

<b>Policy and Procedure</b>		<b>ShorePoint Health Port Charlotte and Punta Gorda</b>	
<b>Title: Patient Visitation (Market Policy)</b>		<b>Policy No.: AD 1004 (SHPC) PC 311 (SHPG)</b>	
<b>Department: Administrative</b>		<b>Effective Date: 1981</b>	
<b>Date(s) Reviewed: 8/86, 12/95, 5/98, 11/01, 7/02, 6/06, 3/07, 12/07, 8/08, 9/09, 1/11, 8/11, 1/17</b>		<b>Date(s) Revised: 12/02, 05/05, 7/06, 4/10, 12/10, 01/19, 06/2020, 06/25/2020, 09/2020, 03/2022, 05/2022</b>	
<b>Approved by: Chief Nursing Officer, Chief Quality Officer, Chief Executive Officer</b>			

**PURPOSE:** Per Florida Statute 408.823 “No Patient Left Alone Act”

- To maintain a safe environment for our patients, staff, and visitors
- To allow patients to receive visitors during their admission at ShorePoint Health Port Charlotte and Punta Gorda
- To allow alternative visitation protocols if facility needs to restrict public access for health or safety concerns
- To define specific circumstances to allow in-person visits
- To require adherence to specific infection control protocols
- To allow facility to refuse visitation to a visitor who does not pass a health screening or who refuses to comply with facility’s infection control protocols
- To notify patients and, if possible, family members or caregivers, of their visitation rights
- To ensure a dedicated webpage is on facility’s website with specific visitor information
- To ensure communication regarding facility’s visitation policy with the Agency for Health Care Administration (AHCA) annually by January 1st

**POLICY:**

Visitation is not restricted, limited or denied on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. Visitation may be limited based on appropriate clinical judgment that takes into account all aspects of patient health and safety, including the negative impact that patients, visitors and associates may have on other patients within the hospital. Restrictions/limitations to visitation may occur when;

- a. The patient is undergoing care interventions
- b. Visitation may interfere with the care of the patient or other patients.

In support of a patient centered approach to care delivery, we recognize the patient as an individual with unique needs, who is treated with dignity and respect and is granted the power of informed choice. All patients or their support person, have the right to choose who may visit them during their hospital stay, regardless of whether the visitor is a family member, a spouse, a domestic partner (including same-sex domestic partner), or other type of a visitor, as well as their right to withdraw such consent to visitation at any time. All visitors, consistent with the patient’s or support person’s wishes, will have full and equal visitation. Patient visitors are encouraged / discouraged according to the patient’s / support person’s expressed requests.

Additional clinically appropriate and reasonable restrictions / limitations imposed may include:

- a. Existing court orders restricting contact with the hospital
- b. Disruptive, threatening or violent behavior
- c. Patient need for privacy and rest

**Visitor restrictions can be changed at any time and are at the discretion of ShorePoint Health with guidance from the Florida Health Department and the Center for Disease Control (CDC).**

**Visiting Hours for the main hospital are from 5:30 a.m. until 8:00 p.m. with special visiting hours and circumstances that apply to Intensive Care Units (ICUs), Labor and**

**Delivery (L&D) and Neonatal Intensive Care Unit (NICU - Port Charlotte) and the Emergency Department (ED).**

- a. **Non-COVID Patients:** Two (2) visitors at a time for inpatients. Additional visitors may sit in the lobby and visit the patient when the other visitor returns to the lobby. One (1) visitor (18 years and older) can stay overnight with the patient.
- b. **COVID Positive Patients:** Two (2) visitors per day. Visitors must wear full PPE to include Level 3 mask, gown and gloves. Visitors must remain in the room and may not visit any other location in the facility. One (1) visitor (18 years and older) can stay overnight with the patient. Visitors may not eat in the patient's room.

