

ST. JOSEPH'S MEDICAL CENTER OF STOCKTON
Policy and Procedure

SUBJECT: Visitor Guidelines

DEPARTMENTS: Administrative, Patient Care

PURPOSE:

In order to insure a safe, private and healing environment for the care of patients as well as the security of the Medical Center and its employees.

POLICY:

- A. Visitor guidelines are established and maintained for all those persons who wish to visit patients at St. Joseph's Medical Center.
- B. In accordance with the CommonSpirit Health values, CMS Conditions of Participation, and other regulatory requirements, St. Joseph's Medical Center will not restrict visitation based on sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, gender identity, disability, medical condition, marital status, registered domestic partner status, or the source of payment for care. The patient has the right to choose who the visitor(s) will be, and the right to choose the visitor will not be restricted by policy.
- B. Patients may receive visits from visitors of their choice unless otherwise restricted. Patients also have the right to withdraw or deny consent to visitation at any time. Patients who lack capacity may receive visits from family, friends and other individuals, consistent with the non-discrimination provisions of the above paragraph.
- D. In referring to family of patients, "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, partners in civil union 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.
- E. Visiting hours are from 9:00 a.m. to 9:00 p.m. unless otherwise indicated per specific departmental policy.

1. All visitors must check in at the lobby and receive a visitor badge identifying the area of the St. Joseph's Medical Center they will be visiting.
 2. Visitors needing to enter the Medical Center between the hours of 2100 and 0500 must be pre-approved by Nursing Staff on the specific unit and enter through the secured available entry station. Pre-approval situations include patient's imminent demise, language barrier communication assistance, personal comfort caretaker, specific patient request for their representative to be present, and labor and delivery patient's immediate family or choice of representative.
 3. A Nursing Supervisor / Relief Charge Nurse will communicate directly with Security regarding those visitors allowed in the Medical Center during these hours. Security will then badge the visitor and call the unit to inform Nursing Staff of the visitor's arrival. The badge must be worn during the entire length of their visit.
- F. Visitors under the age of 16 are not permitted to visit. Exceptions may be made by Nursing Supervisor / Relief Charge Nurse or physician in cases of a major change in condition, extended length of stay, or other reasons which in the judgement of the health professional caring for the patient deem appropriate. Any exception made is for a one time visit of limited duration **and** approved by a Director of St. Joseph's Medical Center or on-duty House Supervisor.
- G. To maintain a healing, private, and safe environment for our patients, the number of persons visiting a patient at the bedside is limited to two (2) at any one time. *****Please see exceptions under Pandemic or Restricted Entry Guidelines.***
1. In Maternity, the significant other / coach is not considered a visitor.
 2. Staff will ask visitors in excess of this to wait in Pavilion, Main or Dove Lobbies, the Café, or vending area.
 3. Patients who choose to be "confidential" will not appear on the census and no information will be given to visitors seeking patient location information.
 4. Visitors will be monitored for signs of communicable diseases (i.e. flu, chicken pox) and will not be allowed to enter the facility and will be asked to leave if considered potentially infectious.
 5. Visitors of surgical patients: On the day of surgery, a maximum of two (2) visitors may visit with the patient at the bedside prior to surgery. While the patient is in surgery, the visitors are asked to wait in one of the surgical waiting rooms as advised by the nursing staff or volunteers.
 6. Visitors may be requested to leave a room at the discretion of the nursing or medical staff when it is indicated by privacy or provision of care needs.
 - a. In semi-private rooms, visitors will be excused during bedside report and physician examinations, unless the patient privately and specifically asks for their representative to remain.

PROCEDURE:

- H. No illegal substances, alcohol or weapons are to be brought upon the premises by any visitor.
- I. Cell Phone Usage
 - 1. Cellular phones may be used by patients / visitors while in the St. Joseph's Medical Center. However, the use of cellular phones must comply with the maintenance of patient confidentiality and provision of a quiet and restful environment.
 - 2. Patients / visitors use of cellular phones will be discontinued if noise, photo taking or other disruptive use impacts patient care, a quiet, healing environment, or confidentiality.

Pandemic or Restricted Entry Guidelines:

- A. Visitor Requirements **Some or all may be in effect based on situation*
 - 1. Must pass health screening at entry
 - 2. Masks are to be worn at all times.
 - 3. Don't touch your face
 - 4. Keep six (6) feet apart.
 - 4. Visitor must stay at the patient bedside during allowed visitation.
 - 6. Time at bedside is limited to **ten (10)** minutes.
 - 7. Wash hands with soap or use hand gel often.
- B. Visitor Restrictions: **Some or all may be in effect based on situation*
 - 1. Emergency Department: One (1) support person through the registration process **only**.
 - 2. Laboring Mothers: One (1) designated support person is allowed and must stay at bedside and is **not** permitted to have in and out privileges.
 - 3. Pediatrics and NICU: One (1) or two (2) parents / guardians with only one (1) parent / guardian at a time.
 - 4. End of Life event / Physical, intellectual or development disabilities or cognitive impairment that **requires** a support person: Two (2) designated support people **but only one** (1) visitor at a time.
 - 5. Children under the age of 16 may **not** visit patients.

ENFORCEMENT:

- A. Visitors are welcomed by Main information desk personnel and the purpose of the visit is determined.
 - 1. If the visitor is coming to see a patient who is not listed as confidential, the visitor given a badge and directed to the appropriate destination.
 - 2. Visitors will be advised that patients may have only two (2) visitors upstairs; all others will be advised to wait in the Lobby or Cafeteria.

- B. All visitors will be issued a badge specific for each floor. Visitors will be advised to limit visitors in the patient rooms to two per patient.
- C. All Medical Center personnel are responsible for assisting in the compliance with the Visitor Guidelines.
- D. Visitors present in the Medical Center during non-visiting hours will be requested to leave in order to allow their loved ones to rest, and return during regularly scheduled visiting hours.
- E. If visitors refuse to comply with the Visitor Guidelines and/or refuse to leave, the First Line Supervisor / Charge Nurse will contact Security.
- F. It is impossible to delineate or anticipate every clinical reason that could warrant restrictions or limitations to the visitation, therefore, all exceptions to the Visitor Guidelines (extension of limitations) will be considered on an individual and departmental basis.

RESPONSIBILITY:

- A. It is the responsibility of all Medical Center personnel to monitor visitors in accordance with this policy and to actively reinforce compliance.
- B. It is Security's responsibility to insure a safe environment for patients, employees and all others in the Medical Center.
- C. During pre-admission, patients will be advised of the guidelines of this Visiting Policy.

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