	Quality Management Systems Procedure	
	Title: Visitors Policy	
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Review and Approved by: Smt. Karuna Vakati, IAS (Signed)		

Purpose:

Visitors are important for the patient's well being and assist in their recovery. The purpose of the Visitor Policy is to provide guidance to:

- Reduce disease transmission by avoiding crowded situations and by asking ill visitors not to visit.
- Provide non-disruptive nursing care.
- Promote family/ patient-centric care.
- Control appropriate access to hospitals.

Scope:

- This policy applies to all patients and visitors in all TVVP Hospitals.

- This policy is to be implemented by all the professionals, including temporary and outsourced staffs that are employed by all TVVP hospitals.

It is believed that adherence to this policy along with education to patients will contribute to a safe and non-disruptive healthcare environment.

TVVP hospitals embrace a system approach relative to the inpatient visitation policy. Policy and guidance reflect recommendations from the Medical Superintendent, RMO and Hospital Infection Control Committee. Final approval of the visitation timings rests with the Medical Superintendent.

During the flu season and public health situations/emergencies such as a pandemic these practices may be amended to reflect infection control safety concerns. When time permits a consensus statement will be issued from the Infection Control Committee. Emergent situations will be handled by HICC and Medical Superintendent.

1. **Visiting Time.** Visiting time shall be as follows:

Non-Critical Areas

- 12:00 a.m. - 01:00 p.m.
- 04:00 p.m. - 06:00 p.m.

All Critical Areas like ICU / SNCU / NBSU / NRC / Post-Operative Ward etc.

- 12:00 a.m. - 01:00 p.m.

2. Age of visitors: Children below 7 years old are not allowed, however, if there is a request from the patient, they may be allowed provided there is proper coordination of the nurse on duty with the attending clinician, in-charge nurse, and nurse supervisor on duty and security guard on duty. Children should be primed by the family on what to expect to see and must be supervised at all times by a responsible adult who is not the patient.

3. Visitors' health: Any visitor exposed to or having a communicable disease (tuberculosis, measles, mumps, rubella, pertussis, flu or a cold, cough) should not visit patients.

4. Number of visitors: It is usually best to limit visitors to two (2) at a time, to respect the comfort of all our patients. The hospital lobby / cafeteria are a pleasant area to wait if too many visitors arrive together. We encourage families to discuss scheduling their visits, in order not to overwhelm the patient by visiting all at one time. While support from loved ones is important, we also ask that visitors respect the patient's need for rest during their recovery. Discuss any unusual visiting circumstances with the patient's nurse, so that the health care team might accommodate any special arrangements based on the patient's specific situation.

5. General Information:

- Staff members are happy to support the time you and your visitors have together. At times during your stay, they may ask visitors to leave for a short period while care is delivered or during some medical procedures.
- Visitors should respect the privacy of others, stay quiet, and remain in the ward / room they are visiting. We aim to provide a calm and restful environment to help all the patients to recover.
- Visitors and attendants are requested to refrain from making noise. Gambling is absolutely prohibited in the hospital.
- Visitors should not sit or lie on patient beds to prevent cross-infection.
- Visitors must carry “visitor’s passes” at all times. Visitor’s passes will be given at the time of admission of the patient.

- Only one (1) attendant is allowed per patient. Attendants should secure an Attendant pass at the time of admission (or) from the Security Guard at the Hospital Lobby.
- Bringing of sleeping belongings are not allowed for infection control purposes, however, patient's attendant may borrow linen or blanket from the nursing station.

6. Smoking/Drinking Alcoholic Beverages: Smoking and drinking alcoholic beverages are strictly prohibited in all areas of the hospital.

7. Use of Mobile Phones: The use of mobile phones is prohibited where critical medical equipment is in operation and within six feet of any electronic patient care equipment. If you must use your mobile phone, please speak in a low voice so as not to disturb others.

8. Bringing flowers / latex balloons: Flowers / latex balloons cannot be permitted under any circumstances especially in intensive care units where they may promote infection / allergic reactions. We encourage you to check in with the nursing staff before sending or bringing flowers.

9. Bringing of firearms: For security reason, all firearms must be deposited at the security guard before entering the hospital premises.

10. Special Consideration: A religious group may be allowed to pray over, provided that the patient's status is stable and there is no on-going procedure at the bedside. The security guard should coordinate with the in-charge nurse of the unit.