

**OLIVE VIEW-UCLA MEDICAL CENTER
POLICY & PROCEDURE**

**NUMBER: 173
VERSION: 5**

SUBJECT/TITLE: VISITING HOURS

POLICY: Visiting hours are established to allow family members and significant others to participate in the care of the patient. Visitors are encouraged to participate in the patient’s care under the direction and at the discretion of the clinical staff.

Visitors exhibiting signs and symptoms of infection (e.g., cold, flu, chicken pox or exposure to chicken pox or other infectious disease) may not be allowed to visit the patient.

All individuals entering the hospital building must be either seeking treatment, visiting an individual admitted to the hospital, or have official business with an individual working in the building.

General hospital visiting hours are 10:00 a.m. to 8:00 p.m., with the exceptions as noted in the procedure below. All visitors arriving to the hospital after 6:00 p.m. and on weekends will be required to sign in using the Olive View-UCLA Medical Center “After Hours Visitors Log”.

Visitors who disrupt patient care or violate hospital policies MAY be reported to Los Angeles County Sheriff and may be removed from the building premises. Children are not to be left unattended at any time.

PURPOSE: Visitation by family, friends, and significant others is recognized as an important component in the health care treatment process. The purpose of this policy is to provide patients and families care that is consistent with the philosophy of family-centered care and in accordance with our non-discrimination policy, which provides access without regard to race, color, sex, national origin, disability, age, religion, marital status, citizenship, gender identity, gender expression, sexual orientation, and/or other legally protected classifications.

DEPARTMENTS: All

PROCEDURE: I. General Guidelines

All patients may receive visitors, unless otherwise indicated below. Patients will be informed that they have a right to choose who may visit them during their inpatient stay, regardless of whether the visitor is a family member, spouse, domestic partner (including a same-sex domestic partner) or other type of visitor.

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The patient has the right to withdraw such consent to visitation at any time. Patients who have decision-making capacity may designate visitors of their choosing, unless:

- The facility reasonably determines that the presence of a particular visitor would endanger the health/safety of the patient, hospital personnel, other visitors to the hospital, or would significantly disrupt the operations of the hospital. The hospital reserves the right to refuse entry to any individual.
- If a patient is in police custody, the staff will defer visitation/visitors to the Deputy accompanying the patient.

If the patient lacks decision-making capacity, his/her explicit or presumed wishes are considered in determining who may visit. If the patient is unable to express any wishes regarding visitors, the provider will attempt to determine the patient's probable wishes based on his/her knowledge of the patient, his/her consultation with family and significant others, and any written documentation (e.g., a Durable Power of Attorney for Health Care). This information may become part of the patient's plan of care to help provide continuity and consistency among caregivers throughout all shifts. A list of visitors may be created by the treating nurse and maintained in the medical record.

Hospital Volunteer Chaplains or community clergy are permitted to visit at any time at the request of the patient or the surrogate decision maker if the patient is unable to express any wishes or lacks decision-making capacity.

Patients are limited to two (2) visitors at a time, unless otherwise permitted by the clinical staff.

Visitors entering the isolation room with the "STOP" sign on the door are asked to see the nurse prior to going into patient's room. Visitors will be instructed by the nursing staff on:

- a. The proper application and removal of PPE
- b. Keeping the patient's room door closed (when indicated by the isolation type); and
- c. Performing hand hygiene upon entering and exiting the room.

The Hospital Operator will announce at 8:00 p.m. each night, in English and Spanish, that visiting hours are over for that day.

Individuals remaining in the hospital after this time, who do not have business in the hospital (e.g., are not seeking treatment or visiting a patient under an exception granted by the clinical staff) may be asked to leave by hospital staff, security personnel, or Los Angeles County Sheriff. In the event an individual

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refuses to leave, the Los Angeles County Sheriff may be called to assist in the management of the situation.

Visitors who arrive to either of the main lobbies after 8:00 p.m. must check in with the Security Guard on duty. The Administrative Nursing Office will provide Security with a daily inpatient census, containing each patient's name and room number. For patients admitted to inpatient units for which the visiting hours extend past 8:00 p.m., the Security Guard will contact the patient's unit to confirm the visit is in accordance with one of the exceptions and will coordinate the visit with the Charge Nurse/staff on the Unit. If a visitor arrives to either of the main lobbies seeking emergency medical treatment, the Security Guard will direct the individual to the Department of Emergency Medicine.

After 6:00 p.m. and on weekends, all visitors will be required to sign-in using the Olive View-UCLA Medical Center "After Hours Visitors Log" (Attached). All visitors arriving after 6:00 p.m. and on weekends will be provided with a "Visitor" badge/sticker that must be worn at all times when in the hospital. The Security Guard will write the room to be visited on the badge/sticker.

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 grievance resolution process or with the State survey agency responsible for oversight of the facility.

