



Rancho Los Amigos National Rehabilitation Center

ADMINISTRATIVE POLICY AND PROCEDURE

**SUBJECT: PATIENT VISITING HOURS, VISITOR
REGISTRATION, NUMBER OF VISITORS
PER PATIENT, VISITOR RESTRICTIONS,
AND ISOLATION PRECAUTIONS FOR
VISITORS**

Policy No.: B700
Supersedes: May 16, 2017
Revision Date: August 30, 2018
Page: 1 of 12

PURPOSE:

Rancho Los Amigos National Rehabilitation Center (RLANRC) understands the need and encourages patients to be visited by their family and friends.

This serves to provide guidelines pertaining to visiting hours, visitor registration, number of visitors allowed at any one time, restricting patient visitors when required to meet security/safety needs or when requested by a patient, family member, or surrogate decision maker (see Administrative Policy B504.1), and the observance of isolation precautions when visiting.

Each patient has the right (subject to his or her consent, which can be withdrawn at any time) to receive the visitors whom he or she designates, including but not limited to a spouse, a domestic partner (including a same-sex domestic partner), a family member or friend. Visitation privileges shall not be restricted, limited, or otherwise denied on the basis of race, color, national origin, religion, ethnicity, language, culture, size, gender, sex, sexual orientation, gender identity or expression, socioeconomic status, physical or mental ability or disability. The type and number of visitors present may, however, be reasonably restricted or limited by staff to the extent such restriction or limitation is clinically necessary and communicated by the health care providers to the patient (or his or her designated representative or decision maker). Patient safety and privacy are additional factors to be considered in this determination.

Rancho Los Amigos National Rehabilitation Center (RLANRC) recognizes that restriction of persons who visit a patient may be required for safety or other reasons. The patient has the right to identify persons whom they do not wish to have visited them while they are a patient. RLANRC also has the right to restrict persons from visiting if their presence may cause a potential danger to patients, staff, or property.

Patients placed on isolation precautions may continue to have family and friends visit and only in rare instances would time and number of visitors need to be limited.

POLICY:

- A. All visitors must register at the Visitor Assistance Desks, obtain visitors' passes and display these passes at all times while on hospital grounds.
- B. Visiting hours for all patients on all patient units are: 8:00 a.m. to 9:00 p.m.

EFFECTIVE DATE: January 1, 1994

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

APPROVED BY:

- C. Visitors are allowed to be in the patient's room (bedside) during visiting hours as long as their presence does not disrupt patient care.

- D. Child Visitors
 - i. Children under 18 years old must be accompanied by adult and supervised at all times.
 - ii. Children under 12 years old are only permitted to visit patients placed in Contact Isolation Precautions with the approval of the Attending Physician or Nurse Manager or their Designee (*Attachment III*)
 - iii. Children are not permitted to visit patients placed in Droplet or Airborne Isolation Precautions.

Title 22, Section 70707, Patient Rights, (17) stipulates that patients may designate visitors of their own choosing, regardless of whether the visitor is related by blood or marriage - including domestic partners, the children of the patient's domestic partner, and the domestic partner of the patient's parent or child. Section 70707, (17)(B) allows the facility to restrict visitors if it has reasonably determined that the presence of a particular visitor would endanger the health or safety of a patient, member of the health facility staff, or other visitor to the health facility, or would significantly disrupt the operations of the facility. Section 70707, (19) stipulates that a facility may establish reasonable restrictions on visitation, including hours of visitation and number of visitors.

For purpose of this policy, Adomestic partner@ means 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.

PROCEDURE:

I. VISITOR REGISTRATION:

Visitor will be directed according to the purpose of the visit and will fall into one of 4 major categories:

1. Visitor for Current Inpatient
2. Visitor has a scheduled appointment with Rancho employee
3. Visitor has no appointment and requests a visit with a Rancho employee to address questions or solve clinical problems
4. Visitor escorted by Rancho employee

Refer to Attachment 1 (Visitor Policy Flow Chart) for policy overview.

Each visitor checks in at the Visitor Assistance Desk located near the patient units.

Visitor is directed according to purpose of visit as follows:

1. In-patient visitor
 - a. Clear visitor of inpatient visitor restrictions.
 - b. Issue pass for designated inpatient unit
 - c. Document in visitor log.

