

# Patient (Customer) Visitor Policy

North Memorial Health is committed to providing a safe, healthy and healing environment for all patients, families, visitors and employees. The visitation rights support the best interest of quality care and privacy.

## Policy

1. North Memorial Health welcomes patient's choice of visitors including but not limited to a spouse, a domestic partner including a same sex partner, another family member or friend.
2. North Memorial Health does not restrict, limit, or otherwise deny visitation privileges based on race, color, national origin, religion, sex, gender identification, sexual orientation, or disability.
3. Each patient's comfort level and need for visitors differs. There are no set visiting hours at North Memorial Health. However, visitors will be asked to be respectful of the comfort of the patient they are visiting, as well as other patients and their visitors.
4. To protect the safety of our patients, North Memorial Health encourages visitors that are sick/ill or knowingly have been exposed to someone with a communicable disease does not visit patients. During certain times of the year when outbreaks of illness are higher, there will be signage at entrances to the hospital and patient care areas to inform visitors of illness-related visitor restrictions.
5. Children under the age of 14 must be always accompanied by a responsible individual other than the patient.
6. Children under the age of 18 will only be allowed to stay overnight as a guest in the patient's room if the following criteria are met:
  - a. Patient is in stable condition- hospital staff reserve the right to request that children leave the room (with a responsible adult) if the patient's condition is unstable.
  - b. The child must be healthy and well.
  - c. A second adult (18 years or older designated by the patient) must be always present and is responsible for the care of the infant/child.
  - d. Family (or other delegate) can provide all supplies necessary for the care of the child. North Memorial Health will provide Linen for bed accommodations and/or may provide a bassinet for infants if available.
7. Dependent adults will be allowed to stay overnight as a guest in the patient's room if the following criteria are met:
  - a. Patient's medical condition permits the stay- hospital staff reserve the right to request that the dependent adult leave the room (with a responsible adult) if the patient's condition is unstable.
  - b. The dependent adult must be healthy and well.
  - c. A second adult (18 years or older designated by the Patient) must be always present and is responsible for the care of the dependent adult.
  - d. Responsibility for dependent adult supplies, except for couch and linen, will be provided by the family of the dependent adult.

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8. **NICU:** There are specific guidelines for visiting infants/patients in our neonatal intensive care units. Copies of these guidelines are available from the NICUs at North Memorial Health Hospital and Maple Grove Hospital.
9. In the absence of a responsible adult to care for a child or dependent adult visitor; the patient will be informed of need to provide a responsible adult within the hour. If unable to obtain a responsible adult or alternate plan the Administrative Manager will be notified to outline a safe plan. Administrative Manager will share/explore other options such as Adult Daycare, hiring a caregiver, or respite placement. Administrative Manager may determine need to bring visitor to Emergency room for assessment and placement needs. Administrative Manager may need to consult with county social services:
  - Hennepin County: (763) 348-4111
  - Wright County: (763) 682-7456
  - Sherburne County: (763) 765-4000
  - Anoka County: (763) 324-1200

## Procedure

1. Upon admission to North Memorial Health, the Consent for Services is signed by patients. It includes the Disclosure of Presence: *"I understand that during my visit my friends, family, or others, may call to inquire about my presence at North Memorial Health. I authorize North Memorial Health to disclose information about my presence and/or location at this facility to anyone who may inquire about me by name. This may, when appropriate, include a one-word description of my condition: critical, serious, fair or good."*
2. Patients are informed on their visitation rights via their *Admission Handbook and Patients' Bill of Rights* brochure.
3. The patient and designee will be informed of any clinical or safety restrictions or limitation on visitors depending on the patient's health care or treatment needs and the needs of other patients.
4. The patient may decide to withdraw or deny permission for having visitors. Patients who withdraw permission for having visitors will be listed in Epic as a non-disclosure patient. Non-disclosure status is an all or none visitation status. If a patient chooses to be on nondisclosure status but wants to allow certain visitors, the patient must speak directly with those visitors. Patient presence at the hospital will not be discussed by hospital staff or volunteers.
5. All visitors in the hospital after 8 p.m. will be instructed to check in with Security at the Welcome Center to get a 'visitor badge'.
6. Anyone found in unauthorized locations may be re-directed or asked to leave by Safety and Security personnel.

## Definition

**Non-Disclosure:** Request chosen by the patient by which the patient's presence or any information regarding the patient may not be disclosed to anyone who inquires.

