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## Patient Visitation

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### Approvals

- Committee Approval: Patient Care Committee (PCC) approved on 1/6/2022

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### Revision Insight

Document ID:	17686
Revision Number:	6
Owner:	Leslie Cassagneres, Policy & Contract Coordinator
Revision Official Date:	1/6/2022

Revision Note:  
Reviewed with changes to Labor & Delivery visitors.

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## FACILITY POLICY : PATIENT VISITATION

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### POLICY SUMMARY/INTENT:

This policy describes processes used by Adventist Health Portland (AHPL) to ensure safe care to patients during the COVID-19 pandemic. The intent is to mitigate the spread of the coronavirus per guidance by Centers for Medicare & Medicaid Services (CMS) regarding screening and limitations of entry into the hospital and limit visitor movement within the facility.

### DEFINITIONS:

***Patient Visitation Rights:*** AHPL patients have the right to receive visitors of their own choice and to revoke their consent to receive visitors at any time. AHPL associates will ensure to the best of their ability that all visitors designated by patients enjoy full and equal visitation privileges. Patients may designate a support person or representative to exercise visitation rights on their behalf. They may designate a support person or representative in any manner, including verbally, in writing or by non-verbal communication such as pointing.

***Patient Representative or Family Member:*** A person who is available to support the patient during their care and may exercise visitation rights on the patient's behalf when the patient is unable to do so. Such individual may be, but need not be, responsible for making medical decisions on the patient's behalf. AHPL looks to the patient or their representative to identify who plays a significant role in the patient's life. This may include people not legally related to the individual such as a non-registered domestic partners or different-sex or same-sex significant other. Solely for the purposes of the visitation policy, the concept of parenthood is to be liberally construed as encompassing legal parents, foster parents, same-sex parents, stepparents and other persons operating in caretaker roles.

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

***Patient with a Disability:*** For the purpose of this policy, a patient who needs assistance to effectively communicate with AHPL associates, make healthcare decisions or engage in activities of daily living due to a disability, including but not limited to physical, intellectual, behavioral or cognitive impairment, deafness, being hard of hearing or has another communication barrier, blindness, autism or dementia.

***Reasonably Necessary Visitation Restriction:*** Any clinically or operationally necessary, or other reasonable cause to restrict, limit or deny visitation. There are no specific hours for visitation in AHPL. Any restriction, limitation or denial of visitation will be communicated respectfully and applied fairly and equitably.

### AFFECTED DEPARTMENTS/SERVICES:

All departments with direct patient access

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### POLICY: COMPLIANCE - KEY ELEMENTS

- A. Patients have the right and authority to designate, who may or may not visit, including but not limited to a spouse or domestic partner (including same-sex domestic partner), another family member, or friend. AHPL associates will not use the race, color, national origin, religion, sex, gender identity and expression, sexual orientation or disability of the patient (or the patient's support person or representative, where appropriate) or the patient's visitors (including individuals seeking to visit the patient) to limit, restrict or otherwise deny visitation privileges.
- B. A patient with a disability (as defined above), or their representative on such a patient's behalf, may designate a support person. AHPL will allow a single support person to be present with the patient with a disability at all times in the Emergency Department and during the patient's stay at the hospital if necessary, to facilitate the patient's care.
- C. It is the responsibility of any AHPL associate making or participating in patient visitation decisions to understand this policy and to comply with it.
- D. In response to the COVID-19 pandemic, effective January 7, 2022, patient visitation is indefinitely limited to one (1) healthy adult visitor per day per adult patient admitted to hospital (for Labor and Delivery limited to one person per stay). Visitors will not be allowed in waiting areas unless necessary for patient care.
  1. Patients are encouraged to remain unaccompanied whenever they feel comfortable doing so.
  2. Visitors will be required to cooperate with screening at entry points to healthcare buildings.
  3. Visitors will comply with AHPL infection control measures, including mask use and safe physical distancing.
  4. Visitors will wear an arm band with the current date and room number of the patient they are visiting. Arm band will be removed by the screener and a new arm band with the current date will be placed daily. The arm band should be worn at all times.
    - a. When entering the patient care area, the visitor will show the arm band (with date and room number showing) to the patient care team members.
    - b. Arm bands cannot be transferred to another person.
  5. Screener will enter the visitor name and room number on the daily visitor log to ensure only one visitor for the hospital stay.
  6. Visitor will be given a Visitor Information card explaining the expectations for visiting, including wearing the mask at all times, remaining in the patient room, being symptom free, and following AHPL behavioral expectations.