II. Visiting Hours for Adult Medical-Surgical and Step-Down Units

Visitors are encouraged to participate in the patient's care, at the direction and discretion of the nursing and clinical staff.

Daily visiting hours for the General Adult Medical-Surgical; and Step-Down Units are 10:00 a.m. to 8:00 p.m. Exceptions may be granted on an individual basis at the discretion of the Charge Nurse or Nurse Manager on the Unit.

Children under the age of 12 years old are permitted to visit patients in these units, but must be accompanied by a responsible adult at all times. Children may be asked to leave if there is any disruption of care.

III. Visitors for 2F-Infectious Disease-TB Unit

Visiting hours are 10:00 a.m. to 8:00 p.m., and all patients may receive visitors within the guidelines set forth.

Children under 18 years old, the elderly and immuno-compromised persons will be strongly discouraged from visiting, due to their increased susceptibility to

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infectious disease. Visitors who are younger than 18 years old are not permitted on the unit unless cleared by the Medical Team.

No visitors will be permitted in patient's room during cough-inducing procedures. Visitors may be restricted at any time if the visitors are deemed to disrupt patient care.

Visitors will be instructed on the following:

1. The proper application and usage of a TB respirator mask.
2. Isolation room doors are to remain closed at all times except for entering and exiting.
3. All entry and exit into the patient's room is to be through the anteroom.
4. General infections control practices (e.g., hand washing)

Visitations should occur outside in the "Healing Garden", whenever possible, as it is safer for preventing transmission of TB.

The decision to allow minors to visit will be made by the treating physician with input from members of nursing. Other clinical considerations may also be taken into consideration. Visiting minors must be supervised at all times by a parent or guardian who is not the patient. The patient will meet the minor in the recreational area (to the north of parking lot E) between the hours of 11:00 a.m. to 2:00 p.m. Monday through Friday for maximum of 30 minutes. The parent or guardian of the minor wishing to visit needs to arrange this visitation ahead of time, and a TB unit staff member will escort the patient to the recreational area, if staffing permits.

To encourage a safe visit for both patient and child:

1. The child should stay in the recreational area during the visit.
2. The patient will keep a surgical mask on at all times.

IV. Visiting Hours for Adult Intensive Care Units

Visiting patients in the Intensive Care Unit (ICU) is encouraged. Visitors may visit at any time. Visitors may be asked to leave during shift changes (7:00 a.m. to 8:00 a.m. and 7:00 p.m. to 8:00 p.m.). Visitors may be restricted at any time if the visitors are deemed to disrupt patient care. Visitors may be asked to leave the unit during medical emergencies or procedures involving any patient in the Unit, and/or during clinical rounds.

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Visitors must check with the ICU staff before entering a patient's room and may be restricted from entering the room due to an emergency situation and/or potential safety situation.

Visitors must wash their hands before entering and leaving the ICU.

Children under the age of 12 years old are permitted to visit patients in the ICU at the request of the patient or surrogate decision maker. Children will be asked to leave if there is any disruption of care or a display of disruptive behavior.

Children under 12 years old must have 1:1 adult supervision. Children under 18 years old must have permission from a parent or guardian to visit.

V. Visiting Hours for Pediatric Inpatient Unit

Visiting hours in the Pediatric Inpatient Unit are 10:00 a.m. to 8:00 p.m.

A parent/guardian will be permitted to visit 24 hours/day, but due to space limitations, only one parent may stay at the bedside overnight. Parents/Guardians are urged to participate in the care activities under the direction of and at the discretion of the patient's nurse.

All visitors must be approved by the patient's parent(s). Visitors/siblings under 18 years of age may not remain at the bedside during the night. A parent or guardian can specify a person to stay with the child as long as the person is over 21 years of age, and prior arrangements have been made with the charge nurse. This person's name should be documented in the patient's medical record.

VI. Visiting Hours of Labor and Delivery and Post-Partum Units

All visitors on the 3rd floor visiting patients in Labor and Delivery and the 3D Inpatient OB/Nursery must first check in at the L&D Information Desk for issuance of a pass, which must be placed on an easily visible part of their clothing before proceeding into any of the specified areas. If the visitor is unable to identify patient by name or no name is known or given, the clerk will deny admission and alert hospital security, the supervisor or Nurse Manager, as well Nursing Administration.

Visiting hours for Labor and Delivery are 24 hours a day at the discretion of the patient, Physician, and nursing staff. This is based upon condition of the patient at the time of request. The patient's significant other is encouraged to participate in the patients care at the direction and discretion of the nursing and clinical staff. Children under 16 years old are not encouraged to visit until the patient has been transferred to the Post-Partum Unit.

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Daily visiting hours for the Post-Partum Unit are from 10:00 a.m. to 8:00 p.m. Exceptions are variable based on the time of delivery. Any exceptions may be granted at the discretion of the Charge Nurse or Nurse Manager on the Unit. Access should be based upon the time of delivery and taking noise level into consideration. The patient's significant other is encouraged to spend the night with the patient to participate in the care of the patient and the newborn. All other family members, including siblings, must adhere to the visiting hours.

