitors must obtain a visitor's pass from PES.
  - 8.4. Children under the age of 14 will be allowed to visit with written order from physician. All visits from children will be allowed in the atrium area only.
9. UNM Children's Psychiatric Hospital (CPC):
  - 9.1. General in-patient visiting hours are Monday through Friday are from 6 P.M. to 8 P.M. Weekend visiting hours are Saturday and Sundays 9:30 A. M. to 11:00 AM and 2:00 PM until 4 P.M.
  - 9.2. Parents/Guardians are encouraged to visit between the hours of 8 A. M. and 9 P. M. however, no parent/guardian shall be denied access at anytime unless a specifically known, pre-planned treatment determination contradicts visitation.
  - 9.3. The patient's clinician, RN Supervisor, Program Coordinator or Attending Psychiatrist is responsible to discuss with the parent's/guardians the basis for such restriction in advance of planned implementation.
  - 9.4. All visitors will enter through the main administration building and check in with CPC and Security Staff.

- 9.5. All visitors are required to obtain a visitor's pass issued by CPC staff. All visitors will wear and properly display issued visitor badge while on the CPC campus.
- 9.6. All visitors will be screened by security prior to entry. Security Officers will utilize a hand-held metal detector and conduct a non-contact scan of the each visitor. Visitors will be required to empty all pockets and turn them inside out for inspection.
- 9.7. All visitors will store personal items in a locker assigned by the security officer on duty. At no time will contraband be permitted on campus.
- 9.8. All visitors must be accompanied by a staff member at all times.
- 9.9. CPC reserves the right to restrict visitor's visiting hours and privileges in the best interests of the child and or facility.
- 9.10. Cottage tours will respect the privacy, personal space, and rest time of patients, and will not go into patient rooms during rest times, before 8 a.m. or after 6 p.m.
- 9.11. Visitors may be required to sign a confidentiality statement.
- 9.12. Visitation shall support the patient's treatment plan.
- 9.13. All visitors must be approved for a specific purpose (e.g., patient visit, informational tour, etc) by a member of the clinical team, management, or administrative staff.
- 9.14. Visitation shall occur within the child's treatment unit setting or on specified grounds areas with the need for staff supervision specified by the patient's clinician.

### SUMMARY OF CHANGES

- Old CTH off-site in-patient visiting procedure removed, CTH in-patient now in BBRP.
- Specific visiting hours for each unit removed.
- Security visitor screening process in place for the hospital after hours added.
- Charge Nurse Title changed to RN Supervisor.
- Behavioral Health components added.
- Replaces Patient and Clinic Visitors, last revision, 4/2005
- Definition of Family
- Patients Visitors rights statement added

### DOCUMENT APPROVAL & TRACKING

Item	Contact	Date	Approval
<b>Owner</b>	Director, UNMH Security Services		
<b>Committee(s)</b>	Clinical Operations PP&G Committee, Nursing Practice PP&G Subcommittee		
<b>Official Approver</b>	James Pendergast, Administrator Human Resources		Y
<b>Official Signature</b>		Date:12/29/2010	
<b>Effective Date</b>	12/29/2010		
<b>Origination Date</b>	4/2005		
<b>Issue Date</b>	Clinical Operations Policy Coordinator	1/10/2011	ar

### ATTACHMENTS

None