

Policy Title:	Patient Visitation Rights	Reference:	
Facility:	Palm Point Behavioral Health	Original Effective Date:	10/2018
Department:	Rights and Responsibilities	Last Review Date:	1/9/2020, 12/2020,12/2021
Policy Number:	RI.037	Revised Effective Date:	5/2022

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 or other appropriate hospital locations off units as designated by the House Supervisor. “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 House Supervisor/designee 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 outside business hours will be arranged by the clinical team on a case-by-case basis.

If patient is an active-duty service member, the patient may be visited by their Command at any time. Religious visitation will be arranged and approved by clinical team.

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 visitors to the facility will report to the designated visitation area. Visitors will be screened for covid per policy. All must wear masks and follow Covid procedures.
 - a. A photo ID is required to be presented to the staff member at time of visitation
 - b. Visitors will be wanded, and all personal belongings need to be secured in their vehicle.
3. All patients/guardian of minors shall have the right, subject to his or her consent, to receive the visitors whom he or she designates. All outside visitors will be 18 years of age or older.
4. 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.
5. All patients will be requested to provide a confidential four-digit number/word as an identifier for visitors or telephone callers. This number is used to maintain their privacy/ confidentiality.

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6. At the time of visitation, visitors shall provide the patient's identification code to the clinical staff at the time of their arrival. Visitors will be directed to appropriate location.
7. No patient personal items will be allowed during visitation.
8. Anytime personal items are brought to the facility, they will be received by reception and processed per procedure for patient safety.
9. Patients may only receive two visitors at a time. No switching will be allowed.
10. 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.
11. Patients recently discharged from the facility returning to visit other patients will not be allowed to visit for up to 30 days due to boundary issues.
12. 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.
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 visit anytime during routine business hours.

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Special Hospital Post COVID-19 Visitation Addendum

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 Palm Point 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.

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- 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.

Documentation

Patient’s Acknowledgement form

References

408.823, F.S.