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Owner: Alfred Perez: Director Guest
 Relations/Security
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References:
Applicability: Memorial Medical Center of Las Cruces

Visitor Policy - EC.02.01.01 EP 7

Policies and procedures of the hospital/department shall be utilized as guidelines with regard to the provision of patient care. They are not intended to replace nursing or clinical judgment of professional personnel, which should be exercised on a case-by-case basis. If questions or concerns exist in the provision of care as it relates to a policy/procedure, the employee should communicate with supervisory staff for review of the individual cases, guidance and direction.

POLICY

- Memorial Medical Center believes that visitors are an important part of our patient's hospital stay.
- Visitation can enhance communication, provide emotional support, and increase the safety of our patients.
- We encourage visitation as required or requested by our patients.
- All Memorial Team Members are responsible for assisting in maintaining the visitor policy throughout the medical center.
- Patients can choose who can visit including but not limited to a spouse, a domestic partner (including same-sex domestic partner), another family member, or a friend. The patient may deny or withdraw consent to receive any visitor at any time. To the extent this facility places limitations or restrictions on visitation, the patient has the right to set any preference of order or priority to visitors to satisfy those limitations or restrictions.

PURPOSE

To provide a guideline for team members to facilitate patient visitation for patients in order to promote a therapeutic and healthy environment for patients, their support persons, all visitors and the community.

GUIDELINES

General Visiting

- Visiting is permitted from 10:00 a.m. to 8:00 p.m. except where otherwise designated by policy. Exceptions may be made at the discretion of the nurse.
- No one under the age of 18 may visit patients.
- All visitor are required to wear masks.

- D. Visitors should not come into the medical center with symptoms of communicable diseases, i.e. fever, cough, or rash. For the well-being of our patients and other visitors, if these symptoms are noted, the visitor will be asked to leave.
- E. Visitors should not bring medications to or administer any medication, (prescription or over-the-counter) to patients. Any medications for patient use must be given to the professional staff.
- F. Outside food may be provided to patients for *immediate* consumption. The professional staff must be informed so that it can be documented and handled appropriately. Memorial Medical Center will not store food brought in from outside the facility.
- G. Visitors should not use the bathrooms in patient rooms. Team members will advise guests and assist them with the location of guest/public restrooms.
- H. When a patient is believed to be at risk for suicide, serious self-harm, or a risk for harm to others, visitors must check in with nursing staff prior to visiting.
 - 1. The visitors' belongings may be subject to search for potentially hazardous items. Visitors may elect to refrain from bringing personal items (e.g., purses, bags, backpacks) into the facility.
- I. Overnight Visitation on General Medical/Surgical Units:
 - 1. Requests will be granted at the discretion of the primary nurse based on the condition of the patient and consideration of the roommate, if the patient is in a semi-private room.
 - 2. Visiting children should not remain overnight.
- J. *Service Animals*: Visitors requiring the use of a service animal are allowed within the medical center as outlined in the Administrative Policy: Service Animals/Americans with Disabilities Regulations. They are restricted from having access to all areas of surgical services, ICU, Labor and Delivery, NICU or any area where masks are required.

Disruptive Visitors

- A. Visitors must not interfere with the activities of the professional staff and may be asked to leave the room when patient care requires them to do so. Visitors who do not comply with the rules/policy, or who become unruly will be asked to leave.
 - 1. Security/Guest Relations will be called to intervene if necessary.
- B. The initial contact with visitors should, whenever possible, be handled by employees (person(s) in charge) within the immediate area where the disturbance is taking place. This may be particularly pertinent to the nursing areas.
- C. Involvement of Guest Relations/Security personnel is encouraged if the above step fails to resolve the issue, but intervention by Guest Relations/Security personnel should be considered generally only when the disruption is of such a nature that it may cause danger to other visitors/patients/employees or property of the Medical Center.
- D. In cases where visitors, whether they be teenagers or of other ages, are caught committing acts of vandalism, theft, or otherwise committing crimes, they are to be dealt with by apprehending whenever possible, and/or making a report to the Las Cruces Police Department for further appropriate action.
- E. In cases where visitors are found wandering through areas and hallways which are not general public areas or areas where their spouse, friend, etc. may be working, they may be asked to leave by the Director or Guest Relations/Security personnel. This also includes employees who visit the Medical Center during non-working hours. (See Personnel Policy 9-3: Visiting the Medical Center During Non-

Working Hours)

- F. In most instances, it will be at the request of the AOD or Administrator On Call that the Las Cruces Police Department will be called. Guest Relations/Security will not, under normal circumstances, decide to call the Las Cruces Police Department except in those cases mentioned above that involve violence or crime.
- G. If it is deemed to be in the Medical Center's best interest, and the absence of the Director of Guest Relations/Security, the AOD, Guest Relations/Security Team Leader or Administrator On Call may approve that an extra Guest Relations/Security Officer may be called in for duty to assist with these types of disruptions.

