

Alaska Native Medical Center
MATERNAL CHILD HEALTH VISITATION GUIDELINES
VISITORS IN THE MATERNAL CHILD HEALTH HUGS SYSTEM AREA

(Approved 5/19/2017)

1. Purpose:

To ensure that families have easy and consistent access to their children who are Customer/Owners in the Maternal Child Health HUGS system area at Alaska Native Medical Center (ANMC), while providing safety and security.

2. Scope:

To include Family Birthing Services (FBS), the Neonatal Intensive Care Unit (NICU), and Inpatient Pediatrics

3. General Guideline:

All family/visitors will check in and out at the Hugs security office. A visitation pass will be issued to indicate appropriate unit for visitors based on color of pass. This pass will expire each day at 2100 and new pass will be issued when appropriate.

- 3.1 Pediatrics – Green
- 3.2 NICU – Blue
- 3.3 FBS – Orange
- 3.4 Annex – Yellow (when used as an alternate care site, for Customer/Owners other than those from Pediatrics, NICU or FBS)
- 3.5 Other Personnel – Wrench

4. Inpatient Pediatrics Visitor Guidelines

- 4.1 The HUGS security personnel will call the Pediatrics unit to determine if the caregiver is available for permission to visit.
- 4.2 A parent or legal guardian must accompany all visitors for all Pediatric Customer/Owners unless other arrangements have been made with parents/legal guardian approval.
- 4.3 Caregivers may leave list of approved visitors who may visit their child in their absence or assign a parent designee. Parent designees are not allowed to bring their family or friends onto the Pediatric Unit. (This is to ensure that children whose parents are not in Anchorage still have consistent visitors.) These visitors must follow visiting hours from 0800-2100.
- 4.4 Up to two caregivers will be issued a blue band with their child's name and room number. Caregivers must wear the band throughout their hospital stay.

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- 4.5 All minors (under 18 years of age) will follow hospital visiting hours.
 - 4.6.1 **Exception #1:** Minor parents of a Customer/Owner and breastfeeding siblings may remain on the unit. Caregivers are responsible for supervising visiting child and ensuring that visiting children remain at the Customer/Owner's bedside.
 - 4.6.2 **Exception #2:** Parents are encouraged to "room-in" with their hospitalized child. To assist with this, staff will make all attempts to accommodate under 18 year old siblings with parent supervision so that the family can remain together
- 4.6 Parents can bring anyone they want in to visit their child. Visitors are to remain at the Customer/Owner's bedside and must practice routine hand hygiene in accordance with standard precautions.
 - 4.7.1 The hospital will provide meals for ONE rooming-in parent. Siblings and/or other adults are responsible for their own meals.
 - 4.7.2 If a parent cannot stay with their child, only siblings over the age of 18 can be the "rooming-in" family member.
 - 4.7.3 If a child is admitted due to a respiratory illness, or premature birth, and the scent of tobacco, perfume, or other odors on the visitors is such that one can sniff and smell it, gowning will be required for the visitors.

5. NICU Visitor Guidelines

- 5.1 The NICU is open for visitation except during shift change. Shift change times are between 6:30am - 7:30am, and 6:30pm - 7:30 pm. Exceptions may be required in emergency situations, or at nursing discretion.
- 5.2 Family/Caregiver with a caregiver blue security band check-in to the Hugs security office to get in to the department
- 5.3 Visitors to the NICU will check in and out at the Hugs security office. The Hugs security personnel will call the NICU to determine if the caregiver is available to obtain permission to visit. If permitted, a blue color coded pass will be given which indicates "NICU Visitors Only"
- 5.4 All visitors must be accompanied by a parent with a caregiver blue security band when visiting the NICU.
- 5.5 All parents and visitors must wash their hands to elbow for 2 minutes with an antimicrobial soap prior to entering the NICU.
- 5.6 Instruct visitors/parents to ring the doorbell after scrubbing, and allow adequate time for staff to answer the door.
- 5.7 Limit two (2) parents/visitors at infant's bedside. When unit census allows, 2 parents and 1 sibling may visit together.

