

# Vermont Psychiatric Care Hospital Procedure

## Professional, Business and other Hospital Visitors

New: X

Date: 11/06/14

This procedure addresses:

- Visitors to hospital employees who do not enter the patient care area (patient care units and Recovery Services Area)
- Visitors to hospital employees, who meet first with a hospital employee and accompanied by that employee, enter the Recovery Services Area and/or enter one or more patient care units.
- Delivery personnel who enter the hospital through the loading dock or Storeroom entrance.

### **I. Visitors to Hospital Employees who Enter Through the Front Door**

- A.** All visitors to the hospital (any person other than VPCH staff, authorized BGS staff, and delivery personnel who enter through the loading dock or Storeroom entrance), shall enter through the front door of the hospital for Visitor Check In.
- B.** All visitors to the hospital shall sign in on the Visitor Log in the Reception Area and shall be given a temporary badge which the visitor is expected to wear throughout the visit.
- C.** Hospital employees who expect a visitor shall inform Reception staff (or Admissions staff when Admissions is covering Reception) in advance about the planned visit.
- D.** Hospital employees shall not escort a visitor into the hospital through the Employee Entrance.
- E.** Visitors who arrive at Reception and state that they have come to visit a hospital employee, when that hospital employee is not present to vouch for their identity, shall be asked to show photo identification, unless that visitor is known to the Receptionist. If the employee hosting the visit is not waiting in the lobby area to accompany the visitor, the Receptionist staff shall ask the visitor to wait in the lobby area and then call the employee being visited to inform them that the visitor has arrived. The employee shall then come to the lobby to escort the visitor into other areas of the hospital.
- F.** A hospital employee who is present when the visitor arrives may vouch for that visitor's identity so that the visitor shall not be asked to present photo identification to the Receptionist. All visitors are required to sign in and wear a temporary badge throughout the visit.
- G.** Visitors to hospital employees shall not be required to store keys, cell phones or other personal possessions in the visitor lockers.

**H. VPCH employees hosting outside visitors shall follow the attached **APPENDIX A - GUIDELINES FOR EMPLOYEES HOSTING VISITORS TO, OR THROUGH, A PATIENT CARE AREA****

**I.** Hospital visitors who entered through the front door and Receptionist area shall exit the hospital through the Receptionist Area and front door. Employees shall not escort visitors out of the hospital through the Employee Entrance.

**II. Delivery and other Personnel who Enter Through the Loading Dock or Storekeeper Area**

Delivery and other personnel who enter the hospital through the loading dock or Storekeeper area shall be accompanied by a hospital employee at all times while in the building.

<b>Approved by VPCH Policy Committee</b>	<b>Approval Date: November 6, 2014</b>
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## APPENDIX A

### **GUIDELINES FOR EMPLOYEES HOSTING VISITORS TO, OR THROUGH, A PATIENT CARE AREA**

If you are hosting one or more visitors to the hospital, please follow these guidelines if the visit will include entering into any of the patient care areas:

- The Recovery Services area (either outside yard, Library, Exercise room, Greenhouse, Comfort Room, etc.)
- Unit A, B, C, or D

#### Guidelines for visitors who will be entering a patient care area:

- Leave all briefcases, handbags, backpacks, laptops and other containers that may contain items restricted from the patient care area, in a locked office outside the patient care area or in a visitor locker near the hospital entrance.
- When in a patient care area, do not leave any objects that could be used to cause harm, such as a pens or pencils. We discourage the wearing of dangling jewelry, scarves and similar items in the patient care area, and reserve the right to require removal of such items.

#### Responsibilities of the hospital employee hosting visitors

Before entering any patient care area with one or more visitors, the VPCH employee hosting visitors must inform the Nursing Supervisor that he or she would like to enter the patient care area with visitor/s. Inform the Nursing Supervisor:

- That all briefcases, handbags, backpacks, laptops and other containers that may contain items restricted from the patient care area have been left outside the patient care area.
- Of the number of visitors and your plan for this visit to, or through, the patient care area

#### Responsibilities of the Nursing Supervisor

- Approve or delay the visit, based on an assessment of safety of the clinical environment.
- If the visit is to occur, collaborate with the Charge Nurse or designee to plan for the visit by informing other members of the nursing staff and, if necessary, any patients who may encounter the visitor/s.

#### Leaving the Hospital

- After leaving the patient care area, the employee hosting the visitor shall immediately inform the Nursing Supervisor or Charge Nurse.
- Hospital visitors who entered through the front door and Receptionist Area shall exit the hospital through the Receptionist Area and front door. Employees shall not escort visitors out of the hospital through the Employee Entrance.