

HARBOR-UCLA MEDICAL CENTER

SUBJECT: VISITING HOURS

POLICY NO. 109A

PURPOSE:

To establish patient visitation practices at Harbor-UCLA Medical Center that are consistent with the philosophy of family-centered care.

DEFINITIONS:

CLOSE RELATIONS

Close relations are immediate family members (e.g., parents, guardians, step-parents, siblings, children), close relatives (e.g., in-laws, cousins), or other individuals identified by the patient or surrogate as being in a close relationship with the patient (e.g., domestic partner, intimate friend).

DOMESTIC PARTNERS

Two adults who have chosen to share one another's lives in an intimate and committed relationship of mutual caring, in accordance with specific provisions of existing law.

PATIENT SUPPORT PERSON

A person (family member, friend, or another individual) who is there to support the patient during the course of his/her hospitalization. The patient support person does not need to be the legally authorized representative, though it is certainly possible for both roles to be filled by the same individual.

SERVICE/THERAPY ANIMAL

The term service animal includes individually-trained animals that do work or perform tasks for the benefit of individuals with disabilities, including psychiatric, cognitive, and mental disabilities. This includes a dog or miniature horse individually trained to do work or perform tasks for the benefit of a person with a disability. Other species of animals, whether wild or domestic, trained or untrained, are not considered as service animals for the purposes of this definition. These disabilities include (but not limited to) guiding individuals who are blind or have poor vision, alerting individuals who are deaf or hard of hearing, providing minimal protection or rescue work, pulling a wheelchair, fetching items, assisting during a seizure episode, retrieving medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility problems,

EFFECTIVE DATE: 3/99

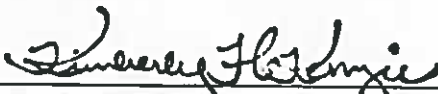
REVISED: 9/04, 8/10, 6/11, 8/11, 9/19


REVIEWED: 1/02, 9/04, 8/10, 6/11, 8/11, 9/19

REVIEWED COMMITTEE:

SUPERSEDES:

APPROVED BY:


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and assisting individuals with cognitive disabilities including navigation. The work or tasks performed by a service animal must be directly related to the individual's disability.

POLICY:

At Harbor-UCLA Medical Center, visitation by family and friends is an important part of the health care treatment process. Each patient has the right to designate visitors of his/her choice, regardless of their relationship through either blood or marriage, including domestic partnership, unless:

- No visitors are allowed
- The hospital reasonably determines that the presence of a particular visitor would endanger the safety of the hospital staff, or would significantly disrupt the hospital's operations
- The patient has notified the health care provider that s/he no longer wants a particular person to visit

Hospital visiting hours are daily from 9:00 a.m. to 9:00 p.m. There are some areas of the hospital, as described below, with exceptions to these hours. Clinical staff, at their discretion, may make exceptions to permit visitors outside these hours. The hospital will inform patients of the visiting policy upon admission. All visitors arriving after 6:00 p.m. and on weekends and holidays will be required to sign in using the Harbor-UCLA "After-Hours Visitor Log" (Attachment A) and receive a Visitor Identification Badge with the date and location to be visited.

All individuals entering the hospital must either be seeking treatment, visiting someone admitted or being treated at the hospital, or have official business with an individual working in the building. All patients and visitors must undergo weapons screening prior to entering the hospital building.

Visitors who disrupt patient care or violate hospital policies may be reported to the Los Angeles County Sheriff and may be removed from the premises.

Visitors exhibiting signs and symptoms of infection (e.g., fever, cough, etc.) will not be permitted to visit the patient.

Pets are not permitted in the hospital, with the exception of service or therapy animals as defined above.

