


**HIRAM W. DAVIS MEDICAL CENTER
INSTRUCTION**

Instruction No. 4720.1K	Effective Date: 01/04/2000
Subject: General Visitation	Reviewed Date: 09/28/2017
Approved by:  Director	Revised Date: 11/18/2021
	Evaluation Date: 07/01/2023

Attachment:

Visitor Information Website Page

Purpose:

The purpose of this policy is to define and establish the expectations regarding persons visiting patients and residents and to ensure the safety and wellbeing of all patients and residents during visitation. It is the policy of the facility to support a philosophy of healing that involves person-centered care. We invite patients and residents to have guests with some limited exceptions. Hiram W. Davis Medical Center does not discriminate against visitors based on race, culture, color, religion, marital status, age, sex, sexual orientation, gender identify, national origin, or any disability or handicap. We support our resident's and patient's right to have visitors of their choosing, including domestic partners (which includes same-sex domestic partners). We understand that the patient or resident may need to surround themselves with family and/or friends to heal physically, emotionally and spiritually.

Exceptions:

Visitation may be limited when:

- There are reasonable clinical restrictions.
- The resident/patient requests privacy.
- The resident/patient request "no visitors" or requests privacy during a procedure/consultation or during personal care needs.
- The resident/patient's illness or condition warrants limited visitation.
- The Center for Medicaid & Medicare Services (CMS), Center for Disease Control (CDC) or Virginia Department of Health has declared or determined there is the potential for an epidemic.
- The patient or resident is under the custody of any Law Enforcement Agency, Corrections Authority, or Adult Protective Agency.
- A visitor becomes disruptive and impedes on the rights of other, safety of staff or residents.
- Patients or residents admitted to other DBHDS facilities on forensic status, receiving treatment from Hiram Davis on special hospitalization may receive visitors in accordance with DBHDS and HWDMC policies, procedures, and restrictions.

Cancellation:

HWDMC Instruction No. 4720.1J is cancelled.

Policy:

Hiram W. Davis Medical Center encourages the visitation of patients and residents by family and friends and strives to create an atmosphere conducive to such interactions.

Procedures:

Visiting Hours - 24 hours a day, 7 days a week. Visiting hours are subject to change for reasons such as direction of the physician or nursing staff in accordance to the patient's condition, immediate care for patient needs and/or emergent situation declared by HWDMC.

Entering the Facility

All visitors must enter the facility through the main entrance and report to the Information Desk to obtain a visitor's badge and complete a visitor information log before visiting a patient or resident. The Information Desk personnel will complete a visitor record form for patients and residents and assist visitors with screening requirements.

For the safety our patients, residents, and staff, we request all visitor passes be worn and visible at all times while on the medical center campus.

COVID-19

- To maximize safety and reduce the risk of transmission, we encourage visitors to be tested within 2-3 days before visiting the facility.
- In accordance with CMS guidelines, we strongly encourage all visitors to become vaccinated. HWDMC will continue to provide education regarding the vaccine to residents, patients, visitors and staff.
- Visitors who have a positive viral test for COVID-19, symptoms of COVID-19, or currently meet the criteria for quarantine, **should not enter the facility**.
- Face covering or mask (covering mouth and nose) and *physical* distancing at least six feet between people, in accordance with CDC guidance are required.

Indoor Visitation During a COVID Outbreak Investigation

- While it is safer for visitors not to enter the facility during an outbreak investigation, in accordance with CMS and VDH guidelines, visitors are still allowed in the facility.
- HWDMC will inform visitors of the potential risk of visiting during an outbreak investigation and adhere to the core principles of infection prevention.
- Residents, patients or their representative who would still like to have a visit during an outbreak investigation, will be required to wear face coverings or masks during visits, regardless of vaccination status, and may be required to remain in the resident's room.
- HWDMC will work with our local health authorities for guidance or direction on how to structure visitation to reduce the risk of COVID-19 transmission during an outbreak investigation.
- When a resident's or patient's roommate is unvaccinated or immunocompromised (regardless of vaccination status), where possible, visits will not be conducted in the resident's room. **NOTE:** In situations where there is a roommate and the health status of the resident prevents leaving the room, HWDMC will attempt to enable in-room visitation while adhering to the core principles of infection prevention and review by the attending physician or Medical Director.

Community Level of Transmission

- If the COVID-19 community level of transmission is substantial to high, all residents and visitors, regardless of vaccination status, should wear face coverings or masks and physically distance, at all times.

