

**NOVANT HEALTH UVA HEALTH SYSTEM
CULPEPER MEDICAL CENTER
HOSPITAL WIDE POLICY AND PROCEDURE MANUAL**

Policy: Visitor Policy

Policy:

The purpose of this policy is to assure the safety of our patients and staff as well as to provide a quiet, restful, and healing environment for our patients. Patient requests regarding visitation will be honored as much as is therapeutically and safely possible. Staff will be expected to encourage visitation to assist in the health promotion and healing process of our patients. The patient will have the right to request visitation and withdraw visitation at any time. The hospital will not deny an individual visitation based on race, color, national origin, religion, sex, sexual orientation, general identity or disability. Circumstances may be warranted to deny visitation based on the patient's medical needs or safety. These exceptions will be communicated to the patient. Best judgment will be exercised in emergencies and for pediatric and critically ill patients or when a patient's pastor has been requested to visit the patient by the patient or family.

COVID-19 PROCESS:

Culpeper Medical Center regularly reviews guidance from the CDC and VDH during the COVID-19 pandemic regarding visitation. This policy is subject to change based on those guidelines and as required for patient and team member safety, and will be communicated to team members in real time as warranted. If you have any questions about patient visitation, please refer to your manager, director, Nursing Supervisor or Administrator on Call.

Effective April 8, 2021

Screening criteria

- **All visitors to Novant Health UVA Health System acute care facilities must be healthy and pass COVID-19 screening questions.**
- **Visitors are required to mask while inside Novant Health UVA Health System facilities.**
- **Visitors must complete the COVID-19 screening process each time they re-enter the building.**
- **Visitors not meeting screening requirements are NOT allowed to enter Novant Health UVA Health System facilities, *unless they meet one of the exceptions.***
- **Patients who are known COVID-19 positive patients or persons under investigation (PUI) for COVID-19 may NOT have visitors, *unless they meet one of the exceptions.***
 - **Exceptions:**
 - **Minors or adults requiring guardianship** can be accompanied by two (2) designated adults.

- **Laboring mothers** can designate two (2) healthy adult individual to support them for the entirety of their stay
- In accordance with HB2162 legislation, a patient who is a person with a disability has the right to identify a “designated support person” to accompany the patient during an admission. If care lasts longer than 24 hours, the patient may designate more than one designated support person.
- Nursing supervisors may grant visitation for **end-of-life** or other **special circumstances**.
 - *Special circumstances could include care needed to the level of guardianship (but not legally designated guardianship); designated individual needed for plan-of-care decisions, discharge education or specific teaching in order for the patient to be safely discharged home; or patients needing family/caregiver support to assist in the care of a confused or agitated patient.*
 - *Nursing supervisors will keep track of any patients who have visitation granted by a special circumstance.*

General visitor guidelines

- Visitors should remain with the patient, or in the designated area mentioned below while in the organization. Common areas and waiting areas should be avoided when possible.
- Cafeterias remain closed to visitors for seated dining at this time.

Department-specific guidelines`

Emergency Department

- Emergency Department (ED) patients may have one (1) designated visitor accompany them during their time in the ED. Pediatric patients are permitted two (2) parents/guardians.
- Designated visitors must be 18 or older and must remain with the patient at bedside while the patient remains in the ED.

Inpatient (Obstetrics only)

- Laboring mothers can designate two (2) healthy adult individuals to support them during their stay.
- Visiting hour restrictions do not apply to these visitors.

Inpatient (non-Obstetrics)

- Admitted patients may have two (2) visitors accompany them during visiting hours.
- **Visiting hours for Novant Health UVA Health System inpatient patient care areas are 10 a.m. to 7 p.m. each day.**
- Designated visitors must be 18 or older and must remain with the patient at bedside.

Surgical & Procedural areas

- Surgical patients may have one (1) designated visitor accompany them on the day of surgery.
- Designated visitors must be 18 or older and must remain with the patient at bedside until the patient is taken into surgery.
- When the patient is taken into surgery, the visitor should remain in the patient's room (if inpatient) or return to their vehicle (if outpatient) until notified that the patient is in recovery.

Outpatient areas (Including imaging, clinics, and other ambulatory care areas)

- Adult patients in outpatient areas may have one (1) visitor accompany them as needed for support. Pediatric patients may be accompanied by two (2) adults.

Procedure:

Specific recommended visiting guidelines may apply to maximize patient and staff safety and for the benefit of the healing process for the patient. The hospital and medical staff may make modifications based on the best interest of the patient.

The patient will be advised upon admission of their right to choose who may visit them as well as their right to withdraw such consent to visitation at any time. The patient will also be advised when circumstances warrant denial of visitation based on the patient's medical needs or safety.

1. Recommended Visitation hours are 9:00 a.m. – 9:00 p.m. Exceptions will be based on the patient request, patient and staff safety. Visitors entering the building through the main entrance of the hospital or through the Emergency Department Atrium will be provided a Visitor Badge and wristband at the Public Safety Podium.

After Hours Procedures

- All Visitors should enter through the Emergency Room atrium and stop at the Security Podium and provide the Patients name and unit they wish to visit. Public Safety will then contact the unit Charge Nurse for permission.
 - When approved by nursing, Public Safety will provide a Visitor Badge and wristband and escort the visitor to the unit.
 - The nursing unit will notify the nursing supervisor that an after hour visitor is present.
2. Visitation is recommended to be limited to two (2) people at any one time. Exceptions will be made based on the health and safety of the patient and staff.
 3. Visitors observed to have demonstrated any signs or symptoms of a communicable illness will be asked to either wear protective attire (mask, gowns) or be asked to leave until they are clear of any potential illness that may affect the patient.
 4. A parent or adult responsible for the child should accompany children under the age of

twelve (12).

5. Visitors who are disruptive or disturb patients, staff or other visitors will be asked to stop the disruptive behavior and may be asked to leave. Public Safety should be contacted to provide guidance and escort services.
6. Visitors are requested to be respectful Culpeper Medical Center's "No Smoking" policy at all times.

Infection Prevention & Control

1. Staff will monitor isolation patients and assist visitors in isolation procedures
2. Visitors who have experienced a fever, cough, runny nose, sore throat, skin rash, vomiting or diarrhea in the last 48 hours before a visit is planned should be discouraged from visiting until they are certain they will not expose the patient to more risk of disease.

Family Birth Center

1. All visitors will check in at the nurse's station prior to admittance to the secured Family Birth Center patient care area. Designated support person will be identified with a Public Safety bracelet, which will be supplied by Family Birth Center staff. This bracelet will be worn at all times.

CCU

1. Visitation is requested to be limited during recognized "Quiet time" periods on the unit, which is established to promote the healing process for the patient.

The 1/11 revision consolidated policies Hospital Wide Manual (231), Infection Prevention & Control (#35), CCU (Operational II-10) and Family Birth Center (#V-2) policies

Adopted: 4/89

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