

## VISITATION POLICY FOR USC ARCADIA HOSPITAL Updated June 2023

### 1. POLICY:

- 1.1. USC Arcadia Hospital in alignment to its mission and vision, and patients' rights promotes the visitation of patients for their emotional and spiritual needs.
- 1.2. Patients are informed of their right to have visitors or a support person through the patient and visitor guide. Patients may designate visitors of his/her choosing whether or not they are related by blood, marriage, or registered domestic partner status.
- 1.3. Visitors will adhere to appropriate conduct and be informed of and adhere to safe behaviors including designated signage for infection control practices.
- 1.4. Patients and visitors are not allowed to possess weapons or contraband (including, but not limited to, marijuana, or alcohol) and are subject to search as a condition of entry to the property (see policy MA1838).
- 1.5. The hospital may establish reasonable restrictions upon visitation, including restrictions on the hours of visitation or number of visitors.
  - 1.5.1. The hospital is not permitted to restrict, limit, or otherwise deny visitation privileges based on race, color, national origin, religion, sex, gender identity, gender expression, sexual orientation, or disability.
  - 1.5.2. If the facility determines that the presence of a particular visitor would endanger the health or safety of the patient, a member of the healthcare facility staff, or other visitors to the hospital, or would significantly disrupt the operation of the facility visitation may be revoked (MA1338).
  - 1.5.3. The facility reserves the right to revoke all visitation in the case of internal or external emergencies – including public outbreaks as outlined by the CDC or local public health agency.

## 2. PROCEDURE:

### 2.1. General Guidelines:

- 2.1.1. General visiting hours are 8 am to 8 pm daily.
- 2.1.2. The Emergency Department entrance will remain open 24 hours a day. (After hour visitation - please see below).
- 2.1.3. USC Arcadia Hospital observes "Rest Time" from 2-4 pm daily to allow patients to rest and heal. During this time, visitors may be asked to leave to allow patients this rest time.
- 2.1.4. All visitors must check in and receive a visitor's pass upon entrance to the hospital which indicates the visitor's destination.
- 2.1.5. Staff members who observe an individual without a visitor pass for that area should ask the visitor to return to the nearest Security station to obtain a visitor pass.
- 2.1.6. Children under the age of 12 are not permitted to visit (unless facilitated by management, social worker, or spiritual care). Minors must be under direct supervision of an adult at all times and must comply with the behavioral guidelines that are provided when an exception is made.
- 2.1.7. Patients and visitors shall respect the rights, privacy and property of other patients and hospital personnel at all times. Visitors should consult with the patient's physician and nursing staff before bringing food or supplements and/or medications to the patient, since the patient may be on dietary restrictions.
- 2.1.8. Visitors may not bring fresh flowers into the CCU or NICU
- 2.1.9. No latex balloons will be allowed in patient care areas.
- 2.1.10. Virtual visitation is available and recommended.
- 2.1.11. One member of the family should be designated as the contact person and all other members of the family should use them as a resource for their information.
- 2.1.12. Visitors will be instructed on infection control initiatives, such as wearing masks, gloves and gowns when visiting a patient in isolation. In certain cases, visitation may be limited or revoked when a patient or visitor may create a risk to public health.

2.1.13. Visitors may not visit when they have signs/symptoms of infectious disease or suspected exposure to a communicable disease until the full incubation period has passed.

2.1.14. Security, Risk Management, Nursing Supervisors, or other management staff may use discretion to allow or restrict visitors at any time in the patient's best interest or in the interest of the safety of the hospital or hospital staff.

2.1.15. Visits from law enforcement on official business are governed by policy MA804.

## 2.2. Number of Visitors

2.2.1. Patients in medical-surgical and rehab units may have 2 visitors at a time in the patients' room; semiprivate rooms may have up to 2 visitors at a time (1 is recommended for patient comfort and noise control).

2.2.2. More than 2 visitors may be allowed at the discretion of the Nurse Manager or Lead RN.

2.2.3. Patients in Critical Care Units (CCU) may have up to 2 visitors at a time in the patient's room for 15 minutes at a time. Visitors will be asked to exit the CCU for patient privacy during patient care activities and at shift change (7:00 am – 8:00 am and 7:00 pm – 8:00 pm).

