

<b>Policy Title:</b>	Patient Visitation Rights	<b>Reference:</b>	
<b>Facility:</b>	Coral Shores Behavioral Health	<b>Original Effective Date:</b>	04/2017
<b>Department:</b>	Rights and Responsibilities	<b>Last Review Date:</b>	3/2019, 06/2020
<b>Policy Number:</b>	RI.37	<b>Revised Effective Date:</b>	

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## POLICY

Patients have the right to receive visitors in private. This right can only be limited on an individual basis by a physician for reasons of psychiatric necessity or security.

This facility shall not impose:

- rigid and restrictive visiting hours;
- policies that restrict hospitalized mothers and fathers from visiting their children.

Visitors will be permitted during unit-specified visiting hours. The designated times can be found in the patient schedules and visitor's guidelines. Visitation occurs in the cafeteria, day room or other appropriate hospital locations designated by the charge nurse. "Special" visitation will meet in an area where patients and visitors can be provided close supervision for maximum safety and will be designated by the unit lead nurse at the time of the visit.

Individualized visitation times will also be made available to accommodate families with special needs or who may be shift workers. "Special" visitation hours beyond the normal hours will not be allowed, unless approved by the patient's treatment team, and an order written by the treating physician or licensed independent practitioner, and the order is communicated to the Chief Nursing Officer or designee for staffing purposes. These "special" visitation hours should not interfere with the defined individual treatment program.

If patient is an active duty service member, the patient may be visited by his Command, outside of designated visitation times.

## PROCEDURE

1. All patients shall be informed of their visitation rights, and any clinically necessary or reasonable restriction or limitation the facility may place on such rights, and the reason for such restriction or limitation. This will be done before care is furnished to the patient whenever possible.
2. All patients (or their support person, where appropriate) shall have 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, another family member, or a friend. The patient (or their support person, where appropriate) shall have the right to withdraw or deny such consent at any time.
3. Patient Visitation Rights shall not be restricted, limited, or otherwise denied on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
4. All visitors shall enjoy full and equal visitation privileges consistent with patient preferences.
5. All patients will be requested to provide a confidential four-digit number as an identifier for visitors or telephone callers. This number is used to maintain their privacy/ confidentiality.
6. At the time of visitation, visitors shall provide the patient's identification number to the receptionist, who notifies the unit of their arrival. As directed by signage posted on the front

entrance, visitors are requested to leave purses, bags, cell phones, etc. in their vehicles. Prior to entering the patient care area, visitors will be asked to leave any other items such as keys at the front desk. A locker is available for storing items when unable to store them in a vehicle. At the appropriate time, visitors will be provided visitor badges and directed to the visitation area.

Items that visitors have brought for patients, such as clothes, toiletries, etc. will be left with the receptionist, who will label which patient and unit they are designated for. These items will be handed off to the unit staff to be inventoried. Visitors will not be allowed to give patients items directly.

7. Visitors must be 12 years or older. Children under the age of 12 years old will not be allowed unless approved by the patient's treatment team, and order written by the treating physician or licensed independent practitioner, and the order communicated to the Chief Nursing Officer or designee for staffing purposes.
8. Patients may only receive two visitors at a time.
9. The facility may impose clinically appropriate limitations on patient visitation when visitation would interfere with the care of the patient, whether the reason for limiting or restricting visitation is infection control, disruptive behavior of visitors, or patient need for rest or privacy.
10. All patients shall be given an opportunity to identify a support person who may be a family member, friend, or other individual who supports the patient during his or her stay, and may exercise the patient's visitation rights in the event the patient is incapacitated or otherwise unable to do so. A support person may or may not be the same person who would make decisions regarding medical treatment in the event of the patient's incapacity. A support person may be identified by the patient verbally or in writing. The identity of a support person selected by a patient shall be recorded in the medical record on the patient communication form.
11. No excessive displays of affection will be allowed during any visitation time. Failure to adhere to the rules for visitation will result in immediate termination of the visitation.
12. Any exceptions to this policy must be specific and approved by the patient's treatment team and in writing by the attending physician or licensed independent practitioner, and communicated to the Chief Nursing Officer or designee. For example, extra visitations must specify date and time; length of visitation; and visitation of more than 2 people must be specific as to how many, ages, relationship, etc.
13. Patients have the right to contact an attorney, law enforcement, or clergy and this right cannot be limited. Likewise, attorneys, law enforcement and clergy have the right to contact patients and this right cannot be limited unless contraindicated by the treatment team.

<b>Policy Title:</b>	Patient Visitation Rights – Special Hospital Post Covid-19 Visitation Addendum	<b>Reference:</b>	408.823, F.S
<b>Facility:</b>	Coral Shores Behavioral Health	<b>Original Effective Date:</b>	5/2022
<b>Department:</b>	Rights and Responsibilities	<b>Last Review Date:</b>	
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**PURPOSE**

To ensure that all special visitation provisions in Florida for all F.S. 395 facilities are observed and complied with.

**POLICY**

It is the policy of Coral Shores Behavioral Health to ensure the rights of all patients receiving care and services.

Infection Control Policy covers infection control and education policies for visitors; screening, personal protective equipment, and other infection control protocols for visitors.

This policy ensures permissible length of visits and numbers of visitors, which must meet or exceed the standards in ss. 400.022(1)(b).

Our organization ensures designation of a person responsible for ensuring that staff adhere to the policies and procedures.

Safety-related policies and procedures may not be more stringent than those established for the provider’s staff and may not require visitors to submit proof of any vaccination or immunization.

The policies and procedures allow consensual physical contact between a resident, client, or patient and the visitor where safe and clinically appropriate.

Within 24 hours after establishing the policies and procedures required under this section, providers must make such policies and procedures easily accessible from the homepage of their websites.

**PROCEDURE**

With a physician order and where applicable, the above and following will always be observed:

Essential caregiver: A resident, client, or patient may designate a visitor who is a family member, friend, guardian, or other individual as an essential caregiver. The provider must allow in-person visitation by the essential caregiver for at least 2 hours daily in addition to any other visitation authorized by the provider. This section does not require an essential caregiver to provide necessary care to a resident, client, or patient of a provider, and providers may not require an essential caregiver to provide such care.

- The Intake Specialist shall inform the patient/support person/legal representative of the patient’s visitation right.
- The patient/support person/legal representative shall acknowledge understanding of the visitation by signing the Patient’s Acknowledgement form.

- In the event the patient is unable to sign the acknowledgement and there is not legal representative/support person present, the Intake Specialist shall notify the admitting nurse.
- Once the patient is determined to be in an improved state or the legal representative/support person is available, the unit nurse shall explain the patient visitation right and obtain a signature as evidence of understanding.
- The Intake Specialist shall document the identity of a Support Person/legal representative selected by a patient shall be recorded on the intake assessment form.
- The policies and procedures may require a visitor to agree in writing to follow the provider's policies and procedures. A provider may suspend in-person visitation of a specific visitor if the visitor violates the provider's policies and procedures.

These standards apply by law in the following circumstances in Hospitals:

1. End-of-life situations.
2. A resident, client, or patient who was living with family before being admitted to the provider's care is struggling with the change in environment and lack of in-person family support.
3. The resident, client, or patient is making one or more major medical decisions.
4. A resident, client, or patient is experiencing emotional distress or grieving the loss of a friend or family member who recently died.
5. A resident, client, or patient needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
6. A resident, client, or patient who used to talk and interact with others is seldom speaking.
7. For hospitals, childbirth, including labor and delivery.
8. Pediatric patients.