



Visitor Security and Safety Policy

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Additional Approval:		
Distribution: Department(s): 200 - THM-NURSING ADMINISTRATION		
Other Distribution:		

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PURPOSE: To provide optimum visitor flexibility while promoting a safe, secure, and quiet environment for patients, visitors, and staff. Thomas Hospital shall not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

RESPONSIBILITY: Security enforces this policy, through coordination with Nursing Administration.

POLICY: Thomas Hospital strives to create a welcoming atmosphere for its patients and visitors while maintaining their safety and security. In order to ensure our patients are provided the best care, Thomas Hospital sets certain parameters for visitors. These parameters are designed to promote an environment that facilitates staff interaction with patients and visitors while meeting safety and security requirements. Thomas Hospital recognizes that patient safety and the environment of recuperative care are often enhanced by having a support person remain overnight.

Patients have the right to receive, withdraw or deny visitors of their choice (provided there are no clinical restrictions or other limitation on patient visitation, such as visitation interfering with the patient’s care and/or the care of other patients) including, but not limited to, a spouse/domestic partner, another family member, or a friend. Consensual physical contact between the patient and a visitor (e.g., holding the patient’s hand or placing a hand on the patient’s arm or shoulder) may be appropriate, but intimate physical contact is not.

Restrictions on visitation may include, but are not limited to:

- Any court order limiting or restraining contact.
- Behavior presenting a direct risk or threat to the patient, hospital staff, or others in the immediate environment.
- Behavior disruptive to the functioning of the patient care unit.
- Reasonable limitations on the number of visitors at any one time.

- Visitor’s risk of infection from the patient.
- Immunocompromised patients at high risk for infection.
- Extraordinary protections because of a pandemic or infectious disease outbreak.
- Substance abuse treatment protocols requiring restricted visitation.
- Patient’s need for privacy or rest.
- Need for privacy or rest by another individual in the patient’s shared room.
- Circumstances where the Health Care Professional responsible for the care of the patient deems it clinically necessary to restrict visitation.

In situations where it may be necessary for patient visitation to be limited or restricted, the patient and/or support person should be informed of the reasons for such restrictions or limitations.

General Visitation Guidelines:

1. Between the hours of 5 am and 9 pm, visitors may enter the hospital through the main entrance.
2. Between the hours of 9 pm and 5 am, when the main entrance is locked, visitors may enter the hospital through the Emergency Department entrance.
3. Visitors should be reminded not to enter areas that have access restricted to approved personnel.
4. Under emergency situations such as an external or internal disaster, the hospital reserves the right to limit visitors globally.
5. Children who are not self-sufficient and require adult supervision may not be in the hospital unattended. The supervising adult must be someone other than the patient and should have the ability to leave with the child if necessary.
6. Visitors should not enter the hospital if they have fever, respiratory infection, rash, vomiting, diarrhea, or signs/symptoms of infection.
7. Frequent hand hygiene is the best method to prevent the spread of germs. Visitors and those supervising children should perform hand hygiene when they arrive and before they leave.
8. Staff should notify Security immediately of any situation which is disruptive, threatening, unsafe or violent involving visitors.

Department Visitor hours for Thomas Hospital are as follows (exceptions apply):

Visitor hours non-ICU	Open visitation, No Age Restrictions
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ICU Visitation	<p>Thomas Hospital - Any time with the exception of shift changes between 6am-8am & 6pm-8pm</p> <p>2 visitors per patient, 12 years or above</p> <p>Children under the age of twelve (12) are not permitted in the Critical Care areas without permission from Nursing Administration. Exceptions to the visitor schedule may be made at the discretion of the patient care team/Nursing Administration. Exceptions may include: patients requiring additional attention, terminal patients, fall risk patients, confused patients, psychiatric patients, or any patient that is deemed safer by having someone stay at their bedside. Visitation may be limited by the patient care team/Nursing Administration if it is deemed that visitors cause undue stress or safety issues for the patient. As a general rule, only one support person per patient may remain overnight in the waiting room. Other visitors shall be encouraged to go home.</p>
Emergency Department	<p>Thomas Hospital & Thomas Hospital Emergency-Malbis will allow 2 visitors per patient</p>
COVID Visitation	<p>All COVID visitors must wear appropriate PPE during the entire visit.</p>
Outpatient visitation	<p>Will allow visitors in the designated waiting areas.</p>
Day of Surgery visitation	<p>Will allow visitors in the designated waiting areas.</p>
Cafeteria access	<p>The cafeteria is open to visitors for dining in.</p>
<p>Waiting rooms:</p> <ul style="list-style-type: none"> • ED • ICU • Outpatient surgery • Labor & delivery • Inpatient areas 	<p>All waiting rooms are open during visiting hours.</p>
Overnight visitation	<p>One overnight visitor per patient is permitted. No Children overnight allowed. Pediatric patients may have up to two parents or guardians at all times.</p>

Colony Rehabilitation	<p>Monday-Saturday 4p-8:30pm, Sunday 8am-8:30pm</p> <p>Both Rehabilitation hospitals will allow 2 visitors per patient.</p> <p>Overnight visitors will be evaluated on a case-by-case basis.</p>
End-of-Life Guidance/ Inpatient Hospice	<p>Caregivers will be required to follow all instructions from the clinical staff related to hand washing, PPE, entry/exit, length of time with patient, etc. The number of visitors will be evaluated on a case-by-case basis.</p>
Labor & Delivery	<p>Will allow up to 3 visitors at a time. Sibling visitation is allowed. See General Guidelines #5.</p>
Postpartum	<p>Open visitation. Sibling visitation is allowed</p>
Nursery	<p>All Infirmary Health nurseries will allow up to 2 adult visitors at a time per baby, one of which must be a banded parent/guardian.</p> <p>Any time except for shift changes at 6am-8am & 6pm-8pm</p>

Visitor Infection Prevention Requirements:

Thomas Hospital has certain requirements to prevent the spread of infection that visitors should adhere to while in the healthcare facility or when visiting specific departments or units which may include but may not be limited to:

- Temperature screening upon facility entrance.
- Compliance with Transmission Based Precautions/ Isolation Precautions on designated patients.
- Up to (2) two visitors (12 years or older) per patient on Transmission Based Precautions.

Thomas Hospital reserves the right to modify its visitor policy to be more restrictive in the future if the situation deems it necessary in order to protect our patients, physicians and staff.

