	HOSPITAL POLICY AND INFORMATION MANUAL	
Visitor Policy Page 1 of 3	Date Issued: Date Last Revised: Next Review Date: Approved By:	06/10 5/13 Policy Committee

Key Words: Visitor, Family, Friends

Policy Applies to: All Mercy Hospital staff

Related Standards:

- Health & Disability Service Standards 2008 8134.1.1.12
- ACHS EQUiP 4 Standard 1.6.2

Rationale:

Mercy Hospital acknowledges the support of a patient’s family and friends as being integral to their well being and embrace the principles of partnership, participation & protection inherent in the Treaty of Waitangi. Health professionals also recognise the need for patients to have adequate rest, privacy and or nursing /medical interventions which may take priority over visitors.

Objectives:

- To ensure the patient’s needs are met with regard to support and contact with family/whanau & friends.
- To ensure patients rights to safety, privacy, rest and quiet are respected.
- To ensure appropriate care is given in a timely manner.

Implementation:

- Policy to be reviewed at the policy committee and revised policy to be placed on MORRIS
- Reference to the policy in the Patient Information Booklet
- Policy available from McAuley Ward and DSU reception areas
- Policy available on the website

Evaluation

- Patient Questionnaire
- Incident forms


Associated Documents

External

- Code of Health & Disability Services Consumer Rights Act 1994
- Privacy Act 1993
- Human rights Act 1993

Internal

- [Incidents Policy](#), Hospital Policy and Information Manual
- Patient Information booklet
- Patient Admission Information
- Infection Control Policies including:
 - Specific disease management
 - Isolation Policy
 - Blood & Body Fluid

	HOSPITAL POLICY AND INFORMATION MANUAL	
Visitor Policy Page 2 of 3	Date Issued: Date Last Revised: Next Review Date: Approved By:	06/10 5/13 Policy Committee

- [Fire Programme](#), Hospital Policy and Information Manual
- [Roles & Responsibilities](#) in the event of a fire
- Reception Work Manual
- Security Policy, Hospital Policy and Information Manual
- Mercy Hospital ICU: Information for visitors
- Contractors' Handbook

Acknowledgements

Waikato DHB: Visitors to Patients

Process


Mercy Hospital recognises the important role family/whanau and friends have in a patients care and treatment.

Visiting Hours

- Visiting hours are designed to maximise a patient's opportunities for social interaction whilst recognising that patient care is the priority. Visiting hours in the ward are from 2pm – 8pm daily. Visiting outside of these hours is at the discretion of both the nurse in charge and the patient.
- There are unrestricted visiting hours in the Intensive Care Unit (ICU), however visiting is limited to immediate family members only.
- The number of visitors to a patient may be restricted out of consideration to the patient or other patients nearby.
- In the Day Surgery Unit (DSU) due to space considerations visitors to adult patients are limited to one.

Special Considerations

- Special arrangements may be made with the nurse in charge, for visiting children who are in hospital.
- Visitors may be asked to vacate a patient's room or bedside when clinical care is being delivered.
- Children under the age of 12 who are visiting must be supervised by a responsible parent/caregiver at all times.
- Visitors who are unwell should be discouraged from visiting and additional visiting restrictions may be instigated by the Infection Control Nurse and/or the Director of Nursing at times when there are high levels of illness in the community.
- Visitors to a patient, who is being nursed in contact isolation, shall wear personal protective equipment provided by the hospital.
- Any incidents or accidents involving visitors shall be notified by staff using the accident/incident report.
- Visitors who require medical attention shall be directed to their GP, after – hour's service or in an emergency, to the Dunedin Hospital Emergency department.
- Visitors who are intoxicated, abusive or behave inappropriately and/or do anything to harm a patient's wellbeing will be asked to leave the premises and security will be notified.

	HOSPITAL POLICY AND INFORMATION MANUAL	
Visitor Policy Page 3 of 3	Date Issued: Date Last Revised: Next Review Date: Approved By:	06/10 5/13 Policy Committee

In the event of an emergency

- On the activation of the fire alarm, visitors within the inpatient areas will remain with patients unless a visitor has a mobility impairment in which case they will be assisted by non-nursing personnel to leave the building.
- Following activation of the fire alarm, visitors are not permitted to enter the hospital until the 'All Clear' has been given.

Official Visitors /Contractors

- All official visitors & or contractors will have their names recorded in a register at Main Reception/Lower ground floor and will be issued with a visitors badge.