- If the COVID-19 community level of transmission is low to moderate, the safest practice is for residents and visitors to wear face coverings or masks and physically distance, particularly if either of them is at increased risk for severe disease or are unvaccinated.
- If the resident and all their visitor(s) are fully vaccinated and the resident is not moderately or severely immunocompromised, they may choose not to wear face coverings or masks and to have physical contact.
- Visitors should wear face coverings or masks when around other residents or healthcare personnel, regardless of vaccination status.

Visitation for Residents/Patients on Quarantine or Transmission-Based Precautions (TBP)

- In accordance with CMS guidelines and recommendations, HWDMC does not recommend visitation for residents who are on transmission-based precautions (TBP) or quarantine but will still allow those residents to receive visitors.
- In these cases, visits will occur in the resident's room and the resident should wear a well-fitting facemask (if tolerated).
- Before visiting residents, who are on TBP or quarantine, visitors will be made aware of the potential risk of visiting and precautions necessary in order to visit the resident.
- Visitors must adhere to the core principles of infection prevention.
- HWDMC may offer well-fitting facemasks or other appropriate PPE, if available; however, visitors will be informed HWDMC is not required to provide PPE for visitors.
- If an ombudsman is planning to visit a resident who is in TBP or quarantine, or an unvaccinated resident when the level of community transmission is substantial or high in the past 7 days, the resident and ombudsman shall be made aware of the potential risk of visiting, and the visit shall take place in the resident's room.
- If the resident or the Ombudsman program requests alternative communication in lieu of an in-person visit, HWDMC, at a minimum, will facilitate alternative resident communication with the Ombudsman program, such as by phone or through use of other technology. Visitation requiring alternative communication will be facilitated by the recreation department.
- If the Protection and Advocacy (P&A) is planning to visit a resident who is in TBP or quarantine, or an unvaccinated resident in a county when the level of community transmission is substantial or high in the past 7 days, the resident and P&A representative shall be made aware of the potential risk of visiting and the visit should take place in the resident's room.

Unvaccinated Residents or Patients

Unvaccinated residents or patients may also choose to have physical touch based on their preferences and needs, such as with support persons for individuals with disabilities and visitors participating in certain religious practices, including in end-of-life situations. In these situations, unvaccinated residents (or their representative) and their visitors shall be advised of the risks of physical contact prior to the visit. Visitors shall be required to physically distance from other residents and staff in the facility.

Compassionate Care Visits

All visitation including compassionate care visits are allowed at all times. Visits for compassionate care will be arranged for any patient or resident in accordance with guidance issued by the Centers for Disease Control (CDC), Centers for Medicare & Medicaid Services (CMS) and Virginia Department of Health (VDH). In the event a scenario arises that would limit visitation for a resident (e.g., a resident is severely immunocompromised and the number of visitors the resident is exposed to needs to be kept to a minimum), compassionate care visits will still be allowed at all times.

Resident Outings

Residents are permitted to leave the facility as they choose. Should a resident choose to leave, HWDMC will remind the resident and any individual accompanying the resident to follow all recommended infection prevention practices including wearing a face covering or mask, physical distancing, and hand hygiene and to encourage those around them to do the same.

Upon the resident's return, HWDMC shall take the following actions:

- Screen residents upon return for signs or symptoms of COVID-19.
- If the resident or family member reports possible close contact to an individual with COVID-19 while outside of the nursing home, HWDMC staff will test the resident for COVID-19, regardless of vaccination status. Place the resident on quarantine if the resident has not been fully vaccinated.
- If the resident develops signs or symptoms of COVID-19 after the outing, test the resident for COVID-19 and place the resident on Transmission-Based Precautions, regardless of vaccination status.
- Test unvaccinated residents without signs or symptoms if they leave the nursing home frequently or for a prolonged length of time (i.e., greater than 24 hours)
- Quarantining unvaccinated residents who leave the facility, **if based on an assessment of risk**, uncertainty exists about their adherence or the adherence of those around them to recommended infection prevention measures.
- Monitor residents for signs and symptoms of COVID-19 daily.

