

Policy Title: Visitors Policy

Audience: All Employees, Providers and Visitors

References and Citations:

Introduction:

The visitor's policy of CLHG - Ruston, LLC is subject to change based upon facility discretion, City, State and/or National guidelines. The Medical Director, Director of Infectious Diseases, or other such qualified individual, in consultation with Administration may recommend changes in the visitor policy whenever deemed necessary.

Policy:

In order to protect our patients and healthcare personnel and to reduce the potential risk of disease transmission to patients, visitors, staff and the community, Northern Louisiana Medical Center, Allegiance Medical Clinic, Allegiance Medical Clinic of Ruston and Tech Care have limited points of entry into the facilities. The following guidelines will be adhered to by all CLHG – Ruston, LLC personnel and visitors.

At no time may any staff member make exceptions to the visitation policy without Administration or Supervisor approval. Any staff member that does not follow the Visitor's Policy may be subject to disciplinary action.

A. Northern Louisiana Medical Center Visitor Restrictions:

1. Presence of Visitors

If a clergy visit is requested, the member of the clergy does not count toward a patient's number of daily visitors.

No one under the age of 16 is allowed in the facility unless seeking medical treatment with the exception of the Women's Center. Siblings may visit when accompanied by a parent or caregiver after delivery during the designated visiting hours.

2. Visitors Accompanying Patients

- **Isolation rooms:** Two visitors at a time.

Appropriate PPE must be worn by any visitor visiting in any isolation room at all times while in the room .

- **Emergency Department:** Two visitors are allowed, this excludes the following:

- Pediatric patients: both parents or a designated caregiver is to remain with the child at all times throughout the ED visit. If a single parent arrives with the patient's siblings, all family members will remain together at all times throughout the ED visit.
- If a single parent arrives seeking medical treatment and they have a child with them, the child must remain with the parent at all times.
- If the patient is admitted, they may have two visitors but will adhere to all other inpatient visitor guidelines.
- **One Day Surgery Northern Louisiana Medical Center:** Two visitors may remain in the patient's room. If no room is available, the visitors will be asked to wait in the surgical waiting room until the patient has been placed in a room. Once a room is available the visitors will be notified. The visitors will remain in the patient's room until time of discharge or admission. If the patient is admitted, the visitors must adhere to the inpatient visitor guidelines.
- **Outpatient Surgery Ruston Surgical Center:** Two visitors may remain in the patient's room. If no room is available, the visitors will be asked to wait in the waiting area until the patient has been placed in a room. Once a room is available the visitors will be notified. The visitors will remain in the patient's room until time of discharge.
- **Inpatient Medical Units:** May have visitors between the hours of 8:00 am and 9:00 pm. One designated visitor is allowed to stay overnight. Visitors may be limited at anytime at the discretion of the facility. In addition, the following visitation stipulations are in effect:
 - Inpatient surgical procedure after visiting hours: two visitors may wait in the patient's room during the procedure and may remain in the room for one hour post procedure dependent upon the patient's status and location.
- **Medical ICU:** TWO visitors at a time during the following times
 - 10:00am – 1:00pm
 - 4:00pm – 8:00pm

Visitors may be limited at anytime at the discretion of the facility.

- **Women's Center:** May have three visitors during labor. After delivery may have visitors between the hours of 8:00 am to 9:00 pm. One designated visitor is allowed to stay overnight. Visitors may be limited at anytime at the discretion of the facility.
- **Pediatrics:** a parent or designated caregiver is to remain with the child at all times throughout the hospital stay. Both parents may stay the night.
- **Inpatient Rehab:** May have visitors between the hours of 8:00 am and 9:00 pm. No visitors will be allowed to stay overnight. Visitors may be limited at anytime at the discretion of the facility. In addition, the following visitation stipulations are in effect:

- a. Monday thru Friday the front doors will be locked at 5:00 pm. To gain access after 5:00 pm, visitors will need to call 254-7112, provide the name of the patient they will be visiting and staff will let them into the building.
 - b. Weekends and Holidays the front doors will remain locked at all times. To gain access during visiting hours, visitors will need to call 254-7112, provide the name of the patient they will be visiting and staff will let them into the building.
- **Special circumstances:** visitation has been approved by Administration or the House Supervisor, this includes end of life circumstances.

3. Disruptive Visitors:

- If a visitor refuses to adhere to the visitation policy, Security will be called to escort the visitor out of the facility.
- If a visitor becomes disruptive, engages in behavior that is offensive, hostile, or potentially harmful to others, the visitor will be asked to leave. Staff will call 911 if they need assistance in removing a disruptive visitor from the premises.

