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Policy Area **ADMINISTRATION**
 Applicability **USA Health
 University
 Hospital**
 References **Clinical**

Visitation Regulations

POLICY

USA Health recognizes the vital role that family, friends, and advocates play in a patient's healing process. We warmly welcome visitors and are dedicated to providing a supportive, inclusive environment. Patients have the right to designate a support person of their choice including a spouse, domestic partner, family member, friend, or advocate. This designated individual may remain with the patient to provide emotional support throughout their hospital stay. USA Health does not restrict, limit, or deny visitation privileges based on age, race, ethnicity, religion, culture, language, socioeconomic status, physical or mental disability, sex, sexual orientation, or gender identity and expression.

VISITING HOURS FOR INPATIENT DEPARTMENTS

- **Standard Visitation:** 6:00 AM – 10:00 PM
 - **Overnight Visitation:** Allowed only for independent visitors age 16 and older.
- **Intensive Care Unit (ICU) & Specialty Care:** 8:00 AM – 6:00 PM and 8:00 PM – 10:00 PM
- **Emergency Department (ED) and Free Standing Emergency Department (FED):**
 - Visitors/family members may be asked to remain in the Emergency Department waiting area while medical treatment is underway.
 - Family member/visitors will be escorted to patient's bedside and will be requested to remain in the room.
 - Visitation may be situational based on circumstances within the ED/FED.
 - Every effort will be made to keep family or decision maker involved in the patient's care. Communication of patient information and condition updates, as appropriate, will be made as quickly as possible.
 - See policy "Care of Patients at Risk for Suicide" for visitation guidelines.

- NOTE: There may be unique and extenuating circumstances (i.e., imminent death, impending surgery, etc.) that require compassionate exceptions to these guidelines. The registered nurse and the health care team, using professional judgment and in collaboration with the patient or the patient's designated representative, will consider the unique family circumstances and patient needs when applying these guidelines. In these circumstances, to the greatest extent feasible, family will be allowed brief visits.
- **Post Anesthesia Care Unit (PACU)**
 - Visitation will be allowed in 10 minute increments during set visitation times. Visitation is closed during change of shift to ensure patient privacy and confidentiality.
 - 9 a.m.
 - 12 p.m.
 - 3 p.m.
 - 6 p.m.
 - 8 p.m.
 - Visitors of admitted patients should remain in the hospital room for the patient to return from surgery. Admitted patients requiring a higher postoperative level of care may have two (2) visitors during visitation times while awaiting an ICU bed.
 - PACU visitation guidelines may be modified based upon certain care situations to include but not limited to pediatrics, special needs (intellectual, developmental or cognitive disabilities), end of life and overnight patients. These situations will be addressed by the Manager, Supervisor or Charge Nurse.
 - Visitation may be delayed due to admissions, discharges and unforeseen circumstances. The primary care nurse will communicate delays to the designated family member.

Capacity & Age Limits

- **ICU Limits:** Maximum of two visitors at a time.
- **Under 12:** Prohibited from ICU/PACU without special prior approval.
- **Under 16:** Must have a non-patient adult supervisor at all times.
- **Outpatient Areas:** Limited based on room capacity and privacy needs.

Luggage Restrictions

- **Allowed:** One medium-sized bag per visitor.
- **Not Allowed:** Bulky items cannot be brought in or checked.

Restrictions

To ensure the safety and well-being of everyone in our facility, visitation may be limited or restricted under the following circumstances:

- **PPE:** Visitors must follow all staff instructions for masks, handwashing or any other isolation precautions.
- **Isolation:** Non-compliance with isolation results in removal of visitation rights.
- **Disruption:** Disruptive visitors will be asked to leave the facility immediately and visitation will be restricted.
- **Psychiatric Patients:** Special restrictive rules apply via the policy “Management of Psychiatric, Homicidal, Violent, Altered Mental Status, and Substance-Impaired Patients and Care of Patients at Risk for Suicide.”
- **Medical Necessity:** When a visitor’s presence interferes with the patient’s treatment, recovery, or overall well-being.
- **Safety & Privacy:** When limited space, capacity constraints, or safety concerns compromise patient privacy or infringe upon the rights and safety of others.
- **Patient Preference:** At the explicit request of the patient.

Exceptions & Changes

- **Approvals:** Nurse managers or house supervisors can grant policy exceptions when indicated with a notification to Security..
- **Emergencies:** Weather events like hurricanes will temporarily alter these hours.
- **Infection Control:** Guidelines change dynamically based on community safety needs.
- **Clergy:** Refer to the Clergy Visitation Policy for clergy visiting a specific patient providing the patient name on arrival.

Approval Signatures

Step Description	Approver	Date
Chief Executive Officer	Josh Snow: Chief Executive Officer - Hospital	09/2026
Chief Nursing Officer, Health System	Susan Laber: HS Chief Nursing Officer	08/2026
Policy Manager	Angela Duffy: Dir, Clin Compli&Regul Svcs	08/2026

Applicability

USA Health University Hospital

Standards

No standards are associated with this document

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