 <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p> <p>B.S. Aquino Drive Bacolod City 6100</p>	DCN: HW – QP – 04
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	SECTION: HOSPITAL WIDE
	SUBJECT: <b>HOSPITAL VISITING POLICY</b>

## PURPOSE

1. To meet the therapeutic need of patients to see family and friends.
2. To ensure that clinical care is delivered in a timely manner while maintaining our patients' privacy and dignity.
3. To help prevent and reduce hospital-acquired infections.
4. To assist in providing patients, staff and visitors with a clean, safe hospital.
5. To ensure that there is provision of restful times in a quiet environment for patients, which is conducive to the promotion of their well-being.


## SCOPE

Information Personnel, Admitting Personnel, Security Personnel, Medical Doctors, Staff Nurses, All Hospital employees (Medical and Non-Medical), all patients and visitors of DPOTMH

## POLICY DESCRIPTION

### General Rules

1. Family and friends shall visit between the hours of 10:00 am to 12:00 noon and 3:00 pm to 9:00 pm, and shall be limited to two (2) at a time in every room.
2. Exceptional circumstances when visiting outside these established visiting hours shall need to be arranged with the nurse supervisor (e.g. patients in ICU, Neonatal patients and patients who are in critical conditions). These should be agreed upon based on individual patient's needs and may be reviewed as circumstances change. In such cases, the guard on-duty shall refer the matter to the Client Relations Officer or Nurse Supervisor.
3. In cases when the established visiting hours are difficult to comply on grounds of disability, religious beliefs or other personal reasons, visitors shall be accommodated whenever it is reasonably possible,

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without compromising either health and safety or infection control issues.


## **RIGHTS AND RESPONSIBILITIES**

### **Security Personnel, Admitting Personnel, Information Personnel, and Staff Nurses**

1. Provide information on visiting hours and clear direction to staff and visitors. The Visiting schedules shall be clearly displayed on the Main entrance doors of the hospital and shall be included in the Patient's Guideline Information Sheet. Patients and their family shall be advised of visiting hours upon admission. A visitor information leaflet shall be available to all patients, which states the visiting hours.
2. Direct visitors to use the alcohol hand rub before entering and upon leaving the ward.
3. Ensure that patients and relatives are aware of visiting schedule.
4. Make wise judgment when certain circumstances require exceptions to this policy.
5. Ensure that there is a system to monitor the number of visitors and compliance with the visiting schedule.

### **Director of Nurses, Nurses' Supervisor, Client Relations Officer, Security Personnel Head, Medical Doctors**


1. Provide support to Staff Nurses, Security Personnel and Information Personnel in dealing with difficult/complex situations and circumstances relative to this policy.

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## PROCEDURE

### Visitors' Guidelines

1. Visitors are not to sit or lie down on the patient's bed or touch wounds, IV drips, or patient's notes, or leave personal belongings on the bed.
2. Visitors are not allowed to bring pets, alcoholic beverages or liquor, extra Foams or folding beds and electrical devices such as: ovens, rice cooker, heaters, microwave oven and etc.
3. Visitors are allowed only during the designated visiting hours unless alternative arrangements have been made due to certain circumstances. (e.g. patient is in a critical condition or when a relative/caregiver is involved in the delivery of patient care).
4. Visitors are advised to wash their hands or use the alcohol hand rub upon entering and leaving the patient's room.
5. Only 2 visitors are allowed inside the patient's room at a given time. If the number exceeds this, the nursing staff may have to ask some visitors to leave.
6. Visitors are not allowed to visit from ward-to-ward or room-to-room as this can increase the risk of the transfer of infection.
7. Children under 7 years old are not allowed to visit the hospital. Those seven years old and above are permitted to visit but should be accompanied by an adult and be properly supervised at all times. Children are not allowed to roam around the hospital premises to prevent hospital-acquired infections.
8. Visitors are to observe the proper waste segregation program of the hospital.
9. In the interest of promoting patient privacy, camera phones, cameras and camcorders are not to be used within the hospital premises except if a special arrangement had been agreed upon and permission from the attending physician and patient was obtained (e.g. giving birth

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documentation, Newborn and Mother bonding documentation, case study documentation purposes, etc.)

## DOCUMENTATION

Leaflets, Patient's Guideline Information Sheet, Posters

## MONITORING


1. Continuous information dissemination by the security guards and all hospital staffs.

## DISSEMINATION

1. Leaflets
2. Patient's Guideline Information Sheet
3. Posters
4. Departmental Meetings

## BIBLIOGRAPHY

Not Applicable

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