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- 5.8 Siblings may visit under direct parental supervision and staff can verbally screen parents in regards to the sibling's health status. Visitation may be discontinued or limited during the year due to infectious epidemics within the community. This restriction will be at the discretion of the Medical and Nursing Director of the Pediatric Department.
- 5.9 Parents are responsible for ensuring the visiting sibling remains at their infant's bedside. If the sibling's behavior becomes disruptive or inappropriate at any time, the bedside Nurse may ask the parent to remove the child from the unit.
- 5.10 Grandparents may visit independently with parent's written permission (documented on visitor's list in Customer/Owner chart), or when identified by the security band matching that of the baby. Grandparents may be asked to show identification to the staff when visiting without parents.
- 5.11 Parents may bring any adult with them into the NICU to visit their infant. Children over the age of 14 are also welcome to visit.
- 5.12 If parents live outside the Anchorage bowl and must return home, a friend or relative can visit. This "Parent Designee" is limited to 2 named individuals only. The designee is not allowed to bring other friends or family into the NICU. Parent designees should be prepared to show identification to the staff when visiting.
- 5.13 Parents and visitors may not stop at any other infant's bedside unless that infant's parents are present.
- 5.14 Picture taking is permitted with permission of the parents. Video camera usage must be focused on that parent's baby only. Written permission must be obtained for pictures taken by anyone other than the parents. Parents may give verbal permission for picture taking, but should be present at the infant's bedside.
- 5.15 Information regarding any infant's condition will be given only to the parents. This is to insure privacy and confidentiality.
- 5.16 Parents can visit anytime except during the report time. Holding of the infant is dependent upon the infant's condition.
- 5.17 Inappropriate or disruptive behavior by any visitor will be cause for the removal, and possible forfeiture of visiting privileges to the NICU. This is to ensure a quiet and safe environment for the babies.
- 5.18 During certain activities or events, parents/visitors may be asked to leave the Customer/Owner care area for a short period of time.
- 5.19 Telephone calls to parents in the NICU will be accepted after baby's feeding and care are completed. This will provide parents with private time, free of

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distractions, with their baby. Telephone use by visitors is for emergencies only, limit these calls to two (2) minutes.

6. Family Birthing Services Visitor Guidelines

- 6.1 Labor and Delivery (L&D) is open 24hrs a day, however, exceptions may implemented in emergency situations at discretion of L&D staff.
- 6.2 The number of family members/visitors allowed in L&D will be determined by judgment of the Customer/Owner and the health care team for Customer/Owner safety.
 - 6.2.1 No waiting in the hall, Customer/Owner doorway or at the nurse's station.
- 6.3 L&D Triage visitation is limited to 1 person while Customer/Owner is in the triage area. Other visitors wishing to see Customer/Owner must remain outside of the triage area and only enter as other visitor leaves (trading places). These visitors may wait in the family waiting area.
- 6.4 Children in L&D must be accompanied by an adult at all times other than the Customer/Owner. Under no circumstances will a child be left unattended with a Customer/Owner. If a child is found unaccompanied by an adult the Charge Nurse will be notified and determination for emergency child placement may be assessed in which case OCS will be contacted.
 - 6.4.1 Allowances may be made to accommodate for an overnight stay of children in the Mother Baby Unit if there is a responsible adult, other than the Customer/Owner, available to care for the children at all times.
- 6.5 If the father of the baby is under the age of 18 and is supportive, all efforts will be made to allow that person to stay overnight with the mother as long as there is not a roommate in the room with the Customer/Owner in a semi-private room.
 - 6.5.1 This allowance will be made by the charge nurse and house supervisor as appropriate and only allowed if the Customer/Owner is in a private room or the semi-private room has no roommate present (2nd bed is not to be used by overnight visitors). The visitor may be asked to leave if the second bed in the semi-private room is needed to care for the Customer/Owner.
- 6.6 Any visitor that becomes disruptive or are deemed as being a detriment to the Customer/Owner's well-being will be asked to leave the unit.
- 6.7 At any time visitors may be asked to leave any Customer/Owner room and wait in the waiting room.
- 6.8 Overnight stays are limited to one support person after normal visiting hours. Exceptions can be made by discretion of staff and Customer/Owner status.

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- 6.8.1 Visitors are not allowed to sleep in the unoccupied bed in a semi-private room.
- 6.9 If for any reason a Customer/Owner needs to have a cesarean section:
 - 6.9.1 Planned cesarean sections will allow one individual to accompany Customer/Owner to operating room at the discretion of anesthesia.
 - 6.9.2 Unplanned cesarean section policy will be up to discretion of operating room team based on Customer/Owner status at time of surgery.
- 6.10 No photographs or videotaping during the birth of the newborn, photographs are permitted before and after the birth.
- 6.11 Visitors shall be instructed on proper hand washing prior to entering a Customer/Owner room, surgical suit, and/or contact with Customer/Owner or infant.
- 6.12 **CUSTOMER/OWNER EDUCATION:**
 - 6.12.1 The need to identify family and friends to be present during labor and/or birth at the time of admission
 - 6.12.2 Visitors and/or family may be asked to leave room if circumstances deem necessary.
 - 6.12.3 Unless requested by the Customer/Owner, phone calls and visitors will not be restricted. However the nurse may intervene and place limitations in the best interest of the Customer/Owner with the Customer/Owner's knowledge.
 - 6.12.4 Customer/Owner education must be documented on Customer/Owner's chart.

7. Exceptions

Visiting hours for FBS will follow hospital guidelines, exceptions can be made for laboring Customer/Owners after normal visiting hours by nursing staff.

References

- 1. ANMC Visitors Guide Procedure # 101-07

Responsibility	Owner of this guideline
Written	

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Recommend approval and date	ANMC EMT or CQC as appropriate
Approval	ANMC Joint Operating Board
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