PROCEDURE:**I. GENERAL GUIDELINES**

All patients will be informed that they have the right to choose who may visit them during their inpatient stay. The hospital may not restrict, limit, or deny visitation privileges on the basis of race, color, ethnicity, nationality, religion, sex, gender identity, sexual orientation, or disability. Additionally, this policy ensures that all visitors designated by the patient (or patient support person, when appropriate) will have the same visitation privileges as family members. The hospital may establish reasonable restrictions upon visitation, such as hours of visitation and number of visitors at one time.

If the patient is incapable of making a decision and the legally authorized patient representative or patient support person is not available to exercise the patient's rights on his/her behalf, the hospital provider should use his/her knowledge of the patient, consultation with the family and significant others, and any written documentation (e.g., Durable Power of Attorney for Health Care) when determining visitation rights. This information may become part of the patient's plan of care to ensure continuity and consistency among

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caregivers. A list of visitors may be created by the patient's nurse and can be included in the medical record. At a minimum, the hospital will grant visitation to:

- Individuals living in the same household, which shall include any family members or domestic partners
- Children of the patient's spouse or domestic partner
- The spouse or domestic partner of the patient's parent or child

In some areas, such as 3WICU and Pediatrics, visitors may be asked to provide proof of identification at the time of check-in. Acceptable forms of identification include driver's license, state identification card, or government-issued documents (such as a U.S. Passport). In those instances where the visitor does not have a state or government-issued form of identification, nursing staff may choose to verify the individual's identify by speaking with the patient or a family member.

There may be times that the hospital determines that it is in the best interest of the patient to place restrictions or limitations on visitation. These include, but are not limited to, the following:

- Any court order limiting or restraining contact
- Behavior presenting a direct risk or threat to the patient, hospital staff, or others in the immediate environment
- Behavior that disrupts the functioning of the patient care unit
- Reasonable limitations on the number of visitors at any one time
- Patient's risk of infection by the visitor
- Visitor's risk of infection by the patient
- Extraordinary protections because of a pandemic or infectious disease outbreak
- Substance abuse treatment protocols requiring restricted visitation
- Patient's need for privacy or rest, or medical status/condition
- Need for privacy or rest by another individual in the patient's shared room

If a patient believes that his/her visitation rights have been violated, the patient or his/her representative may file a grievance with the hospital using the hospital's grievance resolution process or with the state regulating agency responsible for oversight of the facility.

Official visiting hours will end at 9:00 p.m. However, at the discretion of the clinical care team visitors may be permitted after this time. The Hospital Operator will begin to overhead page at 8:00 p.m. daily, in English and in Spanish to announce that visiting hours will end at 9:00 pm. Those individuals who remain in the building after this time and who do not have business in the hospital (e.g., are not seeking treatment or visiting a patient under an exception granted by clinical staff) may be asked to leave by hospital staff, security personnel, or the Los Angeles County Sheriff.

All after-hours visitors must check-in with the security guard(s) on duty at the Surgery/Emergency (S/E) Building entrance. The security guard will contact the patient's unit to confirm the visit is in accordance with the unit's visiting hours or exceptions and will coordinate the visit with the Charge Nurse/staff on the unit. Once it has been confirmed that the visitor may go to the unit, the security staff will provide the visitor with a Visitor Identification Badge, as noted below.

After 6:00 p.m. and on weekends and holidays, the security guards at the S/E Building entrance, PCDC Building entrance, and the Main Hospital /Outpatient Pharmacy entrance will provide visitor badges to all

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individuals entering the hospital. Visitor badges will be dated and the location to which the individual is going will be indicated (e.g., unit and room/bed). Visitor identification badges must be worn at all times after hours and will be strictly enforced. Any visitor without a visible identification badge will be asked to return to Security.

Entrance to the hospital after 9:00 p.m. is limited to the S/E Building entrance. All other building entrances will be closed to the public after 9:00 p.m., with the exception of the Outpatient Pharmacy entrance, which will remain open until 10:00 p.m. to provide access only to the Outpatient Pharmacy. However, visitors will not be permitted to enter the main hospital through the Outpatient Pharmacy entrance after 9:00 p.m.