- a. Visitor mask must be worn at all times, even if the patient room door is closed and no hospital staff are present.
7. Visitors will not be allowed in rooms of patients who are COVID-19 positive or Person Under Investigation (PUI).
  8. Visitors will be expected to limit movement within healthcare buildings and remain in the patient room during visits. Due to limited waiting space and the need for physical distancing, inpatient visitors may be asked to wait at home or otherwise outside healthcare buildings until the patient they are visiting has arrived to their room. It may be necessary to further restrict visiting in open treatment areas where space does not allow for adequate physical distancing to protect patients, visitors and healthcare workers.
- E. Exceptions to these limitations will take into account the communication needs of the patient, a patient's individual circumstances and whether disease transmission can be mitigated. Sensitivity to the emotional and physical toll that restrictions and limitations have on patients, families and friends will be considered at all times and in all circumstances.
1. Requests for exceptions, such as for discussions regarding goals of care, end of life, or other circumstances will be made through the Supervisor to the AOC.
- F. Individuals who do not meet screening criteria, but are compliant with AHPL infection control measures, including use of personal protective equipment (PPE), may be allowed to visit after approval by the House Supervisor or Administrator on Call (AOC) for the following circumstances:
1. A patient needs assistance due to a language barrier or the patient's disability, and whose presence will assist the person with activities of daily living or in receiving treatment, or ensure the safety of the patient or healthcare workers
  2. The visitor is a close family member of a patient receiving end-of-life care as determined by the medical provider in charge of the patient's care
  3. Necessary to ensure the needs of patients, including patients who communicate in a language other than English, minors and patients with disabilities are met
- G. Requests for additional support for patients, family members, or other visitors can be requested at any time through the Chaplains Office and/or Supervisor.
1. Unique situations for end of life with multiple visitor requests can be supported by the Chaplains Office to assist with identifying points of contact, visitor scheduling, calls or other needs.
- H. Restrictions that apply in all patient care areas:
1. Although AHPL associates are ultimately responsible for maintaining a safe patient care environment; reasonable efforts will be made to collaborate with the patient or patient representative on visitation restrictions. Visitation may be limited, restricted or denied:
    - a. During unique situations within a care area, e.g., an emergency demanding full attention of multiple AHPL associates.
    - b. When a patient's condition warrants, e.g., during a medical emergency or for intimate care needs.
    - c. When the risk of infection transmission from a patient or visitor overrides the importance of visitation.
    - d. When a visitor's behavior is disruptive, combative or violent, or interferes with patient care.
    - e. When the presence of a visitor poses a risk to the patient, AHPL associates or other visitors.
    - f. When a visitor appears to be under the influence of alcohol or another behavior-altering substance.
    - g. When extraordinary protection against the spread of disease is needed due to a pandemic or infectious disease outbreak.
    - h. When a visitor refuses to comply with AHPL infection control guidance, including wearing a mask, maintaining safe physical distance from others or limiting movement within healthcare buildings.
    - i. To ensure a reasonable number of visitors are present at any one time.
    - j. When the patient needs rest or privacy.
    - k. When the patient's or visitors legal status may otherwise limit contact, e.g., patient in custody, subject to a restraining or no-contact order or has registered sex offender status.

**ATTACHMENTS:**

(REFERENCED BY THIS DOCUMENT)

**OTHER DOCUMENTS:**

(WHICH REFERENCE THIS DOCUMENT)

**FEDERAL REGULATIONS:**

**ACCREDITATION:**

**CALIFORNIA:** Not applicable

**HAWAII:** Not applicable

**OREGON:** Not applicable

**WASHINGTON:** Not applicable

**REFERENCES:**

**ADVENTIST HEALTH SYSTEM/WEST POLICY OWNER:** Not applicable

**ENTITY POLICY OWNER:** Policy & Contract Coordinator

**APPROVED BY:**

**ADVENTIST HEALTH SYSTEM/WEST:** Not applicable

**ADVENTIST HEALTH SYSTEM/WEST INDIVIDUAL:** Not applicable

**ENTITY:** ( 01/06/2022 ) Patient Care Committee (PCC)

**ENTITY INDIVIDUAL:**  
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