

Visitor policy

Circumstances may allow for specific exceptions to any visitation restrictions described on this webpage. Those circumstances include religious visitation as well as a designated support person for a patient with a disability to provide assistance with communication or other necessary components of the patient's treatment. All persons entering under an exception remain subject to appropriate infection control protocols.

A patient may designate a visitor who is a family member, friend, guardian, or other individual as an essential caregiver.

- End-of-life situations.
- A patient who was living with family before being admitted to the provider's care is struggling with the change in environment and lack of in-person family support.
- The patient is making one or more major medical decisions.
- A patient is experiencing emotional distress or grieving the loss of a friend or family member who recently died.
- A patient needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
- A patient who used to talk and interact with others is seldom speaking.

The policies and procedures may require a visitor to agree in writing, to follow the facility's policies and procedures. A facility may suspend in-person visitation of a specific visitor, if the visitor violates the facility's policies and procedures.

If you or your loved one have been met with resistance from a hospital when attempting to visit with loved ones, you may file a complaint with the Agency for Health Care Administration (AHCA) for further review and action.

References

- The Joint Commission Comprehensive Accreditation Manual for Hospitals – RI.01.01.01
- Centers for Medicare and Medicaid §482.13 (h) (1-4)
- S. 408.8235 – No Patient Left Alone Act
- The Florida Mental Health Act; Baker Act
- CDC Guidelines for Isolation Precautions: Preventing Transmission of Infectious Agents in Healthcare Settings