If a visitor arrives to any of the entrances seeking emergency medical treatment the security guard will direct the individual to the Emergency Room.

II. ENTRANCES

Harbor-UCLA Medical Center has three public entrances: Main Hospital/Outpatient Pharmacy, Surgery/Emergency Building, and PCDC Building. The operating hours of each of these entrances is as follows:

- **Main Hospital/Outpatient Pharmacy Entrance** – 6:00 a.m. to 9:00 p.m., 7 days a week.
(Outpatient Pharmacy hours are 7:00 a.m. to 10:00 p.m. on weekdays and 8:00 a.m. to 6:00 p.m. on weekends and holidays. Patients will be able to enter this portion of the lobby between 8:00 p.m. and 10:00 p.m. to access only the Outpatient Pharmacy)
- **S/E Building** – 24 hours a day, 7 days a week
- **PCDC Building** – 7:00 a.m. to 7:30 p.m. (Monday through Friday)

The Main Hospital/Pharmacy and S/E Building entrances have Information Desks to assist visitors with their inquiries on the location of their family member and/or friend. The Information Desk operating hours are:

Information Desk – Main Hospital Building:

- Monday through Friday: 7:00 a.m. to 4:30 p.m.
- Saturday, Sunday and holidays: Closed.

Information Desk – Surgery/Emergency Building:

- Monday through Friday: 7:00 a.m. to 9:00 p.m.
- Saturday, Sunday and holidays: 8:00 a.m. to 9:00 p.m.

III. VISITORS BADGES

As noted above, after business hours, visitors will be issued an after-hours visitor badge indicating what area of the hospital they are going to and the date. Visitors must wear the after-hours visitor badge at all times. All visitors arriving after 6pm and on weekends and holidays must check in with the security guard in the lobby and will be required to sign in using the “After Hour Visitor Log”. Unit specific areas require additional screening and visitors entering these areas must check in with the guards on the unit(s) lobby to receive a color coded badge specific for the area. Unit specific badge colors are identified in the following table:

Type of Access	Issued By	Badge Color
Medical Emergency Room	ER Router Desk	Orange

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Patient/Visitor		
Pediatric Emergency Room	ER Router Desk	Purple
3West ICU/CTU/Step-Down	Guard at 3 rd Floor Lobby Desk	Green
6East Pediatrics	Guard at 6 th Floor Lobby Desk	Blue
7East Labor and Delivery 7East Level II Nursery 7West Post-Partum	Guard at 7 th Floor Lobby Desk	Pink
Vendors/Other Business Visitors	Entry Security Desk	Red

IV. VISITING HOURS

Harbor-UCLA Medical Center’s general visitation hours are from 9:00 a.m. to 9:00 p.m., 7 days a week. There are some exceptions for specific areas/units, as follows:

A. Adult Critical Care Units (6WICU, 5WICU, 4WCCU, 3WCTU, 3WICU)

Visiting hours:

- 24 hours a day, 7 days a week (Close Relations only)

During change of shift, family members may be asked to leave the unit in order for nursing staff to complete assessments or carry out pertinent duties. Prior to visiting a patient, visitors must identify themselves to staff using the intercom outside of the ICU. Visitors to the 3WCTU or 3WICU must check-in first with the security guard in the 3rd floor lobby and obtain a visitor badge. Depending on condition of patient, visitors may be prohibited at the discretion of clinical staff. Once the visitor(s) check out, the badge must be returned to the security guard.

Two visitors will be allowed at a time. Children under 13 are permitted but must be accompanied by a responsible adult. It is strongly recommended that parents and guardians warn children about the conditions that can be observed in the ICU. Visitors are strongly discouraged from bringing infants into the Critical Care Units, due to their increased susceptibility to infections. Visitations will be limited to 15 minutes per hour; longer visit times may be permitted, depending on patient’s condition and at the discretion of the clinical staff.

