

CRESCENT CITY SURGICAL CENTRE	Code: Policy No. RI-110 Section: Ethics, Rights and Responsibilities
Approved: 1/03/2011 Reviewed and Revised: 1/2013, 4/2014, 8/2015, 9/2017, 10/2018, 6/2020, 11/2023	Subject: Visitation

PURPOSE:

- A. To delineate guidelines for families/friends while visiting to assure continuity in the delivery of patient care.
- B. To ensure periods of rest and recuperation for the patient.
- C. To provide guidelines for visitation of clergy members during a declared public health emergency (Addendum)

POLICY:

- A. Crescent City Surgical Centre recognizes and supports the contribution made by family/friends to the patient at a time of recovery from the illness or injury. This contribution will be incorporated into the delivery of healthcare by utilizing widely accepted guidelines.
- B. Designated Special Care units have requirements which are incorporated into the unique functioning of the individual units and may differ from general visitation requirements.
- C. In the event of extreme extenuating circumstances (e.g., acute change in patient's status), visitation may temporarily be changed at the discretion of and in consultation with the unit charge nurse, Director or Unit Manager, Administrative Supervisor, and Attending Physician.
- D. If at any time, the hospital staff feels that a visitor is being disruptive, and/or presents a threat to the care and safety of patients, visitors or staff, the visitor will be asked to leave the hospital.
- E. If visitor guidelines are violated and requests to comply are disregarded, staff members are instructed to contact their managerial chain of command. If necessary, the Jefferson Parish Police Department or 911 may be called for further assistance.

PROCEDURE:

A. General Visitation:

- 1. Visitors should be kept at a minimum.
- 2. Children visiting in any acute care setting must be accompanied by and under the direct supervision of an adult (other than the patient) at all time. To prevent the

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transmission of germs, children should never be allowed to sit or lie down on the floor.

3. Access to patient care areas will be limited to the patient, visitors, physicians, and employees who have responsibility for any aspect of a particular patient's care.
4. Visitors may be asked to leave the patient care area to provide privacy for patients, at patient's and/or family member/designated caregiver's request, during health care procedures, and/or to promote rest.
5. Visitors are encouraged to wash their hands before and after patient contact to prevent the possible spread of infection.
6. Visitors of patients with Isolation Precautions must be instructed in appropriate precaution procedure.
7. Flowers and/or plants are allowed in moderation. However they are not allowed for patients on Reverse Isolation Precautions.
8. Family members/designated care givers are encouraged to participate in the patient's daily care including personal hygiene, nutrition, activity, patient education and support groups. Information regarding these services is widely available throughout the hospital.
9. Prior to offering a patient any food or fluid, visitors are to check with a nurse.
10. Prior to assisting a patient to or from their bed, visitors are to check with a nurse.
11. Crescent City Surgical Centre is a smoke-free facility. Smoking by visitors is only allowed in the designated smoking areas on the outside premises.
12. Telephone Use:
 - a. Bedside phones are available in all non-critical care patient rooms.
15. Overnight Accommodations:
 - a. One adult (18 and older) family member may stay with the patient in a private room.
 - b. In keeping with the safety and security of the hospital, accommodations cannot be provided for out-of-town guests. Assistance is available for finding alternative

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accommodations in hotels nearest the hospital.

B. Waiting Areas:

1. Area Designation:
 - a. Surgery visitors may use the Family Waiting Area.
 - b. The main lobby is available for all visitors.
2. General Considerations:
 - a. To protect patients from further illness, we ask all visitors to refrain from visiting if showing sign of illness; e.g., cough, fever, nausea, vomiting, diarrhea, rash, and sore throat.
 - b. For safety, shoes and shirt are required to be worn by all visitors.
 - c. Visitors are encouraged to keep conversation and television volume low and refrain from loitering in hallways.

C. Special Care Area Visitation:

1. Operating Room (OR) Holding Area:
 - a. No visitors will be allowed to wait with the patient in the holding area until the time the patient is to go into the OR, unless otherwise directed by the Anesthesiologist due to HIPPA regulations as well as this being a procedural area.

Exception: Pediatric patients may have a parent at bedside.
2. Post Anesthesia Care Unit (PACU):
 - a. For pediatric patients, one parent or comforting adult will be allowed in the PACU at the discretion of the Anesthesiologist.
3. Radiology
 - a) Any pediatric patient may have one parent or family member with them. They will remain in the appropriate waiting area, unless at the discretion of the physician or technologist, they will be allowed in the exam room with the patient.

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- b) Any patient with a disability may have one family member with them. They will remain in the appropriate waiting area, unless at the discretion of the physician or technologist, they will be allowed in the exam room with the patient.

Addendum

CCSC shall allow members of the clergy to visit patients during a Public Health Emergency (PHE) when a patient or legal/designated representative requests a visit with a member of the clergy.

1. The hospital shall give special consideration and priority to patients receiving end-of-life care.
2. The clergy member may be screened for infectious agents/diseases utilizing the current screening or testing methods/protocols recommended by the CDC.
3. The clergy member may not be allowed to visit if presenting with obvious signs/symptoms of an infectious agent or disease, or if testing positive for infectious agent or disease.
4. The clergy member may not be allowed to visit if refusing to comply with the provisions of the hospital's policy and procedure or refusing to comply with the hospital's reasonable time, place, and manner restrictions.
5. The clergy member may be required to wear personal protective equipment as determined by the hospital, considering the patient's medical condition or clinical considerations. At the hospital's discretion, personal protective equipment may be made available by the hospital.
6. The hospital's policy and procedure may include provisions for compliance with a state health officer (SHO) which may limit visitation during a declared PHE.
7. The patient has the right to consensual, nonsexual physical contact such as hand holding or hugging members of the clergy.
8. The hospital will comply with any federal law, regulations, requirements, orders, or guidelines regarding visitation in hospitals during a declared PHE and make provisions for any changes that are more restrictive than the above statements.