

Visitation & Access Checklist

For your convenience, this checklist summarizes many of the recommendations and best practices contained in the Hospital Family Presence and Visitation Road Map. You may wish to consider these ideas as you assess or revise policies and practices related to visitation and facility access.

DOCUMENTATION

- Policy statement with guiding principles
- Written visitation and access plan
- Definitions
 - Support partner: A family member or other caregiver who is an integral part of the patient care team, i.e., involved in patient transport, admission, discharge, physician and nurse rounds, and full care team meetings. This person may hold healthcare power of attorney.
 - Support partner relievers: Family members or others who can provide back-up or relief for the support partner.
 - Parents/legal guardians of a minor child: may both be present.
 - Social visitors: Family, friends, co-workers, etc., whose visitation may be limited.
 - Volunteers: Individuals who provide support for hospital staff and can be utilized to assist with visitation.
 - Vendors: Representatives of companies that have or wish to develop a business relationship with the hospital.

KEY ELEMENTS OF THE PLAN

- Designated entrances for visitors
- Designated parking areas, possibly with timed meters
- Visitation hours
- Number of visitors allowed at one time
- Age limits for visitors
- Time limits per visitor

- Technology support for virtual visits
- Quiet hours
- Sign-in/badge procedures
- Unique policies for specialized care areas, such as ED, Critical Care, ICU, NICU, surgical pre-op and recovery room.
- Exceptions, such as end-of-life, pediatric, labor & delivery, HPOA, faith leaders, first responders.
- Vendor access, such as:
 - Vendors that are necessary to support patient care or transition (involve case management).
 - Existing partners – email and phone contact as needed; in-person by appointment.
 - Prospective partners – involve security or operational units in coordinating access.
 - Exceptions, such as delivery drivers, emergency or regularly scheduled repairs and maintenance.
- Communications plan for announcing new policies
 - Prominent link on home page and other key web-pages
 - News release to area media
 - Social media
 - Signage at designated entrances, parking areas, and sign-in desk (if required).
 - Patient information packets
 - Emails/newsletters to employees, volunteers, patient advocacy groups, vendors, community partners, etc.
 - Message in electronic patient portal
 - Ensure staff understand the new policy and/or where to locate information