2. Visitor escorted by Rancho employee

- a. For such activities as public or professional tour, public relations, potential clients, business development, etc.
 - b. Visitor pass is issued upon request by Rancho employee but is not mandatory.
 - c. Such visitors shall be escorted by employee at all times
 - d. Rancho staff will ensure that visitor leaves the building when business has been completed.
3. Visitor has a scheduled appointment with Rancho employee
- a. Verify appointment with employee with one of the following:
 - i. Rancho employee has provided Visitor Assistance Desk with a note in advance of visitor's arrival.
 - ii. All visitors check-in at the Visitor Assistance Desk.
 - b. Issue visitor pass if appointment is verified
 - c. Document in visitor log.
 - d. Visitor pass is not issued if employee cannot be reached by phone.
 - i. Visitor remains in Lobby while Assistance Desk Staff tries to contact employee for authorization.
4. Visitor has no appointment and requests a visit with a Rancho employee
- a. Determine if visitor is seeking clinical care
 - b. *Refer to Attachment 2 (Guidelines for Addressing Clinical Problems at the Visitor Station).*
 - c. Visitor seeking clinical care is instructed to go to the clinic where they are usually being seen, will be triage by an RN .They will be referred only to Clinic 4 if the PCP has no capacity.
 - i. Triage staff shall assess the patient's needs and make appropriate recommendations.
 - d. Visitor requests a social visit with a staff member or a patient unit.
 - i. Clear visitor restrictions.
 - ii. Visitor Assistance Desk staff contacts staff or patient unit as requested by visitor
 - iii. If a staff member authorizes the visit:
 - (i) The staff arrives at lobby to visit with the visitor or to escort visitor
 - (ii) Issue visitor pass if staff indicates that he/she will escort visitor at all times
 - e. Visitor pass is not issued if staff indicates they are unavailable for the visitor.

II. EXCEPTIONS:

ICU:

- A. Visitors of Intensive Care patients are allowed at the discretion of the Nurse Manager or their designee, with a limit of two visitors at a time.

Other:

- B. Exceptions to the normal visiting hours are allowed with the approval of, and as determined by the Attending Physician or Nurse Manager or their designee in special circumstances, such as:

1. When the patient is in a terminal state.
2. The first day following a major surgical procedure.
3. When requested to come for rehabilitation training.

4. When a family member is needed for interpreting services.
5. As needed to meet a patient's immediate psychological needs.

If exceptions to the normal visiting hours are appropriate, the exceptions must be given to Contract Security Personnel and the Los Angeles County Sheriff's Department by use of the attached form. The form must be signed by the patient's Attending Physician, or Nurse Manager or their designee. *Refer to Attachment 3 (Visitor Hour Exception Form).*

Note: Exceptions should be based upon clinical needs of the patient and not simply for the convenience of visitors.

Notes:

1. Family members and guardians are encouraged to participate in their patient's rehabilitation program. Visiting hours may be adjusted for such beneficial participation. Participation outside customary visiting hours must be done under the following guidelines:
 - i. No touching of equipment which they have not been trained to use,
 - ii. No interference with the care of any patient on the units,
 - iii. Observance of TV, radio, and lights off hours,
 - iv. No sleeping in patient beds,
 - v. Maintaining quiet during sleeping hours, and
 - vi. Compliance with all unit rules.
2. Persons of any age with an acute infectious disease should not visit patients unless special precautions are taken, such as the wearing of a surgical mask to prevent the spread of infection. This requirement will be monitored by nursing staff on all units.
3. Such exceptions must be communicated immediately and in writing to the Visitors Assistance Desk.

III. VISITOR RESTRICTIONS AND SCREENING:

Patients in Police Custody or Person Under Arrest:

- A. Patients in police custody must be accompanied at all times by law enforcement personnel.
- B. Staff may not release any information related to custody patient to callers or visitors. For security purposes, staff is NOT to release information that custody patient is in the hospital.
- C. Phone calls and visitation requests of custody patient must be referred to accompanying law enforcement personnel or agency. Staff may also notify campus Sheriff of such requests.
- D. If the patient is in handcuffs, the decision to remove them prior to examination will be at the discretion of the officer.

Refer to Attachment 4 (Notice of Visitor Restriction and Screening Form)

FOR PATIENT SECURITY/SAFETY

When staff becomes aware of concerns about a patient's personal safety due to the patient being a victim of a crime or resulting from potential menacing actions of another individual, the following procedure will be followed by:

A. ANY EMPLOYEE

I. PRE-ADMISSION

- 1) The Clinical Rehabilitation Specialist will notify CARO and inform them of any security measures in existence at the current hospital (visitor restrictions, AKA, etc.).
- 2) The CARO admitting staff will notify the L.A. County Sheriff Office (Ext. 7042).

NOTE: This should occur whether or not security measures were in place at the previous hospital.

II. POST ADMISSION

- 3) The employee who becomes aware of this concern will relay this information to the Nurse Manager or designee of the unit.

