

USC Arcadia Hospital

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Hospital Visitation Policy

Effective June 2023

1. POLICY:

- 1.1. USC Arcadia Hospital in alignment to its mission and vision, and California Title 22 patients' rights promotes the visitation of patients for their emotional and spiritual needs.
- 1.2. Patients are informed of their right to have visitors or a support person through the patient and visitor guide and signage at the entrances of the hospital. Patients may designate visitors of his/her choosing whether or not they are related by blood, marriage, or registered domestic partner status.
- 1.3. Visitation privileges are not restricted based on race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- 1.4. Visitors will be informed of and must adhere to safe and appropriate behaviors including designated signage for infection control practices while on hospital property.
- 1.5. Visitors must possess, and have visible at all times, a valid visitor's pass, which can be obtained at the front desk at the entrance of the hospital or the Emergency Department entrance in off hours. If a visitor refuses to wear a visitor's pass, engages in violence, threats of violence or prohibited behavior, security should be called to investigate the matter and act accordingly.
- 1.6. The hospital may establish reasonable restrictions upon visitation, including restrictions on the hours of visitation or number of visitors.
 - 1.6.1 If the facility determines that the presence of a particular visitor would endanger the health or safety of the patient, a member of the healthcare facility staff, or other visitors to the hospital, or would significantly disrupt the operation of the facility, visitation may be revoked .
 - 1.6.2 The facility reserves the right to revoke all visitation in the case of internal or external emergencies – including public outbreaks as outlined by the CDC or local public health agency.
- 1.7. The hospital may address any disruptive behavior in addition to violence, threats of violence or prohibited behavior whenever the conduct generates a reasonable

concern for the safety or well-being of staff, patients or visitors, or significantly disrupts the hospital operations or interferes with medical care. Audio, video or photographs are not permitted without prior administration authorization and will constitute disruptive behavior if not approved, and must be stopped immediately.

- 1.8 Violation of behavioral standards is considered to be serious misconduct and can lead to revocation or restriction of visitor privileges and/or other appropriate responsive action, up to and including civil and/or criminal prosecution.
- 1.9 Patients and visitors can not possess weapons or contraband (including, but not limited to, marijuana, or alcohol) and are subject to search as a condition of entry to the property (see policy MA1838)

2. PROCEDURE:

2.1. General Guidelines:

- 2.1.1. General visiting hours are 8 am to 8 pm daily.
- 2.1.2. The Emergency Department entrance will remain open 24 hours a day. (After hour visitation - please see below).
- 2.1.3. USC Arcadia Hospital observes "Rest Time" from 2-4 pm daily to allow patients to rest and heal. During this time, visitors may be asked to leave to allow patients this rest time.
- 2.1.4. All visitors must check in and receive a visitor's pass upon entrance to the hospital which indicates the visitor's destination. Visitors entering the facility at an entrance other than the main entrance or the Emergency entrance, shall be redirected to the main entrance of the hospital to obtain a visitor's pass.
- 2.1.5. Staff members who observe an individual without a visitor pass for that area should ask the visitor to return to the nearest Security station to obtain a visitor pass.
- 2.1.6. Minors (under the age of 18) are permitted to visit but must be under direct supervision of an adult at all times and must comply with the behavioral guidelines. Minors are not permitted to stay the night and will not be allowed to visit patients in isolation.
- 2.1.7. Patients and visitors shall respect the rights, privacy and property of other patients and hospital personnel at all times. Visitors should consult with the patient's physician and nursing staff before bringing food or supplements and/or medications to the patient, since the patient may be on dietary restrictions or unable to take home medications/supplements while here in the hospital.
- 2.1.8. Visitors may not bring fresh flowers into the CCU, IMCU or NICU
- 2.1.9. No latex balloons will be allowed in patient care areas.

- 2.1.10. Virtual visitation is available if needed.
- 2.1.11. One member of the family should be designated as the contact person and all other members of the family should use them as a resource for their information.
- 2.1.12. Visitors will be instructed on infection control initiatives, such as wearing masks, gloves and gowns when visiting a patient in isolation. In certain cases, visitation may be limited or revoked when a patient or visitor may create a risk to public health.
- 2.1.13. Visitors may not visit when they have signs/symptoms of infectious disease or suspected exposure to a communicable disease until the full incubation period has passed.
- 2.1.14. Security, Risk Management, Nursing Supervisors, or other management staff may use discretion to allow or restrict visitors at any time in the patient's best interest or in the interest of the safety of the hospital or hospital staff. If ongoing visitor restriction is necessary, it must be approved by Risk Management or the Nursing Supervisor.
- 2.1.15. Visits from law enforcement on official business are governed by policy MA824.

