

# Visitation Guidelines

*While our goal is to keep our patients, visitors, and staff safe from exposure, we also recognize that patients' families play a huge role in the healing process for our patients. We are asking all visitors to adhere to the following guidelines when coming to any Mon Health System facility:*

## Infection Prevention and Control

- Persons with upper respiratory infections, flu symptoms, or other infectious/contagious diseases should not visit patients and may be asked to leave.
- Visiting may be restricted during flu season or when other communicable diseases are present in the community at large. Administrative approval will be obtained when situations of this nature are identified.
- Visitors must wash or sanitize hands before and after patient contact.
- Visitors must follow all instructions for patient isolation practices. This may include being asked to take protective measures before entering the room.

## General Visitation Guidelines

- Visitors are welcome at any time 24/7 in non-restricted areas, providing that their conduct does not jeopardize patient safety or impact patient care by disruptive behavior.
- Visitors are limited to two (2) at a time. The number of visitors may be increased or limited based on the patient's medical condition, court orders, provider's orders, or supervisor or patient's request.
- **Children under the age of 12** are permitted to visit at the department leader/nursing supervisor's discretion. Children must be under parental or a responsible adult's supervision at all times and remain in the patient's room or an assigned waiting area. The nursing staff reserves the right to ask disruptive children to be removed from the unit whenever, in their judgement, the safety and tranquility of the patients in the area are compromised.
- Visitors may be asked to leave the patient's room during a treatment or procedure. Waiting areas are available to visitors.
- Visitors wishing to stay overnight with a patient should notify the patient's nurse.
- Members of the clergy will have unrestricted visiting hours with members of their congregations in all patient care areas unless the patient's condition or wishes dictate otherwise.
- Visitors entering the hospital during designated quiet hours must enter through the designated entrance, obtain required identification and access following all security protocols.
  - **Mon Health Medical Center:** Enter through Emergency Department Entrance between 7PM - 5AM on weekdays and 7PM - 7AM on weekends.
  - **Mon Health Marion Neighborhood Hospital:** Enter through Main Entrance.
  - **Mon Health Preston Memorial Hospital:** Enter through Main Entrance between 9PM - 6AM and obtain security badge for access to the unit.
  - **Mon Health Stonewall Jackson Memorial Hospital:** Enter through Emergency Department Entrance from 4PM - 6AM and obtain a visitor sticker.

## Surgical/OR/PACU Visitation

- Visitors are only permitted in the OR or Recovery Room under specific circumstances, approved by the surgeon, anesthesia provider, and manager.
- Visitors may be permitted in the outpatient same day surgery rooms prior to the patient being prepared for surgery and after recovery. A support person is recommended to be available during discharge instructions to assure they are understood if the patient is still affected by medications.

## Surgicare/Ortho Center

- One visitor with an adult patient. Both parents/guardians may remain at the bedside of a child.

## Pediatrics

- 24-hour visitation by parents/guardians/grandparents. All pediatric admissions are highly encouraged to have one parent/guardian/grandparent in attendance at all times, including overnight, except in certain situations determined on a case-by-case basis.
- If a responsible adult is not present at any time during the stay, a decision maker must be available to be immediately contacted.

## Labor & Delivery and Mother Baby Unit Visitation

- During labor, the visiting hours are 24/7. After delivery during the postpartum period, visiting hours are from 8AM - 8PM.
- In addition to the designated support person of the patients and the siblings of the baby, two (2) visitors can be present during labor and three (3) during antepartum and postpartum period.
- Siblings of any age are permitted and do not count towards the allotted number of visitors.
- Children of visitors will count towards the number of allotted visitors. Children under 12 must be accompanied by an adult at all times.
- In situations requiring an extended newborn admission with parents/guardians unable to room-in, newborns may be admitted to the nursery with 24/7 visitation from parents/guardians. Visitors may visit with the newborns parent from 8AM - 8PM.
- All visitors and support persons MUST present photo ID which will be scanned at the Family Birth Center (Morgantown) or Special Delivery Birthing Center (Weston) Front Desk.

## Outpatient Testing

- Due to space limitations, visitors may be requested to leave the room to avoid interference with the ability to properly perform the test or procedure. This may include invasive exams that require detailed concentration, measurements, or dexterity of the staff.
- Individuals who are non-essential may be asked to leave the room during radiologic studies to avoid unnecessary exposure to radiation.

## Oncology

- Visitation may be restricted by the nurse if a patient has a compromised immune system and is at risk for infection.

### Visitation Standards of Behavior

- Visitors must not interfere with the activities of the clinical staff.
- Visitors should not provide patient care unless specifically permitted to do so by the healthcare provider or nurse or must be provided under their supervision.
- Visitors should not bring food to patients unless specifically permitted to do so by the healthcare provider or nurse.
- Visitors should not congregate in hallways and may be directed to appropriate waiting areas. Visitors are not to sit on any patients bed or floor.
- Visitors are requested to enter and leave the hospital through the designated public entrance(s).
- Staff and visitors are to treat each other with courtesy and respect. Disruptive behavior will not be tolerated and will be addressed per the Violence Prevention Plan.
- Visitors are to abide by all hospital policies including prohibition of contraband, photography, and audio/videography, and abide by the Tobacco Free Campus policy.

*\*A Support Person is anyone who is needed to assist the patient with ambulation and/or assisting the patient with communication with the care team by providing medical history and/or creation of the plan of care.*