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Owner Michelle Streukens: Dir Quality
Policy Area PS - Patient Safety
Applicability Orange Park Medical Center

Visitation Policy

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VISITATION POLICY

DOCUMENT TYPE:

Interdisciplinary

PURPOSE

To provide minimally restrictive guidelines for visitation in a safe, comfortable and caring environment that promotes the healing and wellness of patients while recognizing the importance of visitation to our patients, their families, friends, and/or support persons.

To ensure that all visitors will enjoy full and equal visitation privileges limited only by clinically necessary restrictions.

STATEMENT OF VISITATION RIGHTS

HCA Florida Orange Park Hospital recognizes the importance of family, spouses, partners, friends and other visitors in the care process of patients. We adopt and affirm as policy the following visitation rights of patients/clients who receive services from our facility: The following written statement of visitation rights is provided to each patient during the registration process and documented through the signed "Conditions of Admission" form, which can be found in the patient's medical record. The notice to the patient or support person, where appropriate, will be in writing

- To be informed of their visitation rights, including any clinical restriction or limitation of their visitation rights;
- To designate visitors, including but not limited to a spouse, a domestic partner (including same sex), family members, and friends. These visitors will not be restricted or otherwise denied visitation privileges on the basis of age, race, color, national origin, religion, gender,

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gender identity, gender expression, sexual orientation or disability.

- To receive visits from one's attorney, physician or clergy person at any reasonable time;
- To speak privately with anyone he/she wishes (subject to hospital visiting regulations) unless a doctor does not think it is medically advised;
- To refuse visitors or withdraw or deny consent to visitation of any individual at any time;
- Media representatives and photographers must contact the hospital spokesperson for access to the hospital;

POLICY:

Visitors are encouraged to visit their loved ones and spend as much time as they need to enjoy full and equal visitation privileges consistent with the patient preferences for number of visitors and length of visits. Clinical staff may recommend a limited number of visitors and length of visits based on the specific patient's clinical condition or expressed wishes. Visitors are expected to maintain appropriate behavior and tone at all times while on hospital grounds.

Visitors under 12 years of age are discouraged from visiting. The Registered Nurse in charge of the patient and/or the Department Director may make exceptions on an individual basis based on extenuating circumstances. Visitors under the age of 12 are expected to remain with the adult who is supervising them, not the patient. Children under the age of 12 will not be allowed in isolation rooms.

Visitors will not be required to submit proof of any vaccination or immunization.

Visitors are allowed to physically touch the patient, unless the patient objects.

In-person visitation will be permitted in all of the following circumstances, unless the patient objects:

- End-of-life situations
- Childbirth, including labor and delivery (at least one companion)
- Making major medical decisions regarding the patient
- Pediatric patients

PROCEDURE:

1. Families and other partners in care are welcome according to patient preference. Routine general visiting hours are 6:00 am to 8:00 pm daily; visitation may be accommodated after hours at a patient's request.
2. Specialized units may have set visitation hours and may limit the number of visitors at a given time. For the safety and well-being of patients and visitors, the following departments may have department-specific visitation policies and guidelines: 1.) Critical Care areas; 2.) Women's Center (including NICU); and 3.) Behavioral Health. Those policies address specific clinical/environmental needs but are subject to the provisions of this hospital-wide policy.
3. Some departments may require a visitor log if they are a secured unit. Visitors will be validated and may be given a visitor sticker identifying the date and location of the visit.

4. The hospital may accommodate the patient's representative or support person and any member of the patient's designated visitor list who desires to stay overnight with the patient in support of the patient's condition.
5. Visitors may be asked to suspend visitation due to a change in the patient's condition, at the patient's request, or during care interventions. Upon patient request, staff may accommodate at least one visitor be allowed to remain in the room to provide comfort and support during care interventions.
6. If the hospital is aware that there is an existing court order restricting contact of a visitor with a patient, visitation will be denied for the safety of the patient.
7. Food and Drink may not be given to patients without permission of the nursing staff. Visitors are asked not to bring real flowers into the Critical Care Areas.
8. All staff should be aware of visitors in their areas and report suspicious or unauthorized visitors to their supervisor or security immediately.
9. Disruptive behavior and unsafe practices are not acceptable; these situations will be addressed directly and promptly.

After Hours Visiting

After 8:00 pm, all access to the facility is limited to the Emergency Department entrance. Visitors may enter the facility through the Emergency Department entrance. Security may request authorization from the patient care unit's nursing staff or designee. The Security Officer may request the name of the authorizing nurse or designees for the purpose of log documentation.

Infection Control

1. Visitors must be free of communicable diseases and must respect the hospital's infection prevention and control policies. Visitors who have signs of infectious disease (fever/chills, sore throat, cough, vomiting, or diarrhea) are prohibited from visiting.
2. Visitors are asked to wash their hands before entering and leaving the patient room. Hand sanitizer is provided at the door of each room.
3. **Community Outbreaks / Pandemics:** Visiting may be limited or restricted during pandemics or other community outbreaks based on immediate public health requirements. Clinical staff will communicate with visitors regarding prevention of infection while visiting. Visitors are expected to conform to posted infection control precautions as well as any necessary screening, personal protective equipment and other infection control recommendations as instructed by the care team.
4. **Patients on Isolation Precautions:** The nurse assigned to the patient will educate visitors about isolation protocols including the use of personal protective equipment (PPE) for the safety of the patient, visitor, staff, and other hospital population. Information is also posted on the patient's room door explaining the appropriate PPE required for entry.
5. The hospital's Infection Prevention (IP) Program has the authority to recommend and propose implementation of evidence-based risk reduction practices that integrate principles of infection prevention while also respecting patients' visitation rights. The CMO and/or IP Director

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are authorized to institute infection prevention measures deemed necessary and are responsible for ongoing assurance that staff adhere to the related policies and procedures.

REFERENCES:

- The Joint Commission Standard RI.01.01.01
- CMS Conditions of Participation: 42 CFR 482.13
- Florida Statute 408.8235 – No Patient Left Alone Act

Approval Signatures

Step Description	Approver	Date
CMO	Sandy George: VP Quality/Risk Mgmt/Safety	10/2025
	Sandy George: VP Quality/Risk Mgmt/Safety	08/2025
Director Patient Safety & Risk	Susan Keating Reed: Dir Patient Safety	08/2025

Applicability

Orange Park Medical Center

Standards

No standards are associated with this document