



**PIONEER MEDICAL CENTER**

P.O. Box 1228, Big Timber, MT  
406-932-4603 Fax: 406-932-5468

<b>POLICY and PROCEDURE</b>	
<b>Title</b>	<b>Visitation Policy</b>
<b>Manuals</b>	CAH - PCGM
	LTC - PCGM
<b>Approved By</b>	Date: <u>01/20/2015</u> By: <u>Erik Wood</u> Title <u>CEO</u>

**Highlights**

**Policy Statement**

Family members or significant others including domestic partners are vital to patients' healing process. Visiting hours are established at Pioneer Medical Center to allow for both visitation by friends and relatives of patients and to ensure proper patient rest essential for treatment. Visitation shall be overseen by the nursing staff depending upon the care requirements of each patient and within the following approved visiting hours.

This policy outlines visitation guidelines for patients, families (including significant others and domestic partner), visitors and staff to ensure a safe, quiet and healing environment while patients rest and recuperate during their hospital stay. It is also intended to comply with Patient Right CMS rules §482.13 (h) which requires hospitals to:

1. Inform each patient (or support person, where appropriate) of his or her visitation rights, including any clinical restriction or limitation on such rights.
2. Inform each patient (or support person, where appropriate) of the right, subject to his or her consent, to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including a same sex domestic partner), another family member, or a friend, and his or her right to withdraw or deny such consent at any time.
3. Not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
4. Ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.

**Definitions**

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1. Guest/Visitor: Relatives, friends, acquaintances, domestic partners, or business/agency representatives visiting a Pioneer Medical Center patient.
2. Responsible Party: Durable Power of Attorney for Health Care or representative for the patient by law.
3. Charge Nurse: Nurse responsible for staffing and support of patient care during their shift.
4. Occurrence: An event that causes concern on the part of the staff including but not limited to, unauthorized visitation, potential harm to the patient or staff, verbal or physical abuse, threats or refusal to leave the facility upon request.

**Procedure**

**General Hours**

**General Visitation Hours**

1. General visitation hours at the Pioneer Medical Center are from 0700-2100 (7:00 am to 9:00pm)
2. Visiting shall be allowed during scheduled visiting hours. Exceptions must be approved by the charge nurse.
3. Families and visitors should be prepared to leave the patient's room when visiting hours are over, when treatment is administered, or at the request of the provider, nurse or patient.

**Communicating Visitation to Residents and Family**

**Communication of Guidelines**

1. During admission, visiting guidelines will be reviewed with the patient and/or responsible party.



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<b>Communication After Hours</b>	2. The responsible party may call the nurse's station after visiting hours are over and speak with the nurse caring for the patient to obtain a condition report. The family may request to be notified if the patient's condition changes.
<b>Visitor Illness</b>	3. For the well-being of our patients, visitors should be free of colds and flu including symptoms of fever, vomiting, diarrhea, sore throat, runny nose, cold, skin rash or any infection or contagious condition such as eye infections or outbreaks of communicable diseases such as chickenpox or respiratory syncytial virus (RSV).
<b>Restrooms</b>	4. Public restrooms are available. Guests and families are not to use the patient's restroom or the patient's bed.
<b>Cell Phones</b>	<p>Visitor Cell Phone Use</p> <p>1. Guests are encouraged to use their cell phones in waiting areas, not in patient rooms.</p>
<b>Number of Visitors</b>	<p>Number of Visitors</p> <p>1. We encourage no more than two visitors at any one time per patient due to the physical space and need for nursing and other medical staff to provide necessary care. Other visitors may wait in the waiting area or dining room during general business hours. Staff will attempt, within reason, to provide options for larger groups.</p> <p>2. Patients and families have the right to restrict the number and type of visitors. The nursing staff will attempt, within reason, to comply with these requests through signs on the patient's door, verbal instructions, etc.</p>
<b>Exceptions to Visiting Hours</b>	<p>Exceptions To Visiting Hours</p> <p>1. In certain situations, exceptions to visiting hours may be made. Exceptions are authorized by PMC staff and will be considered on an individual basis.</p> <p>2. The facility is not intended to be used as a hotel/motel for visitors.</p> <p>3. There may be certain situations that visitors may be restricted in order to ensure the health of our patients such as influenza or respiratory syncytial virus (RSV) outbreaks.</p> <p>4. Visitors may be refused visitation privileges. Pioneer Medical Center reserves the right to deny visitation when the patient safety and/or care needs take precedence.</p>
<b>Cleanliness</b>	<p>Personal Items</p> <p>1. The amount of personal items brought into patient rooms and waiting areas may be limited in some areas in order to maintain a clean, healthy, and pleasant environment for patients and guests.</p>
<b>Role of PMC Staff</b>	<p>Role of PMC Staff</p> <p>1. PMC staff and the charge nurse will have the responsibility for the following:</p> <ul style="list-style-type: none"> <li>a. Ensure the safety of patients, guests, and staff on each shift</li> <li>b. Assess the seriousness of the situation when noncompliant or disruptive behavior occurs</li> <li>c. Make exceptions or alter visitation hours at their discretion, depending on resident status and need.</li> <li>d. Call and report concerns to Management, CEO and/or Sheriff's office.</li> <li>e. Document occurrences/problems/issues with visitation in the medical record and on a PIE Report as appropriate.</li> </ul>
<b>Regulatory Reference Sources</b>	
<b>OBRA Regulatory Reference Numbers</b>	
<b>Survey Tag Numbers (optional)</b>	Patient Rights CMS Rules 482.13 (h)