

Chapters Health System, Inc		Page
POLICY AND PROCEDURE MANUAL		1 of 2
Policy: Hospice House Visitation	Approved By: Chief Compliance Officer	Effective Date: 02/05/2025

This Policy applies to all Hospice affiliates, associates, and subsidiaries of Chapters Health System.

POLICY

It is the policy of this organization to ensure loved ones have the right to receive and restrict visitors, and to have unlimited contact with visitors when desired while in the Hospice House/Inpatient Unit (IPU). When special circumstances require limited visitation, the organization will consider these rights and allow the essential caregiver and others to visit as specified in these visitation rights and responsibilities.

PROCEDURE

1. Patients in the Hospice House and their representatives have the right to receive and restrict visitors, and to have unlimited contact with visitors, including infants and small children, when desired. Family and friends may visit patients in the inpatient unit (IPU) twenty-four (24) hours a day, seven (7) days a week.
2. While special circumstances may require limiting the number of visitors and visiting hours, visitation rights will be honored to the best of the organization's ability to ensure patients will not be left alone when they need the comfort of family and friends.
3. Patients' rights are respected, and procedures are followed while patients, representatives or visitors remain in the inpatient unit (IPU). Visitations are limited only by the patient's/representative's personal preferences/request, by a physician's order or by the unit's management to protect the safety of patients, staff and others.
4. Patients have the right to refuse to talk to persons not associated with the organization or not directly involved in the patient's care including visitors, vendors, accreditation surveyors and representatives of community organizations. Staff may assist patients in restricting visitations, as requested or required, to allow the patient to be comfortable.
5. Appropriate space will be provided to allow patients to receive visitors in comfort and privacy. This includes overnight accommodations.
6. The hospice unit leadership will review any issues related to the visitation or complaints to ensure the patient's rights are respected and the procedures are followed by patients, visitors, and staff.

Visitation Responsibilities

1. Visitors must follow inpatient visitation procedures and rules for patients to ensure patients' rights are respected and safety measures are followed.
2. Visitors are expected to comply with infection control measures and safety practices while visiting but will not be required to comply with safety-related policies and procedures that are more stringent than those established for staff and will not be required to submit proof of any vaccination or immunization.

3. Visitors must follow organizational policies and procedures, safety protocols and guidelines including Chapters Health Smoking Policy, as well as any rules and visitation hours communicated upon admission or at other times under certain circumstances.
4. Visitors are expected to abide by the following rules during visitation at the hospice unit:
 - a. Request staff permission prior to entering a patient's room.
 - b. Supervise children closely.
 - c. Do not restrict staff's access to the patient or limit the provision of care.
 - d. Exhibit appropriate behavior while visiting. Visitors exhibiting behavior that is considered inappropriate by Chapters Health staff may be asked to leave and may be prohibited from continued visits.
 - e. Limit overnight accommodations to the patient's room only. Areas outside the patient's room are shared by all visitors and are not meant to be used as accommodations for overnight stays.
 - f. Do not crowd the hallways or cause impending traffic that blocks areas necessary for walking and transporting.
 - g. Abide by the Pet Visitation Guidelines.

Additional Rules for Isolation Patients in the Hospice House/IPU

1. Visitations may be limited for the safety of patient/staff by the IPU management. Family members may visit patients in the IPU isolation designated rooms. The number of visitors may be limited by IPU management for the safety of patients, staff and/or visitors.
2. Visitors are expected to comply with infection control measures and safety practices while visiting. Personal protective equipment, and other infection control protocols for visitors will be communicated. Required PPE is provided by Chapters Health.
3. The patient will have appropriate space to receive visitors in comfort and privacy based on the isolation restrictions set by IPU management to ensure safety of patients/visitors/staff.
4. Staff will assist patients and HCS (Health Care Surrogate) or representative in restricting visitations, as requested or required, to allow the patient to be comfortable.
5. Training on personal protective equipment must be completed prior to entering the isolation room. Personal Protective Equipment must be worn at all times in the isolation room. Staff will train all visitors on how to don and doff Personal Protective Equipment (PPE) and will answer any questions they may have.