2.2. Number of Visitors

- 2.2.1. Patients in medical-surgical and rehab units may have 2 visitors at a time in the patients' room; semiprivate rooms may have up to 2 visitors at a time (1 is recommended for patient comfort and noise control).
- 2.2.2. More than 2 visitors may be allowed at the discretion of the Nurse Manager or Lead RN.
- 2.2.3. Patients in Critical Care Units (CCU) may have up to 2 visitors at a time in the patient's room for 15 minutes at a time. Minors under the age of 12 will not be permitted to visit the CCUs. Visitors will be asked to exit the CCU for patient privacy during patient care activities or procedures.
- 2.2.4. Labor and Delivery patients may have visitors in the waiting area but may have 1 designated support person that may spend the night and, in addition, 2 other designated visitors at a time may visit. Minors under the age of 18 may not visit in L&D.
- 2.2.5. Neonatal Intensive Care Unit (NICU) patients may only have 2 designated visitors at a time in the NICU. Visitors will be asked to exit the NICU for shift change and for procedures as needed. No minors are allowed to visit.
- 2.2.6. 1T (Maternity) One designated support person may spend the night. In addition, 2 other visitors may visit at a time. Minors who are 3 years of age and older are allowed to visit. No minors may visit if exposed to a communicable disease or has signs/symptoms of illness.
- 2.2.7. For Pre-Operative and Outpatient post procedure areas, 1 visitor will be allowed at the bedside at the discretion of the staff based on the patient's condition.

- 2.2.8 1 visitor will be allowed at bedside for Emergency Department patients, at the discretion of the nurse, based on the patient's condition. Exceptions may be made for minors over the age of 12 in certain cases if approved by the nurse. No minors under 12 allowed to visit.
- 2.2.9 A maximum of 10 visitors per patient will be allowed to enter facility. Visitors other than the 1-2 in the patient's room will be allowed to stay in waiting rooms or cafeteria. Appropriate behavior will be expected.

2.3 Visits After Regular Visiting Hours and Overnight Stays

- 2.3.1 Visits after regular visiting hours and overnight stays must be approved by the Lead RN on the patient's unit, based on the patient's medical condition and hospital operations.
- 2.3.2 If approved, only 1 visitor is allowed to stay overnight with a patient. No minors are allowed to stay overnight. All other visitors must leave at the end of visiting hours.
- 2.3.3 Overnight visitors are not allowed to sleep in CCU patient rooms but are allowed to stay in the CCU waiting areas.

2.4 Requests for Restrictions on Visitation

- 2.4.1 Only a patient with legal capacity to make decisions or the patient's legal decision-maker (e.g., conservator appointed by the court) may restrict a patient's visitation. Family members or friends are not allowed to make decisions about restrictions on visitation unless approved by the Hospital's Risk Management staff.
- 2.4.2 Process for Restriction if Visitors are Determined to be a Risk to the Hospital, Patients, Visitors or Employees.
 - 2.4.2.1 Staff will contact security immediately if a visitor creates a risk to the hospital, patients, visitors, or employees.
 - 2.4.2.2 If necessary, security will work with Risk Management to initiate visitor restriction or other measures to maintain hospital and employee security/safety.
 - 2.4.2.3 Visitor restrictions may be mandated by government entities from time to time to protect public health and/or safety. The Hospital will post and enforce such restrictions if they occur. Any current public health restrictions will be posted in accordance with the scope of the directive.
- 2.4.3 Process if the Patient or Legal Decision-Maker Requests Restrictions:
 - 2.4.3.1 If a patient or legal decision-maker requests a restriction, staff from the unit that is caring for the patient will contact the Risk Management Department

or the Nursing Supervisor (evenings or weekends) prior to initiating the restriction. No restriction will be placed without the following approval steps.

- 2.4.3.2 Risk Management/ Nursing Supervisor will contact the patient/decision-maker to determine if the patient agrees with the restriction and the restriction is permissible. In general, requests for restrictions by family members or friends are not granted except for legal restrictions (e.g., restraining orders) or significant disputes that are disrupting the care of the patient or others on the unit.

2.5 Communication of visitor restriction

- 2.5.1 Risk Management/Nursing Supervisor will call the security supervisor and then email the following staff to alert them to the restriction:
 - 2.5.1.1 Security Manager
 - 2.5.1.2 Nursing Supervisors
 - 2.5.1.3 Risk Manager
 - 2.5.1.4 Unit Nurse Manager. Will notify and post the restriction in the nursing unit. Calls will not be transferred to the patient unless the caller has the password.
 - 2.5.1.5 Director of Information Services
 - 2.5.1.6 Volunteer Director.
 - 2.5.1.7 Communication Center (Hospital Operator/Comm Ctr). Calls will be transferred to the nursing unit rather than directly to the patient.
- 2.5.2 Front Desk: A visitor restriction form will be placed at both entrances to alert staff to the restriction in effect. The form will include the patient's name and password. Visitors must give the password to be permitted to visit. Visitors who are not allowed to visit may be referred to Risk Management, the Nursing Supervisor, or Security if they have questions.

2.6 End of Life Care

- 2.6.1 At the time a patient is deemed by the physician to be futile or end of life or comfort care, USC Arcadia Hospital will make every effort to facilitate the ability of family to support patients through the end of life.
- 2.6.2 Groups of 6 or more visitors for a single patient may be asked to move from a smaller waiting area to a larger area, e.g., lobby or cafeteria.
- 2.6.3 The on-duty chaplain will manage visitors for the brief prayer visits, viewing room or any other spiritual consideration. They will work with the clinical staff to minimize the burden on the family and impact the operation of the unit.