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## Visiting Guidelines/Therapeutic Environment

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### PURPOSE:

To establish guidelines for therapeutic visitation for Good Shepherd Health Care System patients.

### POLICY:

Good Shepherd Health Care System recognizes that visitation by family and friends is a patient right and can be an important therapeutic tool in the healing process. In order to promote this philosophy, the following guidelines have been established.

Patients shall be informed of his or her visitation rights, including any clinical restriction or limitation on such rights, in advance of furnishing patient care whenever possible. Additionally, patients shall be informed 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.

Good Shepherd Health Care System does not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, sex, sexual orientation, gender identify, or disability. Good Shepherd also ensures that all visitors enjoy full and equal visitation privileges consistent with patient preferences.

Patients may also qualify for additional support persons pursuant to policy "[Disabled Patients Right to Designate Support Person\(s\)](#)".

## GOOD SHEPHERD MEDICAL GROUP and OUTPATIENT SERVICES

This section applies to all Good Shepherd Medical Group clinics and hospital outpatient services

including but not limited to: Diagnostic Imaging, Laboratory, Speech Therapy, Cardiopulmonary Rehab, Treatment Center, Diabetes & Nutrition Center, etc.

We encourage our clinic and outpatient services patients to come alone to their appointments, if possible. When necessary, the following exceptions are allowed:

- Patients may have one adult accompany them.
- Postpartum patients may bring their newborns.
- Patients may bring their children if they have no alternative care arrangements.

Patients may also qualify for additional support persons pursuant to policy "[Disabled Patients Right to Designate Support Person\(s\)](#)".

## **GOOD SHEPHERD MEDICAL CENTER**

We ask you to consider using phone calls or video chat (FaceTime, Zoom, etc.) as a way for you to visit your loved ones while they are in the hospital. We can help them access video technology, if needed.

Visiting hours are 7:00 AM to 8:00 PM. Overnight or special visiting permission may be made at the discretion of the Charge Nurse, Nursing Supervisor, and/or Nurse Manager. If a problem arises concerning special visiting permission, the matter should be referred to the Nurse Manager, Nursing Supervisor, or Vice President of Nursing.

Visitors shall refrain from visiting patients or entering the facility if they are experiencing any upper respiratory symptoms (such as flu or covid like symptoms: fever, cough, sore throat, etc.) or any gastrointestinal (GI) symptoms (such as diarrhea). Visitors shall also refrain from visiting or entering the facility if they are covid positive or have been around someone who is covid positive. Visitors may be asked to leave the facility if staff observe any symptoms considered to be potentially contagious. Visitors shall follow safety guidelines to limit the spread of infectious illnesses, including washing their hands, limiting surfaces touched, and using any personal protective equipment required by the hospital.

Visitors 12 years of age and under may visit but must be always supervised by a non-patient adult.

Visitors may be asked to leave the room at the request of hospital staff, so that treatments or patient care can be completed. Visitors are encouraged not to sit on patient beds.

Any unruly visitor will be asked to leave. If visitors refuse to leave, the Nursing Supervisor will be notified. Security and/or police may be called if necessary.

Patients may qualify for additional support persons pursuant to policy "[Disabled Patients Right to Designate Support Person\(s\)](#)".

## **Critical Care**

Visitors may be restricted on a case-by-case basis, depending on the patient's condition to be determined by the Nursing Supervisor and/or Nurse Manager.

## Emergency Department

Only two visitors are allowed in the Emergency Department. All visitors may be restricted at the discretion of the Emergency Department staff. Special circumstances may alter this guideline (including but not limited to, patient's medical condition, safety/security, etc.) and may be determined by the Nursing Supervisor and/or Nurse Manager.

## Family Birth Center

Family Birth Center patients may have 2 visitors at a time and 1 support person may stay overnight.

Patients currently admitted for services in Acute Care Services, Cancer Center, Emergency Department, Surgical Services, or Treatment Center may not visit patients in the Family Birth Center.

Additional restrictions may apply during periods of increased communicable disease transmission in the community.

## Surgical Services

Family/visitors of outpatient surgical patients may wait in the Surgery Waiting Room on the first floor. Family/visitors of inpatient surgical patients may wait in designated waiting areas or the patient's room.

## Pediatric Patients

Pediatric patients admitted to the hospital may have parents/guardians present at all times. No infant or child age 5 or under shall be left unattended while admitted.

## Patients Under Isolation Precautions

No visitors are allowed for any patient under isolation precautions that require a NIOSH approved respirator (including but not limited to COVID-19). Refer to [Transmission Based Isolation Precautions policy](#). Exceptions may be made by the Nursing Supervisor, and/or Nurse Manager on a case-by-case basis for end of life or palliative care only.

Family Birth Center patients under isolation precautions that require a NIOSH approved respirator (including but not limited to COVID-19) may have one support person who may not leave the room (no coming or going).

## Team Participation of Area Ministers/Clergy

We encourage all area ministers to participate on the hospital treatment team of their congregation members. Good Shepherd Health Care System considers faith community ministers to be *members of the care team and are not visitors*. Refer to [Area Minister's Care Team Participation Policy](#).

Consistent with the purpose of the Federal HIPAA regulations, however, any effort on the part of GSHCS to inform ministers of the presence of their congregational members must be *patient* driven, not *minister* driven.

All ministers/clergy are directed to the admitting desk where their ecclesial identity and team participation are verified. Once confirmed team ministers will be given a temporary badge to be returned to the ER admitting desk upon completion of their team participation.

Patient Access staff will call up to the nursing station to alert them to the team minister's arrival and intention to join the care team. Upon arrival to the floor, team ministers are asked to check in with the nursing station for that unit to ensure that patient is medically ready for a visit.

## **Animal Visitation**

Refer to policy [Animal Visitation at GSHCS](#).

## **DEFINITIONS**

### ***Support Person***

A family member, guardian, personal care assistant or other paid or unpaid attendant selected by the patient to physically or emotionally assist the patient or ensure effective communication with the patient.

### ***Visitor***

A guest entering the facility to visit a patient; this person may or may not be actively involved in the patient's care as a support person.

### ***Area minister/clergy***

A representative of an organized faith community or particular congregation who has been requested by a patient or family member to participate on the hospital care team.

## **REFERENCES**

- Oregon Revised Statute 441.049
- Oregon Administrative Rule 333-019-1011
- OSHA Administrative Order 5-2022
- Code of Federal Regulations § 485.635(f)
- DNV NIAHO CAH Revision 20-1