Residents who leave the facility for 24 hours or longer shall be managed as a new admission or readmission, as recommended by the CDC's "Interim Infection Prevention and Control Recommendations to Prevent SARS-CoV-2 Spread in Nursing Homes" **noting there are exceptions to quarantine, including for fully vaccinated residents. Refer to HWDMC Clinical Procedure #5: Nursing History & Assessment**

Federal Disability Rights

HWDMC shall comply with federal disability rights laws such as Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794 (Section 504) and the Americans with Disabilities Act of 1990, 42 U.S.C. §§ 12101 et seq. (ADA). For example, when communicating with individuals who are deaf or hard of hearing, HWDMC staff will use a clear mask or mask with a clear panel. Face coverings will not be placed on any patient or resident who has trouble breathing or is unable to wear a mask due to a disability, or is unconscious, incapacitated, or otherwise unable to remove the mask without assistance.

Visitor Conduct

Visitors are expected to conduct themselves in an appropriate and courteous manner by adhering to the following:

- Visitation restrictions when applicable
- All screening protocol and infection prevention practices of the facility. Non adherence may result in immediate suspension of visitation.
- Refrain from smoking. Smoking and tobacco use of any kind are prohibited (including E-cigarettes, pouches, etc.) in all areas of the facility and its campus, including the associated grounds, campus sidewalks, and driveways and parking structures that are owned, maintained or leased by the medical center, and all company owned and/or leased vehicles.
- No consuming alcoholic beverages on campus.
- Running, littering or loitering in the hallways is prohibited.
- Refrain from loud conversations or from any behavior that may be disruptive to the patient care environment.

- Limit cell phone usage in patient care areas especially during Quiet Time.
- Children must be under the close supervision of an adult at all times and managed appropriately.
- Dress in appropriate attire - shoes and shirts are required.
- Weapons are not permitted, nor drugs.
- Food is not allowed, unless approved in advance by the resident's/patient's attending physician or the Medical Director.
- Photography or videotaping, to include the use of camera phones, is not permitted on facility premises, unless a waiver has been signed. At no time may any pictures or videotaping be taken of other patients, residents, visitors, equipment, or staff without specific written permission.

NOTE: HWDMC reserves the right to deny entry to individuals unable to demonstrate safe and courteous behaviors. Visitors who do not adhere to the expectations of the visitor conduct can be asked to leave the facility.

General Residents'/Patients' Right to Consent/Limit/Deny Visitation

- A. Residents and patients have the right, subject to consent, to receive the visitors whom they designate, including, but not limited to, a spouse, a domestic partner, another family member, or friend. The patient or resident has the right to withdraw or deny such consent at any time. Hiram W. Davis Medical Center will not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.
- B. Residents and patients have the right to deny consent to any or all visitation during their stay, as well as, the withdrawal and/or revision. The Facility Director is to be notified, in writing, of the specific request by the nursing unit or resident's/patient's Authorized Representative/Guardian. The notification must include the following information:
 - Date/Time of Request
 - Nursing Unit
 - Resident/Patient Complete Name
 - Resident/Patient Medical Record Number
 - Resident/Patient Room/Bed
 - Delineation of specific restrictions (i.e. No Visitors vs. Specific Visitor(s), Time(s)/Day(s) specific)

In such cases, the finalized withdrawal or denial shall be communicated to the visitor(s) and documented on the visitor's card, as well as in the medical record.

- C. The attending physician and/or Medical Director may restrict or limit visits to any patients or residents if clinically necessary, or if there is a need for reasonable restriction or limitation or safety restriction or limitation. The attending physician will document the reasons for the restriction or limitation in the patient's medical record.
- D. In cases where the patient or resident lacks capacity and the Healthcare Agent has specifically been granted the right to restrict visitors in a written Advance Statute, it can be overridden by the attending physician in consultation with the facility Ethics and Human Rights team - should they feel this request is not in the best interest of their patient or resident.
- E. Children under age 12 are not permitted to visit without approval from the attending physician or the Medical Director. If permitted, children under 12 must be accompanied and under supervision by an adult at all times.

- F. To minimize the risk to other residents/patients HWDMC recommends no more than two (2) visitors be permitted to visit with a patient or resident at a time unless approved by the attending physician.
- G. Visitation shall ordinarily occur at the bedside, the multi-purpose room, or outside. Residents and Patients have the right to meet with visitor(s) privately. For residents and patients in shared rooms, Hiram W. Davis Medical Center will locate a suitable alternative location to afford such privacy upon request.
- H. Entry to the Hiram W. Davis Medical Center shall be denied to any person(s) in possession of contraband items including, but not limited to: firearms, weapons, alcoholic beverages, or drugs/medications. Visitors who are suspected of being under the influence of any substance shall be denied entry to the Medical Center. Hiram W. Davis Medical Center staff will notify Public Safety of any person(s) in possession, or suspected possession, of contraband items or suspicion of being under the influence for the safety of all patients, residents, and staff members.
- I. All visitor(s) are required to follow all Hiram W. Davis Medical Center safety rules and regulations. HWDMC reserves the right to deny entry to individuals unable to demonstrate safe and courteous behaviors.
- J. HWDMC shall follow visitation guidance from the Centers for Disease Control (CDC), Centers for Medicare & Medicaid Services (CMS) and Virginia Department of Health (VDH) for indoor and outdoor visitation during any infectious outbreak.

