



VISITATION GUIDELINES

Southwest Health recognizes that visiting family and friends during a patient's hospitalization is key to a patient's recovery, and it's something we encourage. We have developed the Flag System to keep you informed of times when our community is experiencing an increased volume of respiratory illnesses. Please review the signage posted as you enter the facility. For your convenience, masks are available upon request.

VISITING HOURS

- Inpatient Rooms: 7 am - 9 pm
- Critical Care: 8 am - 6 pm / 8 pm - 9 pm

HOSPITAL VISITATION GUIDELINES

At Southwest Health, the safety of our patients, visitors, and team members is our top priority. Visitation may be limited if the medical staff feels that having visitors is not safe for the patient or would interfere with the care being provided. There are times when legal requirements require us to limit or restrict visits. Restrictions and limitations may differ according to the care that the patient needs. Southwest Health reserves the right to restrict or end a visit if visitors disrupt or interfere with our ability to provide care to the patient.

- General visitation is not allowed from 9 pm to 7 am to allow patients to get the rest they need to recover.
- Exceptions to visiting hours may be made based on the patients' needs or conditions, consideration of other patients' needs or rights, emergency or other unforeseen circumstances, and some visits may be restricted or extended.
 - Visitors arriving after 9 pm must enter through the Emergency Department, checking to find out if the patient is accepting visitors or if an overnight support person is already present.
- Wash your hands when you arrive, before you leave, and after shaking hands, hugging, or otherwise touching the patient.
- To help prevent infection, visitation will not be allowed by any visitor showing symptoms of potential infection. These symptoms may include, but are not limited to, vomiting, diarrhea within the last 48 hours, rash or skin lesions, upper respiratory infections, fever over 99° F, known exposure to communicable disease, or other signs of infectious disease.
- To promote the delivery of safe, high-quality care to patients, Southwest Health suggests a limit of two visitors at a time for inpatients and outpatient areas. Waiting areas are located near each unit for your convenience.
- Do not touch, move, or change settings on any equipment, power cords, tubing, or wires in the room.
- Out of respect for patients and to promote a healing and safe environment, visitors are not to loiter in the hall, linger at the nurses' station or work area, or enter into other patients' rooms.

SPECIFICS BY AREA

Inpatient Areas:

- **Inpatient Hospitalizations:** Visitors must be 2 years or older. Adult patients may have one support person stay overnight (over the age of 18). Pediatric patients may have two support people staying overnight (over the age of 18).
 - Patients who are here with a communicable disease (e.g., COVID-19, Tuberculosis, etc.) may have one continuous support person (over the age of 18) who shall always remain in the patient's room. Visitors are required to wear appropriate PPE when warranted by the patient's diagnosis. When visiting patients who are in isolation, we encourage visitors to minimize their time spent in other locations of the facility.
- **Critical Care Units:** Visitation may be restricted at the discretion of the medical provider, charge nurse, or manager during patient procedures, acute status changes, or if there is an influx of patients arriving in the unit.
- Only two visitors are allowed at a time. Visitors must be 12 years or older.
 - Patients may request to limit, deny, or withdraw visitation privileges.
 - Exceptions for visits before 8 am and after 9 pm may be made by the charge nurse, manager, or

- RN-1, in collaboration with the medical provider, for visitors with extenuating circumstances.
- At the discretion of the critical care staff, and if the patient's condition permits, one visitor, over the age of 18, will be permitted to stay with the patient except during the hours of 6 am – 8 am and 6 pm – 8 pm.
- To maintain a clean and hygienic environment, we ask for minimizing personal belongings in the patient's room.
- Most patients in critical care units are on special diets therefore we ask visitors not to eat in the patient's room.
- Do not bump or sit on the patient's bed. This could interfere with medical equipment.
- **Nursery/NICU** - Patients are allowed two consistent caregivers visiting.
- **Inpatient Surgery:** Two support persons will be allowed in the pre-op area, as space allows, until the patient is taken to surgery. The two support persons and other visitors may then wait in the designated surgical waiting area.

Maternity Suites:

- Visitors must wait in the Waiting Room.
- To enter the unit, visitors must use the intercom to contact the Nurse's Station for permission to enter the unit.
- Siblings of all ages, family, and friends may visit. Other children under 12 may not visit.
- No more than four people will be allowed in the Maternity Suite.
- Laboring patients may have after-hours visitation. Check-in through Emergency Department, who will notify LDRP of visitors reporting to the department. After-hours visitation may extend two hours after the delivery.

Outpatient Areas:

- Two visitors are allowed to wait in the waiting room; unless space becomes an issue, then visitors may be asked to wait in their vehicles.
- Adult patients may have one support person at least 18 years of age.
- Pediatric patients are allowed two visitors at least 18 years of age.
- Outpatient Surgery: Two support persons will be allowed in the Pre-op area, as space allows, until the patient is taken to surgery. The two support persons and other visitors may then wait in the designated surgical waiting area.

Outpatient Clinics:

- Support persons will be allowed as space permits in the waiting room.
- Children are welcome when accompanied by a responsible adult.

Guidelines for Overnight Guests:

- If the patient's condition permits, one visitor over the age of 18 will be authorized to stay with the patient at all times except during the hours outlined above.
- Personal items belonging to visitors should be limited.
- Please turn cell phones off completely or set to vibrate mode.
- If you need to make personal phone calls, please do so in the waiting area.
- Please speak softly so that other patients are not disturbed.
- TVs and lights should be turned off at 10 pm.
- Please keep the patient's door closed. Sleep is a part of the healing process.
- Family members staying overnight must stay in the patient's room.

Bringing a Child to Visit

- A visiting child can be uplifting to a patient in the hospital, but children can also easily tire a patient. Generally, children under 12 are not encouraged to visit patient areas. Exceptions may be granted by the charge nurse, manager, or RN-1 for an individual visit.
- All children must be supervised by an adult. Please do not leave a child alone with the patient.
- Tell your children what to expect. They may feel scared while they're visiting and see and hear things they do not understand.
- Don't let your child crawl on the floor. We work hard to keep the hospital clean, but children can easily become ill by coming in contact with germs.