4. Business or Vendor Visitors: Refer to the “Vendor and Healthcare Industry Representative Policy.”

- ### 5. Law Enforcement, Governmental and Agency Visitors: These visitors should likewise be identified by name tag, name badge, uniform, business card, or through personal knowledge by the staff in the event of local officials or repeat visitors. Other considerations include:
- a. Hospital personnel should abide by any emergency instructions or directives given by officials from the Office of Homeland Security and Emergency Preparedness (OHSEP) or from local, state, or federal law enforcement agencies when these officials enter the building in an emergency or disaster situation.
 - b. If accompanying a patient for medical treatment refer to the “Patient in Law Enforcement Custody Policy.”

B. Healthcare Clinics

1. **Presence of Visitors:** From time to time, it is necessary for visitors to be present in the clinic for purposes other than the provision of medical services. Visitors should not be left unattended in the clinic at any time. Visitors may include the following individuals:
 - c. Caregivers, family members and individuals who accompany patients or provide transportation services;
 - d. Individuals who represent companies that provide supplies, materials, samples or equipment for the clinic;
 - e. Individuals who provide third-party services, such as equipment maintenance, cleaning, pest control, consulting, etc., to the clinic under arrangement or contract;
 - f. Community representatives (Chamber of Commerce, Local Governmental representatives, etc.);
 - g. Officials from local, state, and federal regulatory agencies including administrative representatives, inspectors, surveyors, or auditors;
 - h. Law enforcement officers and other emergency personnel;
 - i. Other individuals with an occasion to visit the clinic other than to receive medical care.

2. **Visitors Accompanying Patients:**
 - a. The clinic administrator, the provider on-site or other key personnel have the discretion to limit the number of family members or other individuals who are allowed to accompany the patient into the exam room or other treatment areas of the clinic.
 - b. The clinic administrator, the provider on-site or other key personnel have the discretion to limit the number of people in the waiting room to patients and an appropriate number of non-patient family members or friends in order to accommodate patients.
3. **Disruptive Visitors:** If a visitor becomes disruptive, engages in behavior that is offensive, hostile, or potentially harmful to others, the visitor will be asked to leave.
 - a. Clinic staff should call 911 if they need assistance in removing a disruptive visitor from the premises.
 - b. Clinic employees should have a designated code word or other signal to alert clinic staff of a potentially dangerous situation. Employee training should include policies and procedures for dealing with disruptive or potentially dangerous individuals.
4. **Business-Related Visitors:** Before an individual is permitted into the back of the clinic, the front desk employee should confirm the identity of the person, the company which the person represents, and the reason for the visit. This verification can be made by:
 - a. The employee's personal knowledge of the person's identity and company affiliation based on the visitor's prior visits to the clinic or based on knowledge of the person in the community.
 - b. Business-related visitors can further be identified by name tags, name badges, business uniforms which include names or logos, or by presentation of a business card.
 - c. The visitor should remain at the front desk or waiting room area until it is an appropriate time for them to enter other parts of the building or see the appropriate person responsible for the visit reason.
5. **Visitor Log:** It is at the discretion of clinic administrator to initiate the use of visitor log if visitor traffic in and out of the clinic becomes a security concern. In this case, a visitor log will be maintained at the front desk.
6. **Law Enforcement, Governmental and Agency Visitors:** These visitors should likewise be identified by name tag, name badge, uniform, business card, or through personal knowledge by the staff in the event of local officials or repeat visitors. Other considerations include:
 - a. Clinic personnel should abide by any emergency instructions or directives given by officials from the Office of Homeland Security and Emergency Preparedness (OHSEP) or from local, state, or federal law enforcement agencies when these officials enter the building in an emergency or disaster situation.
 - b. Other governmental and agency officials should wait to be escorted to the back by the party who is responsible for coordinating the visit.
 - c. The clinic administrator or provider on duty has the discretion to mandate restrictions or ask for additional requirements when law enforcement officers accompany prisoners who are being seen as patients.

HISTORY:
Effective Date: 06-22-2020
Revised: 3-15-2021
Revised: 4-16-2021
Revised: 6-16-2021
Revised: 7-23-2021
Revised: 7-23-2021
Revised: 10-19-2021
Revised: 10-21-2021
Revised: 12-14-2021
Revised: 1-17-2022
Revised 3-1-2022
Revised 4-11-22
Revised: 2-8-2023
Revised 6-12-23
Reviewed 1-5-2024
Revised: 3-26-2024