**Emergency Department (ED) patients** will be allowed to have one (1) visitor (18 years or older) accompany the patient to the treatment room. Visitors are allowed to switch out during the ED stay. Visitation may be restricted based on the nature of the emergency. Visitation will be at the discretion of ShorePoint Health. The designated visitor will be allowed only in the patient room and cannot freely move about the Emergency Department or the hospital. The designated visitor cannot be rotated to another person for the duration of the ED stay. When safe distances between individuals cannot be maintained in the lobby and until the patient is able to receive a visitor in the Emergency Department, it may be necessary for the designated visitor to wait in the comfort of their vehicle. If the patient is admitted the visitor will be allowed to visit as outlined in this policy.

Both parents are permitted to visit the **Neonatal Intensive Care Unit (NICU) patients** (at Port Charlotte). No more than two (2) visitors at the bedside at a time. The mother may have a list of four (4) people that would be permitted to visit. These visitors must be accompanied by either the mother or the father (L&D security banded person).

**Labor & Delivery patients** (at Port Charlotte) may have four (4) visitors per day with no more than two (2) visitors at the bedside at a time. Visitors must be the same four (4) people for the length of the patient's stay. Siblings may visit for short periods of time (during visiting hours) and must be accompanied by an adult. Children should never be left in the care of the admitted patient. Mothers are allowed one (1) visitor, age 18 and over, to stay overnight.

Patients in **surgical, procedural and testing** areas may each have one (1) support person whose access will be limited to the surgical waiting area.

Clergy may visit patients. In the case of a patient with infectious or communicable diseases, administrative approval should be sought before visiting the patient.

If visitation for patients is not recommended, the hospital team will work with the patient, family member, caregiver, and/or clergy to connect with the patient via video calling apps, ie., FaceTime or WhatsApp.

**PROCEDURE:**

- Patients are informed of their visitation rights during the admission process, including those situations where visitation may be limited or restricted due to a necessary clinical event. When restrictions / limitations to visitation are indicated, the patient / support person will receive a clear explanation for the restriction / limitation. Patients or their support person may file a grievance if they feel that their visitation rights have been violated. The unit Director / Patient Advocate or Risk Manager is available to offer assistance in resolving visitation conflicts. Exceptions to visiting hours are to be approved by Administration.

- Screening for signs and symptoms of COVID-19 are done upon entry to the hospital via the passive approach. All visitors are attesting that upon entry they are within the screening parameters as stated by the CDC guidelines. Visitors must wear a mask and practice social distancing. A mask will be provided if needed.
- Visitors must observe infection prevention protocols, including wearing personal protective gear, hand hygiene, and masking at all times (gaiter-style face coverings and cloth masks ARE NOT allowed).
- Visitors should be at least 12 years old; exceptions can be made based upon each patient's specific needs.
- No one should visit if they have come in contact with someone who has tested positive for COVID-19 in the last 14 days. No visitor may have a fever, cough, cold or flu like symptoms. Visitors are not permitted to visit when they have infectious conditions (i.e., upper respiratory infections, influenza, gastroenteritis, or unexplained rashes).
- Appropriate hand hygiene is required upon arrival, before entering a patient's room, exiting a patient's room, and when leaving the facility using soap and water or alcohol based products located throughout the facility.
- When visitation is allowed, all family members / visitors should be advised and educated on the processes involved with standard and/or extended precautions.
- Staff will encourage and facilitate family presence during the dying stages of all patients.
- Hospital security will be maintained after hours by limiting entry access only through the emergency room entrance manned by a security officer. Visitors displaying hostile, aggressive or inappropriate behavior will be escorted from the facility by the security department staff.
- The Administrator and/or Administrator-On-Call (AOC) in conjunction with the Infection Prevention Director have the authority to prohibit facility visitation during an activation of the Emergency Operations Plan.
- The facility maintains a dedicated webpage on the facility's website explaining visitation rights, and how an individual can report concerns or issues to the Agency for Health Care Administration (AHCA). Patient, family, caregiver concerns or issues may be submitted to:

Agency for Health Care Administration (AHCA)  
2727 Mahan Drive  
Tallahassee, Florida 32308

Toll Free (888) 419-3456

- The facility will review and revise this policy as necessary and submit to AHCA for approval annually by the 1st of January.