Visitation with Greater Than Two Visitors at Bedside

In effort to support person-centered care, during visitation when greater than two visitors are at a resident's or patient's bedside, the attending physician and/or Medical Director may conduct an assessment to determine if this situation is clinically advisable for the resident/patient and/or the residing roommate.

Privacy and Confidentiality – Cell Phones, Photography, Videotaping

- To ensure privacy, the number of visitors at one time may be limited.
- To respect confidentiality and the privacy of the other patients, residents, and visitors should remain in their family member's room or agreed common area.
- As a courtesy, cell phones should be placed on vibrate and conversations should take place in areas that will not affect other patients or interfere with patient care.
- Photography or videotaping, to include the use of camera phones, is not permitted on facility premises, unless a waiver has been signed. At no time may any pictures or videotaping be taken of other patients, residents, visitors, equipment, or staff without specific written permission.
- Posting of any photographs or other recordings to any media source or outlet without the authorization of Hiram W. Davis Medical Center is prohibited and may be investigated and reported to the Virginia Department of Health (VDH), Centers for Medicare & Medicaid Services (CMS) and Adult Protective Services as potential resident or patient abuse or neglect in accordance with CMS regulations.
- Authorized photographs may only include the patient or resident with no medical equipment, or background of the care area included.

Infection Control

- Visitors must comply with all infection control guidelines posted on the resident's or patient's door.

Visitors refusing to comply may be asked to leave the room and possibly the facility.

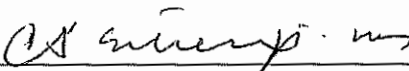
- Visitors are asked to wash their hands and/or use appropriate hand sanitizing products upon entering and leaving the room.
- Visitors are asked to avoid visiting if they have symptoms of, or have been exposed to COVID, colds, flu, fever, vomiting, diarrhea, or any other illness including skin rashes.

Facility Tours

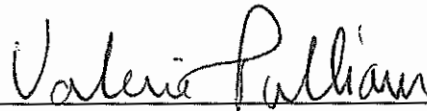
Tours of the Medical Center are encouraged. Individuals or groups requesting tours shall be referred to the HWDMC Director.

References

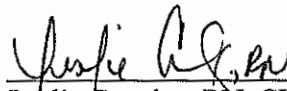
- 42 CFR § 483.10 - Resident rights.
- Nursing Home Visitation - COVID-19 Ref: QSO-20-39NH, **REVISED 11/12/2021**
- CDC “Interim Public Health Recommendations for Fully Vaccinated People
- CDC “Interim Infection Prevention and Control Recommendations for Healthcare Personnel During the Coronavirus Disease 2019 (COVID-19) Pandemic.”
- Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794 (Section 504) and the Americans with Disabilities Act of 1990, 42 U.S.C. §§ 12101 et seq. (ADA).



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Medical Director



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Chief Nurse Executive



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Hiram W. Davis Medical Center
Visitor Information Website Page

Hiram W. Davis Medical Center encourages the visitation of patients and residents by family and friends. We strive to create an atmosphere which ensures the safety and wellbeing of all patients, residents, visitors and staff during visitation.

Visiting Hours

Visitation is allowed 24 hours a day/7 days a week. Please note in accordance with CMS guidelines, we must ensure physical distancing can still be maintained during peak times of visitation (e.g., lunch time, after business hours, etc.).

Entering the Facility

Normal Hours

During normal operating hours, all visitors must enter the facility through the main entrance and report to the Information Desk to obtain a visitor's badge and complete a visitor information log before visiting a patient or resident. The Information Desk personnel will complete a visitor record form for patients and residents and assist visitors with screening requirements.

For the safety our patients, residents, and staff, we request all visitor passes be worn and visible at all times while on the medical center campus.

After Hours

Hiram W. Davis Medical Center entrances are locked each weekday at 4:30 pm. Entrances remain locked during evenings, nights, weekends, and holidays. During these times, please use the intercom located on the white pole next to the Main Entrance to inform staff of your arrival. Press the call button and a HWDMC staff member will let you in. HWDMC staff will complete a visitor record form for patients and residents and assist with screening requirements.