B. NURSE MANAGER OR DESIGNEE

- 4) Will contact the L.A. County Sheriff Office at Extension 57042 and inform them of the concern. Concurrent notification will be made to the Area Administrator (AOD) during non-office hours.

C. L.A. COUNTY SHERIFF

- 5) Will complete a threat investigation and obtain available information from other police agencies or the other medical centers to ascertain the nature of the safety/security concern.
- 6) Will speak with the patient or family members, Nurse Manager or designee, and Patient Advocate to assess the need for establishing visitor restrictions, AKA or other security measures for this patient.
- 7) Following any further investigation required, will contact the Patient Advocate and the Nurse Manager or Administrative Nursing Supervisor with their recommendations.
 - a. Weekdays - 8:30 a.m. to 5:00 p.m. - contact the Patient Advocate (Ext. 57036) and Nurse Manager.
 - b. Evenings, nights, weekends, and holidays - contact the Administrative Nursing Supervisor.

- 8) Based upon discussions with the Patient Advocate and Nurse Manager or Administrative Nursing Supervisor, will make a decision as to the need for establishing visitor restrictions and/or other security measures.
- a. If it is determined that visitor restrictions are not indicated, will notify the Nurse Manager or designee or Administrative Nursing Supervisor of this decision. The Patient Advocate, Area Administrator, or the Nurse Manager (with assistance from L.A. County Sheriff, as needed) will inform the patient or family member(s) of this decision where appropriate.
 - b. If it is determined that visitor restrictions are indicated, will notify the Patient Advocate and the Nurse Manager or designee of the decision.

9) The Nurse Manager or designee or Administrative Nursing Supervisor will:

- a. Explain to the patient/family members that visitors must be informed to bring identification when visiting so that RLANRC can assure that only authorized persons are allowed to visit.

Note: If the patient or family members are unable to contact the approved visitors to inform them of the need to bring picture I.D when visiting the patient, the Social Worker will attempt to contact the identified visitors for whom telephone numbers are available.

- b. Determine the number of persons who can safely be allowed to visit.
(It is recommended that the number of visitors allowed to visit do not exceed 5 persons in order to best assure effective screening and to prevent access by unauthorized persons).
- c. Obtain the names and telephone numbers (where available) **of persons who will be allowed to visit.**

Or

- d. Obtain the names **of persons who will not be allowed to visit.**

* **NOTE:** Occasions may arise when visitor restriction/screening may be necessary even though the patient and/or family do not request such. The decision to restrict/screen visitors will be made collaboratively by Area Administrator(s), Office of Public Safety, Nurse Manager, Attending Physician, and Patient Advocate.

In situations of an urgent nature, L.A. County Sheriff may implement necessary measures and immediately contact the Nurse Manager or Administrative Nursing Supervisor, an Area Administrator or Administrator On-Duty.

- 10) The Nurse Manager, designee or Administrative Nursing supervisor complete the Notice of Visitor Restriction/Screening form and distribute as stated on the form (Attachment 4).

- * NOTE: 1. Security will **not** modify the visitor restrictions without first obtaining approval from the L.A. County Sheriff, Patient Advocate, Risk Manager or Administrative Nursing Supervisor.
2. If the Visitor Restriction/Screening form is revised by the Nurse Manager, Patient Advocate, or Risk Manager, the revision date is indicated on the form, and the form is distributed as stated on the form.

- 11) If the patient or family members are unable to contact the approved visitors to inform them of the need to bring picture I.D when visiting the patient, the Social Worker will attempt to contact the identified visitors for whom telephone numbers are available.

FOR REASONS OTHER THAN PATIENT SECURITY/SAFETY

When staff becomes aware of a patient's request for visitor restrictions or the need for visitor restrictions for reasons that do not appear to be related to the patient's security/safety, the following procedure will be followed by:

A. ANY EMPLOYEE

1. Will notify the Nurse Manager or designee.

B. NURSE MANAGER OR DESIGNEE

2. Will contact the Patient Advocate and Area Administrator to inform them of the request for visitor restrictions.
3. Patient Advocate and the Nurse Manager or designee will speak with the patient or family members to assess the need for establishing visitor restrictions.
4. The Nurse Manager or Patient Advocate will then contact the Area Administrator with their recommendations.
Weekdays: 8:30 a.m. to 5:00 p.m. - Area Administrator
Weekdays: 5:00 p.m. to 8:00 a.m.,
Weekends and Holidays – Administrator On Duty
Nursing (Through the Telephone Operator)
5. Based upon the discussion with the patient/family and results of further investigation, the Patient Advocate, Area Administrator, and/or Administrative Nursing Supervisor will make a decision as to the need for establishing visitor restrictions.

