



## Policy: *Visitation and Family Presence*

<b>Responsible Office:</b>	Patient and Family Services	<b>Category:</b>	Governance & Administration
<b>Authorized:</b>	Vice President, Patient Care Services/Chief Nursing Officer	<b>Policy Number:</b>	ADM-V007
<b>Review Frequency:</b>	3 Years	<b>Current Effective Date:</b>	05/06/2022

### Policy Statement

It is the policy of the Center to allow and encourage caregiver and family participation in the care of the patient to the extent the patient desires such participation and to the extent such participation can occur without risk to Center patients, visitors and staff.

### Purpose

This policy defines the patient's rights and responsibilities, guidelines and restrictions related to visitors, visitation, and family presence. The Center regularly monitors guidance published by federal and state public health authorities and reserves the right to modify this policy to ensure consistency with federal, state and local laws.

### Scope

This policy applies to visitation and family presence in the inpatient and outpatient settings of the Center. The director of each Center unit will be responsible for ensuring that their team members adhere to this policy.

**Stakeholders:** Patients, Family Members, Friends, Visitors, Physicians, Nursing, Other Clinical Staff, Security and Patient Relations.

### Procedures

- I. General Statements and Definitions
  - A. It is the practice of the Center to support family member(s), friend(s) or other individuals' presence with the patient during the course of the inpatient hospital stay, outpatient hospitalization (observation status), outpatient surgery, outpatient visit or other services.
  - B. Visitation may be restricted to protect the safety of the patient, staff, faculty or other Center visitors and as required by federal, state or local laws.
  - C. Each visitor will be required to comply with all safety protocols in place at the time of their visit. Safety protocols may include non-invasive health screening and the use of personal protective equipment. Visitors can learn what safety protocols will apply to their visit by going to the following link: <https://moffitt.org/your-covid-19-information-hub/visitor-policy/> or by contacting the Center's patient relations office by telephone at (813)745-3808 or by email at [patientinput@moffitt.org](mailto:patientinput@moffitt.org).
  - D. Each visitor will be required to agree in writing to follow this policy. Visitors who violate this policy will be asked to leave the Center.
- II. Visitation Hours and Policies
  - A. General hours for visitors are 8:00 AM to 9:00 PM daily.
  - B. The numbers of visitors allowed per patient each day will depend on the patient's location within the Center and on any active health safety concerns in existence on the day of the visit. Visitors can determine the current number of visitors allowed per patient in each Center unit by following this link: <https://moffitt.org/your-covid-19-information-hub/visitor-policy/> or by contacting the Center's patient relations office by telephone at (813)745-3808 or by email at [patientinput@moffitt.org](mailto:patientinput@moffitt.org).
  - C. Each patient may designate a visitor who is a family member, friend, guardian, or other individual as an essential caregiver. A patient's essential caregiver will be allowed to visit the patient at least two (2) hours



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per day.



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- D. Unit policies, restrictions and limitations are described as follows:
1. General Hospital Units
    - a. Each patient is permitted to receive screened adult visitors, including one essential caregiver, during visitation hours.
  2. Intensive Care Unit (ICU)
    - a. Each patient is permitted to receive screened adult visitors, including one essential caregiver, during visitation hours. Visitors may be asked to leave the unit at times for patient care and/or procedures.
  3. Post Anesthesia Care Unit (PACU)
    - a. In consideration of the privacy and safety of all patients recovering from anesthesia, visitation is regulated in the Post Anesthesia Care Unit. Every attempt will be made to allow visitation when patients in the PACU are fully recovered and the medical situations of other patients permit visitation.
    - b. When determined to be safe by the PACU director, each patient will be permitted to receive screened adult visitors, including one essential caregiver, during visitation hours. At any given time, only one visitor may be present in the PACU with the patient.
    - c. Visitors awaiting a patient's release from the OR/PACU may remain in the second floor waiting area after 8:00 PM. After 8:00 PM visitors may wait in the ICU waiting room which is also located on the second floor.
  4. Bone Marrow Transplant Unit and 3 Central ICE-T Unit
    - a. Each Bone Marrow Transplant ("BMT") patient is permitted to receive one screened adult essential caregiver per day during visitation hours.
    - b. Essential caregivers will be asked to leave the BMT unit in the event of patient safety concerns.
    - c. Essential caregivers will check with the patient's nurse before entering the BMT unit. Essential caregivers will be informed of neutropenia precautions, rationale and procedures.
    - d. Visiting hours will be adjusted by the nurse to meet the individual patient's needs, if required for patient safety and care.
  5. Bone Marrow Transplant Clinic and Treatment Center and 3 Central Treatment Center
    - a. Each patient is permitted to receive screened adult visitors, including one essential caregiver, during visitation hours.
    - b. All other Outpatient Clinics and Services policies apply.
  6. Infusion Center
    - a. Each patient is permitted to receive screened adult visitors, including one essential caregiver, during visitation hours.
    - b. At any given time, only one visitor per patient is permitted in the infusion center treatment area.
    - c. All other Outpatient Clinics and Services policies apply.
  7. Outpatient Clinics and Services
    - a. Screened adult visitors, including one essential caregiver, may accompany patients to outpatient visits and services.
    - b. Infection control policies apply to outpatient visitors.
    - c. During outpatient infusion, only one visitor may be present in the infusion bay at any given time.
- E. The Center may make exceptions to the above visitation hours and policies for any of the following circumstances:
1. When a patient is receiving end-of-life care.
  2. When a patient is struggling with the transition from the home/family environment to the hospital environment.



