

**DOCTORS' MEMORIAL HOSPITAL  
PERRY, FLORIDA**

Policies and Procedures Manual

**APPROVAL DATE: 04/2022****DEPARTMENT: Administration****SCOPE: Hospital-Wide****SUBJECT: Visitation and Masking Guidelines**

Reviewed Date: n/a

Revised Date: 05/2022, 6/2022, 11/2022

**References:**[SB 988 No Patient Left Alone Act](#) (F.S. 408.823)[CDC- Community Levels](#)**I. PURPOSE:**

Doctors' Memorial Hospital (DMH) strives to create an environment centered on family, community and safety for our patients, their families and our colleagues. DMH understands the importance of partner and family support during the healing process and believe it is a vital part of daily operations.

**II. POLICY:**

It is the policy of DMH to deliver quality healthcare, and promote patient satisfaction by systematically keeping their family, caregivers and friends aware of procedures. These guidelines, with respect to patient visitation in common areas and clinical units, help to ensure health equality for all.

**III. PROCEDURE:****A. Visiting Hours and Access**

- a. Hospital visiting hours are 9am-9pm daily.
  - i. The main lobby entrance will be open for use from 7am-9pm daily.
  - ii. The Cafeteria entrance will be open for use during Café Hours, Monday-Friday.
  - iii. Use of main hospital access from the Emergency Department will be restricted.
- b. For any assistance required after visiting hours security is to be contacted at 850-584-0688 or (850)-672-0372. Security may also be reached by radio.

**B. Visitation**

- a. In-person visitation is permitted in all circumstances, unless visitation is refused by the patient.
- b. The number of people welcomed at the bedside will be determined in collaboration with the patient, family, and care team.
  - i. In situations where there are shared rooms, input will include both patients and their families, as well as considerations to safety of physical space.
- c. Pediatric patients under the age of 12 years must have one parent or guardian (over the age of 18) accompanying them at all times.
- d. The patient has the right to receive family members and guests they designate and may withdraw consent or deny entrance to at any time.
- e. Family members and guests will not be denied or restricted based on their race, color, nationality, religion, sex, gender identity, sexual orientation or disability.
- c. Children under the age of 12 years are discouraged from visiting patients. In special circumstances, permission may be received by the Director of Nursing or their designee, i.e., the Charge Nurse.
- d. Visitors are discouraged from bringing food to the hospital. In certain circumstances, the physician may allow the patient to have food brought from outside sources. The family or visitors should check with the patient's nurse or charge nurse ensure this is permissible.
- e. Visitors are encouraged to wash their hands when visiting DMH. Hand sanitizer can be found in all hallways and within each patient room. Soap is supplied in the restrooms, and within each patient room.
- f. Family and guests that are feeling unwell, have an infection, or have symptoms of a respiratory illness or flu-like illness should refrain from visiting patients in the hospital.
  - a. In this instance, members of the care team may support family presence through other means such as available technology (ex. Telephone or internet.)
- g. Private caregivers may be used; however, arrangements must be made between the patient or patient's family and the caregiver.
  - a. Private Caregivers may not perform any nursing functions for the patient while hospitalized. Caregivers are to notify the care team of any patient needs.
  - b. Private Caregivers will not have access to any patient records.
  - c. DMH does not participate in the financial arrangements of private caregivers.
- h. DMH monitors several local indicators and data from the Centers for Disease Control & Prevention (CDC) to determine the prevalence and risk of communicable diseases in the community. Using the appropriate indicators, DMH will assign a Visitation and Masking Response Level, which will guide visitation and masking requirements for the hospital.

**“High”**

- a. Medical Surgery Unit and ICU are encouraged to limit one (1) visitor per adult patient and two (2) visitors per pediatric patients, providing visitors do not impede the progress of patient care.
- b. ED patients are to limit visitors to one (1) per day, no rotation allowed, providing visitors do not impede the progress of patient care.
- c. Outpatient Surgery will permit one (1) visitor per adult patient and two (2) visitors per pediatric patients in the Outpatient Surgical area.
- d. A hospitalized patient may have one (1) visitor stay overnight, pending the visitor is checked in prior to end of visiting hours. Visitors may not leave and return overnight.
- e. A private caregiver, hired by the family or patient’s family is not deemed a visitor and does not count toward visitors for that day.

**Medium**

- a. There are no limitations on the number of visitors for the Medical Surgical unit pending they do not impede the progress of care or exceed safety limits.
- b. ICU patients are to limit visitors to two (2) on a rotating basis, providing they do not impede the progress of care.
- c. ED patients are to limit visitors to one (1) on a rotating basis, providing visitors do not impede the progress of patient care.
- d. Outpatient Surgery will permit one (1) visitor per adult patient and two (2) visitors per pediatric patients in the Outpatient Surgical area.

**Low**

- a. There are no limitations on the number of visitors for the medical surgical unit pending they do not impede the progress of care or exceed safety limits.
  - b. Medical Surgery Unit and Intensive Care Unit (ICU) and Emergency Department (ED) patients are encouraged to limit visitors to two (2) on a rotating basis, providing visitors do not impede the progress of patient care.
  - c. Outpatient Surgery will permit one (1) visitor per adult patient and two (2) visitors per pediatric patients in the Outpatient Surgical area.
- i. Unauthorized traffic is not permitted in the ED. Law enforcement, Emergency Medical Services (EMS), and other employees may be asked not to congest the area so that care is not impeded.

**C. Masking Requirements****HIGH:**

Colleagues, family members, visitors, vendors and contractors are required to wear masks in all DMH areas.

**MEDIUM:**

Colleagues, family members, visitors, vendors and contractors must practice masking as outlined below:

<b>Mask Required</b>	<b>Mask Requested</b>
<ul style="list-style-type: none"> <li>• Colleagues providing direct patient care or transporting patients                             <ul style="list-style-type: none"> <li>○ Patient rooms, nurse’s stations, all procedure rooms, when transporting patients.</li> </ul> </li> <li>• Public Spaces                             <ul style="list-style-type: none"> <li>○ Waiting rooms, atriums, lobbies, hallways, elevators and stairwells.</li> </ul> </li> <li>• Upon patient request</li> <li>• If you have cold-like symptoms</li> <li>• *At the discretion of leadership</li> </ul>	<ul style="list-style-type: none"> <li>• DMH requests patients family members, visitors, vendors, and contractors to wear a mask when a colleague or provider enters a room, or when patient is being transferred.</li> <li>• Meeting Areas                             <ul style="list-style-type: none"> <li>○ Colleagues’ offices or conference rooms</li> </ul> </li> <li>• Non-Patient Care Areas                             <ul style="list-style-type: none"> <li>○ Any area not frequented by the public or patients</li> </ul> </li> </ul>

**LOW:**

Colleagues, family members, visitors, vendors and contractors must practice masking as outlined below:

<b>Mask Required</b>	<b>Personal Choice to Wear a Mask</b>
<ul style="list-style-type: none"> <li>• Upon patient request</li> <li>• If you have cold-like symptoms</li> <li>• *At the discretion of leadership</li> </ul>	<ul style="list-style-type: none"> <li>• Public Spaces                             <ul style="list-style-type: none"> <li>○ Waiting rooms, atriums, lobbies, hallways, elevators and stairwells.</li> </ul> </li> <li>• Meeting Areas                             <ul style="list-style-type: none"> <li>○ Colleagues’ offices or conference rooms</li> </ul> </li> <li>• Non-Patient Care Areas                             <ul style="list-style-type: none"> <li>○ Any area not frequented by the public or patient</li> </ul> </li> </ul>

**Original with Signature on file in Administration**

---