



VISITATION POLICY

PURPOSE

To outline visitation policy for Holtz Children's Hospital and Jackson North Medical Center Pediatric Services.

Supportive Data/Supplemental Information

Family-Centered Care

At Holtz Children's Hospital and the Jackson North Medical Center Pediatric Services, family presence and involvement are key components of our philosophy of care. We value the need for family members to be together during a child's stay in the hospital, while at the same time providing for the safety of our pediatric patients. We encourage parents/ guardians to spend as much time as they can with their hospitalized child. We understand that families provide a constant source of support, and we encourage families to participate in their child's care.

Definitions:

Family: The terms "family" and "family member" in all policies at the Jackson Health System are understood and interpreted to mean any person(s) who plays a significant role in an individual's life. This may include a person(s) not legally related to the individual. Members of "family" include spouses, domestic partners, and both different-sex and same-sex significant others. "Family" includes a minor patient's parents, regardless of the gender of either parent. Solely for purposes of visitation policy, the concept of parenthood is to be liberally construed without limitation as encompassing legal parents, foster parents, same-sex parent, step-parents, those serving in *loco parentis* (Latin word meaning "in place of parents or instead of a parent"). Normally those who have been a custodian of children or who been foster parents are given such privileges), and other persons operating in caretaker roles.

Visitor: Visitors are guests of the patient or family. In some cases, visitors may be relatives. Visiting hours are from 9 AM to 9 PM. Due to the critical nature of intensive care units, hours for visitors may be more restrictive. These restrictions are for visitors and **not** family members.



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Family:

Parents / Grandparents / Guardians

Parents are welcome to stay with their child 24 hours a day. Sleeper chairs are provided for comfort, so that one parent/guardian may sleep at the patient's bedside when possible.

KEYPOINT: The NBSCC does not provide sleeper chairs due to space limitations.

If the parents wish, another family member (over the age of 18) may stay with the patient. The nursing staff must be provided with this information. If needed, Social Workers will assist with arrangements for housing at the Ronald McDonald House & the Transplant House.

Siblings

Since family presence is supportive to the patient, we invite patient's siblings (any age), to visit as long as they are free of infection. Infection control is very important to help the patient get well. Parents are responsible for supervision of visiting siblings at all times. Child Life Staff is available to help siblings to understand what is happening with their brother or sister, and to prepare them for what they may see (i.e. medical equipment, etc.).

Visitors:

The parent will be asked to fill out a Visitor's List of family/ friends they would like to visit their child. Visitors, other than siblings, must be 14 years old, and with an adult family member at all times. Special circumstances may be considered by the Charge nurse. Visiting hours are from 9 am – 9 pm. To provide a quiet and healing environment, no more than a maximum of 3 visitors at a time, including the parents, are encouraged.

KEYPOINT: Depending on space limitations, the maximum of 3 visitors may not be feasible.

Parents are asked to support a quiet environment, to minimize stress and prevent the patient from getting overwhelmed or exhausted, which can in turn delay the healing process. During change of shift from 7 pm – 8 pm, for reasons of confidentiality, no visitors will be allowed, and we ask that parents stay in their rooms.

Security



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Access: The units are locked at all times for the safety of the patients.

Visitor Identification Label:

Visitors must obtain and wear a visitor identification label while on hospital site. Visitor identification labels may be obtained at the visitor's desk located in Holtz Center lobby, or any other entry lobby. Staff is responsible for requesting unidentified visitor(s) to obtain a visitor identification label prior to entering the patient's room.

Infection Control

Family and/or visitors with fever and cough or recent exposure to another person with an active infection should not visit in the hospital. Infections of particular concern include influenza, the common cold, tuberculosis, chickenpox, shingles, measles, mumps, diarrhea, or certain skin infections. Family/visitors who have been exposed to chickenpox, measles, mumps, or pertussis (whooping cough) should not visit the hospital for three weeks following their last exposure. If there is a question about whether a person should be allowed to visit, Infection Control should be consulted. In the event of an end-of-life or emergent situation, where the question arises of possible exception(s) to these restrictions, Infection Control should be consulted and Patient Relations notified. The ill or exposed visitor must wear a surgical mask at all times.

Privacy and Confidentiality

To ensure patient confidentiality, only parents/guardians/designees will be given information about their own child. Conversations take place in the patient's room or the waiting area. Additional rooms are available for private conversations when needed.

Safety

Visitors must not touch any of the medical equipment (i.e. ventilators, med pumps, monitors). Visitors must NOT silence any alarms as they are to alert the nurse. The side rails should be kept up at all times, so the patient will not fall out of the crib or bed.

Parents and visitors are instructed to notify staff when their child's roommate, who does not have visitor(s), needs assistance, e.g., infant/toddler crying. Parents/visitors are not allowed to hold/touch/feed other patients for patient safety and infection control reasons.