Nursing staff will evaluate visitor for illness and may request visitors to leave or don a mask if exhibiting signs of illness. Children may enter if no evidence of illness and accompanied by an adult. During influenza, RSV and parainfluenza seasons, visiting will be restricted to the patient's children only.

The number of visitors are restricted at the discretion of the nurse caring for the patient or the Charge Nurse. The noise level must be kept to a minimum.

All visitors must observe proper hand washing procedures.

Visitors may be asked to leave the Unit during medical emergencies or procedures involving any infant in the Unit and/or during clinical rounds.

VII. Visiting Hours for Neonatal Intensive Care Unit

Visiting hours are unlimited for parents except during shift changes (6:45 a.m. to 8:00 a.m. and 6:45 p.m. to 8:00 p.m.). Only two (2) visitors at any time are permitted at the bedside. All other visitors must be accompanied by the mother or the banded significant other.

Siblings over three (3) years old may visit on a limited basis and must be accompanied by a parent. Nursing staff will review with all visitors any recent illnesses prior to entering the unit. During influenza, RSV and parainfluenza seasons, visiting criteria may be stricter, for example, requiring all visitors to wear a mask or restricting visitors by age groups. Only two (2) visitors at any time are permitted at the bedside.

All visitors to the Neonatal Intensive Care Unit must check in with the nurse prior to visiting the patient.

All visitors to the Neonatal Intensive Care Unit must observe hand washing procedures.

Visitors may be asked to leave the unit during medical emergencies or procedures involving any infant in the unit and/or during clinical rounds.

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VIII. Visitors to the Department of Emergency Medicine

Due to the unique setting of the Emergency Department, the decision to permit visitors is at the discretion of the Emergency Department staff. Children under 12 years old are permitted to visit at the discretion of the patient’s nurse, Charge Nurse, or the Health Care Team.

In making the determination of whether to permit a visitor to the treatment area, the rights of patients to privacy and confidentiality must be considered. During medical procedures involving a minor child, visitors are restricted to the patient’s parent(s) or guardian(s).

IX. Visitors to the Psychiatric Emergency Room

The decision to permit visitors to the Psychiatric Emergency Room is at the discretion of the clinical staff. All visitors must check in with the staff, who will determine whether the patient’s clinical condition and/or consent form permits visitors.

The length of visits to patients in the Psychiatric Emergency Room is at the discretion of the clinical staff.

X. Visiting Hours to Inpatient Mental Health Units 6A and 6C

Visiting hours for the Inpatient Mental Health Units are as follows:

6A

Monday through Friday: 6:30 p.m. to 8:30 p.m.

Saturday, Sunday, and County Holidays: 1:30 p.m. to 3:00 p.m.
6:30 p.m. to 8:30 p.m.

6C

Monday through Friday: 4:30 p.m. to 6:00 p.m.

Saturday, Sunday, and County Holidays: 11:00 a.m. to 12:00 p.m.
4:30 p.m. to 6:00 p.m.

Visitors must identify themselves to the Unit staff before entering and the staff must verify that the visitor is on the patient’s approved list of visitors before giving a visitor access to the unit.

If a visitor is visiting a specific patient for the first time, a staff person will meet with the visitor to explain safety and confidentiality guidelines. The visitor must sign-in using the Unit’s visitor log. All items and packages that are brought in for the patient by a visitor must be thoroughly checked for contraband by the nurse at

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the entrance prior to visiting the patient.

If the visitor has previously visited the patient, on subsequent visits he/she must sign-in using the visitor log before visiting with the patient.

All visits must take place in open areas, unless permission is obtained to visit in a patient's room with the door open. Such permission may be granted only by the Charge Nurse.

No more than three (3) visitors per patient are allowed at any time. The number of visitors may be further restricted at the discretion of the Supervisor and/or Lead Nurse based on the specific patient or the unit acuity.

All mobile/smart phones must be turned off during visiting sessions.

XI. Law Enforcement Visitation

The hospital recognizes that instances may arise 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 patients and the duties of law enforcement personnel, the investigating officer must contact security or Los Angeles County Sheriff at (747) 210-3409 to obtain clearance before proceeding to the patient's room. Security or Los Angeles County Sheriff will ensure the visiting law enforcement officer(s) receives appropriate forensic orientation.

The visiting officer(s) will contact the Nurse Manager and/or Charge Nurse to advise them of their intent to interview the patient. The Charge Nurse will confirm that:

1. The patient's medical condition is such that he/she 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.
3. The patient's parent(s) consent to the patient being interviewed if the patient is a minor.

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 is to contact Los Angeles County Sheriff for assistance.

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References: DHS Policy No. 380 – Patient Visitation California Code of Regulations, Title 22, Section 70707 Health and Safety Code, Section 1261 Family Code, Section 297	
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