IF VISITOR RESTRICTIONS ARE INDICATED SEE STEPS 8 - 10 UNDER PATIENT SECURITY/SAFETY.

* NOTE: Should the patient/family request visitor restrictions, every reasonable effort to comply will be carried out in spite of investigation, which indicates that no patient safety or security concerns appear to exist.

IF VISITOR RESTRICTIONS ARE TO BE A PART OF ASSISTING A PATIENT IN MODIFYING INAPPROPRIATE BEHAVIOR Refer to Administrative Policy and Procedure # B512, Problematic Patient Behavior.

IV. ISOLATION PRECAUTIONS FOR VISITORS

All visitors must be instructed on how to carry out proper isolation technique. The following help aid in such instruction.

Children under the age of 12 years old are only permitted to visit a patient who is on Contact Isolation Precautions with the approval of the Attending Physician, Nurse Manager, or their designee. Children are not permitted to visit patients placed in Droplet or Airborne Isolation Precautions. Visitors must adhere to the following conditions:

- a. The child is accompanied by an adult at all times.
- b. The child is restricted while in the room (i.e. no running around, no sitting on the bed, no touching of different items in the room).
- c. The visitor(s) adheres to the patient's isolation precautions.

I. Contact precautions

Standard Precautions plus:

1. Perform hand hygiene before and after visiting patients, even if gloves were worn.
2. Gloves and gown are necessary when inside the patient's room, especially if involved in patient care or touching contaminated articles.

II. Droplet Precautions

Standard Precautions plus:

1. Gloves, gown and mask *before* entering room.
2. Perform hand hygiene before and after visiting patient.
3. Children under the age of 12 years old are not allowed to visit a patient who is placed on Droplet Precautions.

III. Airborne Precautions

Standard Precautions plus:

1. Children under the age of 12 years old are not allowed to visit a patient who is placed on Airborne Precautions.
2. Nurse will instruct visitors on how to wear the N-95 respirator and self-check for proper fitting according to manufacturer instructions.
3. Wear NIOSH-approved N-95 respirator **before** entering room.
4. Remove the N-95 respirator **after** exiting the room **and** the door is closed. Discard the N-95 respirators after each use.
5. Perform hand hygiene before and after visiting patient.

REFERENCES:

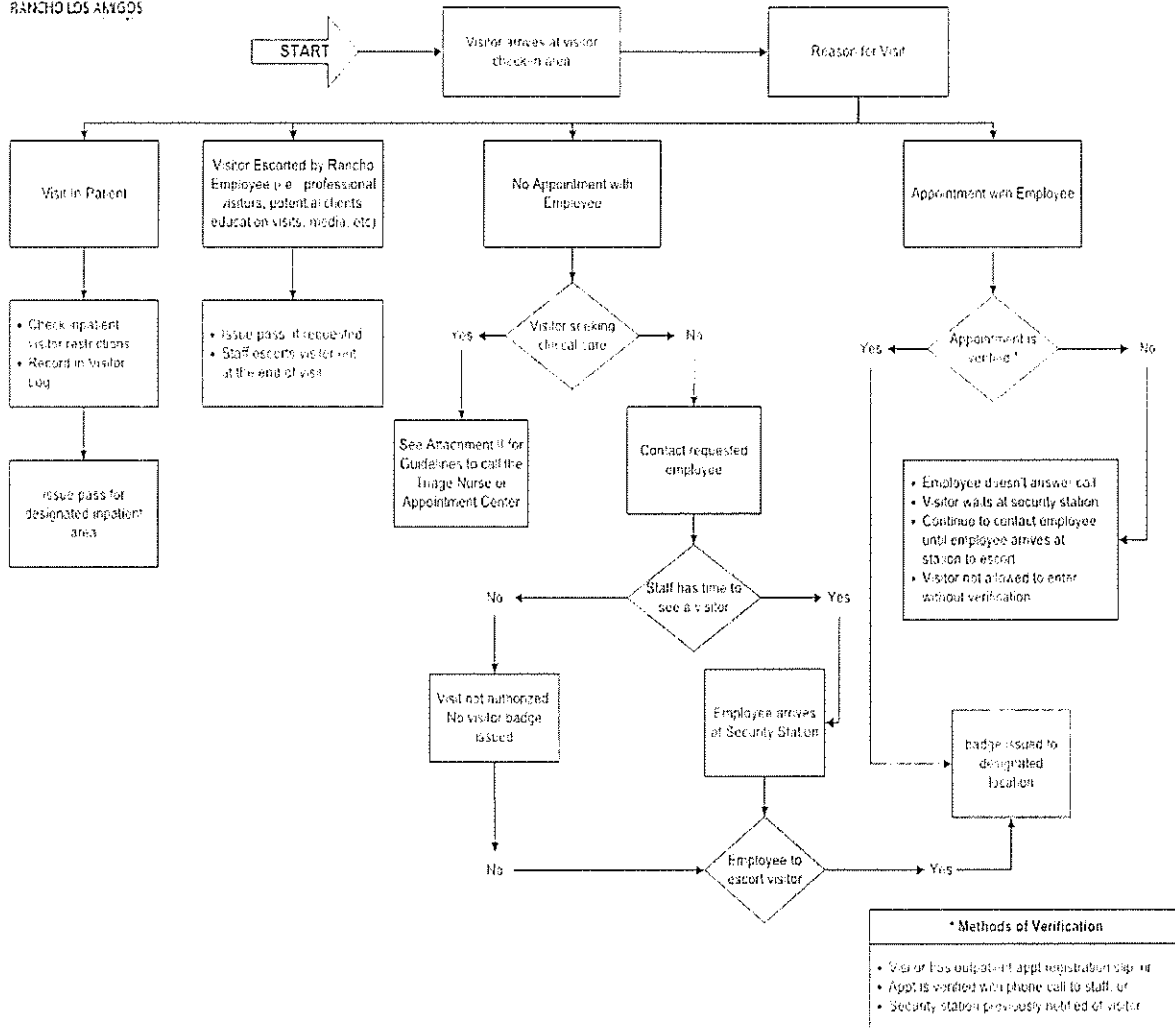
California Code of Regulations, Title 22, Section 70707
Health and Safety Code Section 1261
Family Code Section 297
DHS Policy No. 380
Nursing ACS755 - Triage Screening Assessment Process