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3. When a patient is required to make a major medical decision.
4. When a patient is experiencing emotional distress or grieving the loss of a friend or family member.
5. When a patient requires encouragement by a family member or caregiver to eat or drink.
6. When a patient requires encouragement by a family member or caregiver to speak.
7. When a patient is a pediatric patient.

### III. Hand Hygiene

- A. All visitors are expected to perform hand hygiene before and after visiting patients.
  1. Visitors must wash hands with soap and water or alcohol-based hand rub and dry thoroughly upon entry onto the unit and exit of the patient's room. Note: Hand washing can be alcohol-based gel for initial wash as long as the patient does not have Clostridium Difficile.

### IV. Infection Control Education and Restrictions

- A. Any visitor, whether or not vaccinated against COVID-19, who (1) tests positive for COVID-19 or (2) is experiencing symptoms related to COVID-19 will not be permitted to enter a Center facility.
- B. Visitors with any active infection; i.e., respiratory, skin, eye, or gastrointestinal, may be restricted when necessary to avoid risk to Center patients, visitors and staff.
- C. Those visitors exhibiting any signs of cold or respiratory infection will not be permitted to enter a Center facility.
- D. Visitors who have been exposed within the past 10 days to the Measles or Chicken Pox are restricted from patient care areas through day 21 following exposure.
- E. Children who have been exposed to Mumps within the past 2 days are restricted from patient care areas through day 18 following visitor's exposure.
- F. Visitors who have received any live attenuated vaccine within the past six (6) weeks are restricted from patient care areas.
- G. Visitors with lice are restricted from patient care areas until 24 hours post treatment.
- H. Visitors may be asked to leave during any special procedures, x-rays or during any emergency.
- I. No fresh flowers or live plants are allowed in BMT or neutropenic patient's room.
- J. Patients from other inpatient units may not enter the BMT unit, and transplant patients are restricted from visiting other transplant patients.
- K. Visitors may not use patient equipment or bathrooms. Visitors are permitted to drink beverages in the patient room, disposing of empty cups when finished.
- L. Visitors are permitted to hug, kiss or hold hands with the patients. Visitors are restricted from close contact involving the exchange/exposure of body fluids.
- M. Visitors will use the restrooms located outside the patient room. Visitors staying with patients on the BMT-Clunits may use the patient shower and sink. Visitors of patients receiving Thiotepa or other skin excreting chemotherapy are to refrain from using the shower in the patient's room during the contamination window.
- N. Special concerns may be addressed to the Patient Care Manager/Supervisor or attending physician.
- O. For patients on special precautions, visitors will be educated about added precautions on an individual basis.
- P. Visitor education regarding infection prevention and safety protocols will be coordinated at the unit level by the Center team caring for the patient based on the assessed needs of the patient, family or caregiver.
- Q. Education materials regarding infection prevention and safety protocols will be made available to visitors in each clinical area.



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<b>Forms</b>
N/A
<b>Related Information</b>
661-PS-78 Perioperative: Observers (Perioperative Standards) 661-PS-96 Visitation Policy in Post Anesthesia (PACU) (PostOp Standards)ADM-A024 After Hours Visitor Badging ADM-P005 Patient Rights & Responsibilities
<b>Education</b>
Nursing Orientation; Clinical Online Mandatory Education; Departmental Orientation (as appropriate); Welcome Book for patients and families; Patient and Family Orientation

<b>Definitions</b>
<b>Children</b> - Infants through 17 years old. <b>Family</b> - Family is defined in the broad sense. The word “family” refers to two or more persons who are related in any way – biologically, legally, or emotionally. Patients and families define their families. <b>Visitors</b> - Visitors are defined as guests of the patient and/or family, including any essential care giver designated by the patient. <b>Essential Care Giver</b> – A family member, friend, guardian or other person designated by the patient as an essential care giver.
<b>References</b>
N/A
<b>Appendices</b>
N/A
<b>Revision History</b>
03/2012, 09/2013, 03/2016, 09/2016, 12/2019, 03/2021