For the safety our patients, residents, and staff, we request all visitor passes be worn and visible at all times while on the medical center campus.

Visitor Conduct

Visitors are expected to conduct themselves in an appropriate and courteous manner by adhering to the following:

- Visitation restrictions when applicable
- All screening protocol and infection prevention practices of the facility. Non adherence may result in immediate suspension of visitation.
- Refrain from smoking. Smoking and tobacco use of any kind are prohibited (including E-cigarettes, pouches, etc.) in all areas of the facility and its campus, including the associated grounds, campus sidewalks, and driveways and parking structures that are owned, maintained or leased by the medical center, and all company owned and/or leased vehicles.
- No consuming alcoholic beverages on campus.
- Running, littering or loitering in the hallways is prohibited.
- Refrain from loud conversations or from any behavior that may be disruptive to the patient care environment.
- Limit cell phone usage in patient care areas especially during Quiet Time.
- Children must be under the close supervision of an adult at all times and managed appropriately.
- Dress in appropriate attire - shoes and shirts are required.

- Weapons are not permitted, nor drugs.
- Food is not allowed, unless approved in advance by the resident's/patient's attending physician or the Medical Director.
- Photography or videotaping, to include the use of camera phones, is not permitted on facility premises, unless a waiver has been signed. At no time may any pictures or videotaping be taken of other patients, residents, visitors, equipment, or staff without specific written permission.

NOTE: HWDMC reserves the right to deny entry to individuals unable to demonstrate safe and courteous behaviors. Visitors who do not adhere to the expectations of the visitor conduct can be asked to leave the facility.

Children Under the Age of 12 are not permitted to visit without permission of the attending physician or the Medical Director. If permitted, children under 12 must be accompanied and under supervision by an adult at all times.

COVID-19

- To maximize safety and reduce the risk of transmission, we encourage visitors to be tested within 2-3 days before visiting the facility.
- In accordance with CMS guidelines, we strongly encourage all visitors to become vaccinated. HWDMC will continue to provide education regarding the vaccine to residents, patients, visitors and staff.
- Visitors who have a positive viral test for COVID-19, symptoms of COVID-19, or currently meet the criteria for quarantine, **should not enter the facility.**
- Face covering or mask (covering mouth and nose) and *physical* distancing at least six feet between people, in accordance with CDC guidance are required.

Indoor Visitation

To minimize the risk to other residents/patients HWDMC recommends no more than two (2) visitors visit with a patient or resident at a time unless approved by the attending physician. **NOTE:** Although there is no limit on the number of visitors that a resident or patient can have at one time, per CMS guidance, HWDMC will ensure visits are conducted in a manner that adheres to the core principles of COVID-19 infection prevention and does not increase risk to other residents.

Outside Food and Drinks

Patients and residents may be on special diets to better manage their medical conditions and promote healing. **All** food and drink from outside the Medical Center must be approved by the Attending Physician or Medical Director before being presented and/or given directly to a resident or patient.

Large Gatherings

Large gatherings (e.g., parties, events), where large numbers of visitors are in the same space at the same time and physical distancing cannot be maintained, are restricted at this time.

Safety Expectations & Practices

- Visitors are required to follow all Hiram W. Davis Medical Center safety rules and regulations. HWDMC reserves the right to deny entry to individuals unable to demonstrate safe and courteous behaviors.
- Upon arrival, visitors may be asked wait in the lobby and/or step away from a resident's/patient's for a short period of time to enable our care team to make sure all patients and residents are properly attired, and/or to complete a treatment.

- At times, as a safety precaution, the Medical Center's elevators, and some exits, are operated by key only. In these situations, please notify the resident's or patient's nurse when you are ready to leave.

Gifts

Gifts, including monetary gifts for residents/patients may not be accepted by staff. Please notify the charge nurse on duty if you wish to leave gifts/money for a patient or resident.

Plants

Due to safety and infection control concerns, plants may not be accepted.

Personal Electrical Equipment

Personal electrical equipment, such as hair dryers and radios, must be inspected before they can be used by patients or residents. Please notify the charge nurse on duty if you wish to leave any personal electrical equipment for a patient or resident.

Questions

Questions regarding or requests to obtain a copy of our visitation policy can be directed to Quality Management at 804-524-7587 or the Health Information Management at 804-524-7420.

Thank you for your continued cooperation.