B. Medical-Surgical Units (6West, 5West Renal Transplant Unit, 5East PCU, 4West PCU, 4East, 3West Step-Down, 3-East Ward)

Visiting hours:

- 9:00 a.m. to 9:00 p.m. daily

Visitors must check-in at the nurse’s station prior to visiting the patient. Two visitors are allowed at a time. Children under 13 are permitted but must be accompanied by a responsible adult. Any visitor who is ill must wear a mask at all times. Visitors may be asked to step out at any time due to the patient’s clinical needs or to respect the patient’s right to privacy.

C. Labor & Delivery and Postpartum Unit

Visiting hours:

- Close Relations: 24 hours a day, 7 days a week
- Other visitors: 9:00 a.m. to 9:00 p.m. daily

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Prior to visiting a patient, visitors must check-in at the Security desk in the 7th floor lobby. The security guard on duty will have a census list of patients for this unit and a visitor's log, which are obtained from nurse's station. An updated census is provided at the beginning of each shift. Valid identification must be presented at the time of check-in. After ID is presented, the security guard on duty will list visitor's name in a visitor log (**Attachment B**).

Two visitors are allowed at a time. Children under 13 are permitted but must be accompanied by a responsible adult. Any person who is ill should not visit until s/he is well.

D. Neonatal Intensive Care Unit (NICU) Level II and Level III Nursery

Visiting hours:

- Parents: 24 hours a day, 7 days a week
- Other visitors: 9:00 a.m. to 9:00 p.m. daily

Visitors must first check-in at the security desk on the floor's lobby. The security guard on duty will have a census list of patients for this unit and a visitor's log, which are obtained from nurse's station. An updated census is provided at the beginning of each shift. Valid identification (ID) must be present at the time of check-in. After ID is present, the security guard on duty will list visitor's name in log (**Attachment C**).

Only two visitors will be allowed at the bedside at one time and one must be the parent. Siblings (children) are allowed to visit the NICU with parent supervision. No sibling under the age of two are allowed to visit the NICU Level II/Level III. Siblings who are two to five years old are permitted to visit but must be accompanied by the parents and their visit will be limited to 15 minutes. Friends and relatives over 16 may be accompanied by at least one of the infant's parents. One parent may stay overnight with the patient. Any person who is ill should not visit until s/he is well.

Parents will complete a sibling health questionnaire and provide proof that siblings visiting the NICU Level II / Level III have received all recommended vaccinations for their age at their first visit. A health questionnaire will also be completed at each subsequent visits to the NICU Level II/ Level III (**Attachment D**). A copy of the vaccination record will be placed in the patient's medical record. Before and during influenza season, sibling who visit should also have received their influenza vaccine.

E. 6East Pediatrics, Pediatric Intensive Care Unit (PICU)

Visiting hours:

- Parents: 24 hours a day, 7 days a week
- Other visitors: 9:00 a.m. to 9:00 p.m. daily

Visitors must first check-in at the Security desk on the floor's lobby. Valid identification (ID) must be presented at the time of check-in. The security guard on duty will have a census list of patients for this unit and a visitor's log, which are obtained from nurse's station. An updated census is provided at the beginning of each shift. After ID is presented, the security guard on duty will list the

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visitor's name in the log.

PICU:

Due to the special nature of the PICU, only four visitors per patient are permitted at one time when checking in at the security desk. Siblings (children) are allowed to visit the PICU with adult supervision. No siblings under the age of two are allowed to visit the PICU. Siblings who are two to five years old are permitted to visit but must be accompanied by a responsible adult and their visit will be limited to 15 minutes. Children under 18 must be under the supervision of an adult throughout the visit. One parent may stay overnight with the patient.

Any person who is ill should not visit until s/he is well.

Pediatric Ward/SDU:

Two visitors will be allowed at the bedside at a time, but certain situations may require staff discretion. One parent or designee (18 years or older) is encouraged to stay overnight with the patient. Visitors may not sleep in the patient's bed and a sleep chair will be provided.