Revised: Joseph Tadeo, March 26, 2014, May 16, 2017



VISITOR POLICY FLOW CHART
 Rancho Los Amigos National Rehabilitation Center

Policy B700
 ATTACHMENT I



*** Methods of Verification**

- Visitor has outpatient appt registration slip on
- Appt is verified with phone call to staff, or
- Security station previously notified of visitor

Rancho Los Amigos National Rehabilitation Center

Policy B700
Attachment II

Guidelines for Addressing Clinical Problems at the Visitor Station

- Use this guide to direct a patient or visitor at the Visitor Station with a clinical problem.
- Do not call doctors or therapists to handle the following problems.
- Do not send patient / visitor into the units without an appointment.
- Refer patient or visitor to the house phone that is located in the Lobby.

PROBLEM	CONTACT
1. Needs medication – current supply is low and no refills available	Nurse Message Center – x 57111 and follow the prompts on the telephone tree
2. Would like lab results	Nurse Message Center – x 57111 and follow the prompts on the telephone tree
3. Has questions regarding medical care	Nurse Message Center – x 57111 and follow the prompts on the telephone tree
4. Has questions regarding equipment	Nurse Message Center – x 57111 and follow the prompts on the telephone tree
5. Has post-operative problems or questions	Nurse Message Center – x 57111 and follow the prompts on the telephone tree
6. Does not have an appointment and wants make an appointment in Outpatient Clinic or Outpatient Therapy	Appointment Call Center x 57111 and follow the prompts on the telephone tree
7. Already has a clinic appointment and would like to change the appointment date	Appointment Call Center x 57111 and follow the prompts on the telephone tree
8. Already has an appointment for Outpatient Clinic or Therapy, but needs to cancel or reschedule.	Appointment Call Center x 57111 and follow the prompts on the telephone tree
9. Would like to verify an appointment for Outpatient Clinic or Outpatient Therapy	Appointment Call Center x 57111 and follow the prompts on the telephone tree

Policy B700

NOTICE OF VISITOR RESTRICTION AND SCREENING

DATE IMPLEMENTED OR REVISED	UNIT
New: _____ Revised: _____	
REASON FOR VISITOR RESTRICTIONS:	
WHO REQUESTED RESTRICTIONS:	WHO COMPLETED FORM:
PERSONS ALLOWED TO VISIT	
NAME	PHONE #
PERSONS NOT ALLOWED TO VISIT	
NAME	PHONE #

Distribute/Fax form as follows:

Unit distribution to:

1. Patient's chart (original)
2. Security Station
3. Telephone Operator

Telephone Operator distribute to:

1. Risk Management
2. Area Administrator
3. Patient Advocate

Name
Rancho #