

Haven			
Title	Hospice Patient Visitation Rights	Policy #	C-04.3002
		Process Owner	VP Operations
		Origination	Before 2000
		Last Review	6/14/2023
Functional Department	Clinical	Last Revision	6/14/2023
Area	General Clinical and Nursing	Board Review	Annually in August

I. Policy and Procedure Statement

Haven Hospice shall provide for the patient's right to receive visitors 24 hours a day, seven days a week, regardless of whether a patient is in an ALF, nursing home, hospice care center, or hospital through its agreements and practice.

II. Definitions

A. ALF: Assisted Living Facility

III. Procedures to Policy

- A. Haven shall provide at its care centers the opportunity for a patient's visitors to visit with the patient 24 hours a day, seven days a week.
- B. Haven shall, through its agreements with its contracted facilities, provide the opportunity for patients to receive visitors 24 hours a day, seven days a week.
1. This may, due to security reasons and policies of the various facilities, be accomplished through arrangements for visitors to phone ahead to arrange for doors to be opened upon their arrival after office hours.
- C. Haven Care Centers, during times of Public Health Emergencies (PHE) or disease outbreaks, will follow Centers for Disease Control (CDC) guidelines to mitigate the safety of patients, employees, and visitors. During these times, Haven will screen visitors at the main entrance so that appropriate precautions can be taken to prevent transmission to others within the care center.
1. Visitors who have a temperature above 100 degrees Fahrenheit or have signs and symptoms indicative of COVID-19 will not be allowed entrance and will be encouraged to utilize other forms of communication, such as phone calls or other social media platforms to interact with the patient.
 2. Exceptions will be made for those who have been designated by the patient as an essential caregiver when the patient is:
 - a. nearing end-of-life situations
 - b. struggling with the change in environment and lack of in-person family support
 - c. making one or more major medical decisions
 - d. experiencing emotional distress or grieving the loss of a friend or family member who recently dies

- e. in need of cueing or encouragement to eat or drink which was previously provided by a family member or caregiver
- f. seldom speaking when they used to talk and interact with others
- g. pediatric patient

These visitors would be required to wear the appropriate personal protective equipment (PPE) during the entire visit and not have access to other parts of the building including common areas outside of the patient's room.

- 3. Visitors who pass the screening requirement will be allowed entrance to the building and will adhere to any isolation precautions that are posted on the patient's door. PPE will be available for visitors in the caddy on the door of any patient who is on isolation precautions.
 - 4. If there were to be a 2-person limit to the number of visitors per room, it would be posted at the main entrance to the building.
 - 5. Hand sanitizers are available throughout the care centers, including near patient rooms for visitor use for hand hygiene. Public restrooms have educational signage for hand hygiene and cough etiquette.
 - 6. During times of high transmission levels in the community, infection control measures such as visitor masking for source control will be posted at the building entrance and surgical masks will be provided upon entry.
- D. Haven and those facilities with which it has agreements, may require visitor(s) to agree in writing to follow provider's policies and procedures and may suspend in-person visitation of a specific visitor if the visitor violates those policies and procedures.
- E. This policy is available at www.BeYourHaven.org. If you have a complaint, you may call 800.727.1889 to speak to the Patient Care Manager and/or the Vice President of Operations. You can also file a complaint with the Agency for Health Care Administration (AHCA) at 1-888-419-3456 / 800-955-8771 or use AHCA's form located [here](#).

IV. Regulatory and Accreditation References

- A. FS 408.823

V. Clinical and Business Practice References

- A. None

VI. Key Locations for Copy to be Updated

- A. Microsoft Teams/Sharepoint>Policy and Procedure Update Tracking>General>Clinical (via Compliance Department)
- B. Haven 411 (via Compliance)