Any person who is ill should not visit until s/he is well.

F. Operating Room (OR) and Outpatient Procedural Areas

The Surgery Reception Area and Outpatient Procedure Area waiting rooms are available for families and visitors of patients in the Operating Room Procedural Areas.

Families and visitors may visit patients in the pre- and post-operative area, depending on the patient's condition.

G. Medical Adult and Pediatric Emergency Rooms (ER)

Visiting patients in the Adult and Pediatric ERs is permitted 24 hours a day, 7 days a week. The area Charge Nurse will make a determination regarding visitors based on the individual patient's condition, in consultation with the clinical care team, as well as current activity and patient volume in the ER at the time of the request.

All visitors must obtain a visitors' badge from the Router Desk in the ER waiting room. For visitor and patient safety, all visitors must enter the ER through the waiting room. At no time should visitors enter or gather at the ambulance entrance.

In general, one visitor will be permitted at the bedside at one time; however, additional visitors may be permitted at the discretion of the Charge Nurse and based upon the activity in the area.

Children under the age of 13 yearsold must be accompanied by a responsible adult. It is strongly recommended that parents and/or guardians warn children about what they may observe in the ER prior to taking them in to visit the patient. Visitors are strongly discouraged from bringing infants into the ER, due to their increased susceptibility to infections.

H. Psychiatric Emergency Room and Inpatient Units (1South, 8West)

Visiting hours:

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- Monday through Friday: 11:00 a.m. to 3:00 p.m.
5:00 p.m. to 8:00 p.m.
- Saturday, Sunday and holidays: 11:00 a.m. to 8:00 p.m.

There is limited visitation in the Psychiatric units. Visitors must wait for permission from the clinical staff before entering the unit. Upon entering the unit, visitors will obtain a badge and all personal bags will be inspected for contraband. The following items will not be allowed on the Psychiatric wards: Medications, drugs, vitamins or supplements, caffeinated or energy drinks, sharp (knives, razors, scissors), glass bottles, containers or jars, aluminum cans, camera, video or audio recorders, cell phones, computers, laundry detergent or bleach, knitting or crochet needles, matches, lighters or lighter fluid, glue, string, rope, electrical items or anything with a cord, and other item assessed as being unsafe.

Only one visitor at a time will be allowed in the entire unit. Minors visiting the Psych unit should be 15 years or older and only under special circumstances that have been predetermined by the care team, and must be accompanied by an adult (refer to Nursing policy 595). Persons who are ill are not permitted to visit. Visitations will be limited to 15 minutes.

V. "BLACKOUT" PROCEDURE

A request may be made to conceal the identity and whereabouts of any patient. These patients are considered "blackout" or "non-published" patients. Visitors inquiring about a "blackout" or "non-published" patient will be told there is no record of the patient. Blackout requests can be made by law enforcement, hospital personnel, the patient, or the patient's family. For more information see Hospital Policy 466 - "Patient Blackout/VIP Guidelines (Non-Published Patient)".

VI. HOSPITAL QUIET TIME

In order to create a quiet, healing environment for patients, the period between 9:00 p.m. to 8:00 a.m. is designated as the "Hospital Quiet Time". During these hours lights may be dimmed on patient units and in patient rooms. Workforce members, patient family members and guests are asked to speak quietly, turn off or silence all phones and pagers, and limit movement in the hallways.

VII. LAW ENFORCEMENT VISITATION

There are some instances in which law enforcement personnel are required to visit a patient as part of an investigation. In order to accommodate both the clinical and privacy needs of the patient and the duties of law enforcement personnel, the investigating officer must first check-in at the Los Angeles County Sheriff Dispatch Office to obtain clearance before proceeding to the patient's room. Los Angeles County Sheriff will ensure the visiting law enforcement personnel receive appropriate forensic orientation prior to receiving access to the patient.