2.2.4. Labor and Delivery patients may have unlimited visitors in the waiting area, but may have only 2 visitors at a time in the patient's room if laboring, only 2 visitors at a time if outpatient, and only 1 visitor in the operating room during a procedure and PACU. If a doula is present, please check with staff if a second visitor is permitted.

2.2.5. Neonatal Intensive Care Units (NICU) patients may only have 2 visitors at a time in the patients' room.

2.2.6. Visitors will be asked to exit the NICU at shift change (6:30 am-7:30 am and 6:30 pm-7:30 pm).

## 2.3. Visits After Regular Visiting Hours and Overnight Stays

2.3.1. Visits after regular visiting hours and overnight stays must be approved by the Lead RN on the patient's unit, based on the patient's medical condition and hospital operations.

2.3.2. If approved, only 1 visitor is allowed to stay overnight with a patient. No

children are allowed to stay overnight.

2.3.3. Overnight visitors are not allowed to sleep in CCU patient rooms, but are allowed to stay in the CCU waiting areas.

#### 2.4. Requests for Restrictions on Visitation

2.4.1. Only a patient with legal capacity to make decisions or the patient's legal decision-maker (e.g., conservator appointed by the court) may restrict a patient's visitation. Family members or friends are not allowed to make decisions about restrictions on visitation unless approved by the Hospital's Risk Management staff.

2.4.2. Process for Restriction if Visitors are Determined to be Risk to Hospital, Patients, Visitors or Employees

2.4.2.1. Staff will contact security immediately if a visitor creates a risk to the hospital, patients, visitors, or employees.

2.4.2.2. If necessary, security will work with Risk Management to initiate visitor restriction or other measures to maintain hospital and employee security/safety.

2.4.2.3. Visitor restrictions may be mandated by government entities from time to time to protect public health and/or safety. The Hospital will post and enforce such restrictions if they occur. Any current public health restrictions will be posted in accordance with the scope of the directive.

2.4.3. Process if the Patient or Legal Decision-Maker Requests Restrictions:

2.4.3.1. If a patient or legal decision-maker requests a restriction, staff from the unit that is caring for the patient will contact the Risk Management Department or the Nursing Supervisor (evenings or weekends) prior to initiating the restriction. No restriction will be placed without the following approval steps.

2.4.3.2. Risk Management/ Nursing Supervisor will contact the patient/decision-maker to determine if the patient agrees with the restriction and the restriction is permissible. In general, requests for restrictions by family members or friends are not granted except for legal restrictions (e.g., restraining orders) or significant disputes that are disrupting the care of the patient or others on the unit.

#### 2.5. Communication of visitor restriction

2.5.1. Risk Management/Nursing Supervisor will email the following staff to alert them to the restriction:

2.5.1.1. Security Manager

2.5.1.2. Nursing Supervisors

2.5.1.3. Risk Manager

2.5.1.4. Unit Nurse Manager

2.5.1.5. Manager of Information Services

2.5.1.6. Volunteer Manager

2.5.1.7. Alert the front desk the visitor is not allowed in unless the visitor has the password.

2.5.1.8. Hospital operator that calls will be transferred to the nursing unit secretary rather than directly to the patient.

2.5.1.9. The Unit Nurse Manager will notify and post the Nursing Unit regarding the visitor restriction. Calls should not be transferred if the caller cannot state the code word.

2.5.1.10. Visitors who are not allowed to visit may be referred to Risk Management, the Nursing Supervisor, or Security if they have questions.

## 2.6. End of Life Care

2.6.1. At the time a patient is deemed by the physician to be futile or end of life or comfort care, USC Arcadia Hospital will make every effort to facilitate the ability of family to support patients through the end of life.

2.6.2. Groups of 6 or more visitors for a single patient may be asked to move from a smaller waiting area to a larger area, e.g., lobby or cafeteria.

2.6.3. The on-duty chaplain will manage visitors for the brief prayer visits, viewing room or any other spiritual consideration. They will work together with clinical staff to minimize the burden on the family and impact the operation of the unit.

## **REFERENCE:**

MA700 – Patient's Rights and

Responsibilities 42 C.F.R. §482.13

22 CCR §70707

California Health and Safety Code §§1262.6, 1288.2 and 124960