Disruptive Minors

- A. When Guest Relations/Security personnel receive calls to handle uncooperative visitors, they should first evaluate the type of situation and extent of the problem, particularly when the person(s) being disruptive are young teenagers.
 - 1. Young teenagers may not accept restraint or advice from Hospital personnel well and may tend to act in an adverse manner, possibly by continuing to cause disruption or changing the level of disruption. For example, they may then commit acts of vandalism or other misdemeanors.

Unit Specific Visitation

A. Emergency Services

- 1. Visitation is limited to no more than one person at a time unless the patient is a minor child. If the patient is a minor child, additional visitors may be allowed with the approval of the primary nurse or the charge nurse.

B. Intensive Care Unit

- 1. Visiting hours in the Intensive Care Unit (ICU) and Cardiac Care Unit (CCU) are 10:00 a.m. to 8:00 p.m. and will be restricted at the discretion of the nurse caring for the patient depending on the patient's condition and activity level within the unit.
- 2. Visitors are limited to two (2) at a time as patient care and condition permits.
- 3. One designated visitor may stay in the ICU/CCU with the patient. The visitor may be asked to leave during emergency situations (codes), procedures, or at the discretion of the professional staff to provide for patient confidentiality or safety.
- 4. Children under the age of 14 are not allowed in ICU/CCU areas.
- 5. Guests are asked to maintain a quiet, respectful environment.

C. Maternal/Child Units (Labor & Delivery, Mother/Baby & NICU)

- 1. Visitation in Labor & Delivery for undelivered patients is allowed 24 hours a day. The visitation of, and the number of siblings allowed to visit the patient and/or newborn in Labor & Delivery is at the discretion of the nursing staff. Siblings of the newborn or children of the patient are the only children that are allowed to visit these units.
- 2. During this time, siblings of the newborn or children of the patient are the only children that are not allowed to visit on the Maternal/Child Units.
- 3. Visitation in Mother/Baby is consistent with other floors (10:00 a.m. to 8:00 p.m.), with the exception of the designated caregiver as defined by the patient, who may stay with them outside of the normal

visiting times. Visitors (adult and children) who may be symptomatic (fever, cough, runny nose, rash) may not visit patients in the Maternal/Child Units.

4. Visitation in the Neonatal Intensive Care Unit (NICU) will be limited to two (2) visitors at a time. No one under 18 years of age allowed. A nurse may use his/her discretion, in consultation with the provider, to allow supervised children to visit under special circumstances.

D. Lobby Area/Waiting Room

1. Guests should maintain a quiet, respectful environment.
2. An adult should supervise children in the waiting area.

E. Pediatric Units

1. A parent or a assignee of the parent of a pediatric patient may stay overnight.
2. Visitors who may be symptomatic (fever, cough, runny nose, rash) may not visit patients in the Pediatric Units.

F. Behavioral Health/Psychiatric Unit

1. All visitors are subject to search.
2. Visitation time is limited to one hour.
3. Number of visitors is limited to two persons at one time.
4. Due to the patient population this unit serves, no one under 18 years of age is allowed to visit with or without adult supervision.
5. Visiting hours are subject to change based on the needs of the milieu.
6. Weekdays 4:00 pm - 8:00pm daily. Weekends 12:00 pm - 2:00 pm.
7. Purses, bags and cell phones are not allowed on the unit.

G. Surgical Services – ASU, PMC, PACU, OR, Endoscopy, Cath Lab

1. Prior consent must be obtained from the director or assignee of Perioperative Services, Anesthesiologist, Surgeon and **written consent of the patient**.
2. No relatives of the patient will be allowed in the operating suites/Cath Lab.
3. See the "Consent for Use of Anesthesia" form for patient consent for paramedic students to assist an anesthesiologist.
4. PACU allows one (1) family member to be with the patient. Both parents are allowed in the recovery area when the patient under the age of 18, and is stable.
5. Visitors must have a dedicated educational mission to be in the patient care areas of the operating room.

Non-Patient Visiting Guests (i.e. student tours, choral groups, community service projects, etc.)

- A. All non-patient visiting guests will have visits approved in advance and coordinated by the Marketing Department. Auxiliary, Educational Services and Guest Relations/Security are notified in advance of visiting the medical center.
- B. Tour members/groups visiting will be identified to team members by a badge distributed by the Marketing

Department and accompanied at all times by a Memorial Team Member or Auxilian.

- C. Consent will also be received in advance by the department director and subject to change in direct patient care areas.
- D. No occupied patient rooms will be visited by tours.
- E. Community groups utilizing Memorial meeting space/facilities will be expected to follow the visitation guidelines.

Attachments

No Attachments

Approval Signatures

Approver	Date
Sean Gallagher: CFO	06/2021
Robert Fredericksen: Security/Guest Relations	06/2021
Alfred Perez: Director Guest Relations/Security	06/2021
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Applicability

Memorial Medical Center of Las Cruces