The visiting officer(s) should contact the Nurse Manager and/or Charge Nurse prior to interviewing the patient. The Charge Nurse, or designee, will confirm that:

1. The patient's medical condition is such that s/he could participate in the interview and that the visit will not compromise the patient's medical condition.
2. The patient has not received any medication that would impair his/her judgment or decision-making ability.

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3. If the patient is a minor, that his/her parent(s) consent to the patient being interviewed.

If any of the above circumstances apply, the Charge Nurse will inform the officer(s) that the visit could adversely affect the patient's medical condition. If the officer(s) insists on visiting the patient, the Charge Nurse, or designee, will contact the Los Angeles County Sheriff for assistance.

AUTHORITY:

County of Los Angeles Department of Health Services Policy No. 380, Patient Visitation.

California Code of Regulations, Title 22, Section 70707.

Health and Safety Code Section 1261.

Family Code Section 297.

Code of Federal Regulations, Title 42, Part 482, Section 13.



Harbor-UCLA Medical Center After Hours Visitor Log

Attachment A

Today's Date: _____

Shift: _____

After hours 6 p.m. - 6 a.m.

#	Time In:	Visitor Name:	Patient Room:	Patient Name:
1				
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3				
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**Harbor-UCLA Medical Center Neonatal Intensive Care Unit (NICU)
CHILDREN VISITORS SCREENING FORM**

PATIENT: _____

Date: _____

The purpose of this policy is to outline the visitation of children less than 12 years to patients at Harbor-UCLA Medical Center Hospital. Since children are often exposed to communicable diseases, the screening process available in the NICU and should be adhered to with each daily visit.

- The screening form is completed for each visit and expires after each 24 hour period of time.
- Visitation should occur during approved visiting hours, and children must be accompanied by a responsible adult at all times.
- Children under the age of 12 years will be screened and this form completed when visiting NICU Level III and Level II.
- Minors under the age of 12 should be screened for the presence within the past 24 hours of the following symptoms of illness: fever, cough, sore throat, runny nose, conjunctivitis (pink eye), vomiting, diarrhea, skin rashes or boils. If yes to any of the preceding, visitor **should** be excluded from visiting.
- At the discretion of the unit medical director visitors under the age of 12 may also be assessed for exposure to measles, mumps, chicken pox, zoster (shingles), pertussis (whooping cough or any other contagious illness within their family, school or community within the last 3 weeks. The unit medical director **may** opt to exclude visitors under the age of 12 who have been exposed to the preceding diseases.
- The responsible adult must sign this form indicating the child is free from illness or recent exposure.
- Children under the age of 12 will be restricted from visiting patients on isolation, including Droplet, Contact, and Airborne precautions. Exceptions can be made by a physician's order when the child is of sufficient size and age to properly wear the required personal protective equipment (PPE) and the parent/guardian has accepted responsibility for ensuring the child properly wears the personal protective equipment. Small children cannot be relied upon to properly wear protective equipment without assistance. Hands must be washed prior to and at the end of the visit. If there are questions about this exception, please contact the unit Supervising Nurse.

CHILDREN VISITOR SCREENING FORM

Harbor-UCLA Medical Center reserve the right to revoke visitation for any length of time if the presence of a child on the patient care area will interfere with or endanger patient care.

On this visit I affirm that _____ has had no known exposure to and has no signs or symptoms of contagious illness such as:

YES	NO	NA	SYMPTOMS
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fever**
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Cough, sore throat, or runny nose (cold symptoms)**
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vomiting, diarrhea**
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Skin rash, boils**
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Conjunctivitis (pink eye)**
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Any known exposure to any contagious illness in the family, school, or other group activities within the last 3 weeks*
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Any known exposure to measles, mumps, chickenpox, Pertussis (whooping cough), or zoster (shingles) in the past 3 weeks*
Interviewer:			Signature/relation to child:

Legend:

May be excluded from NICU Visits *

Will be excluded from NICU Visits **