

## MLAH Inpatient Client Visitation Policy/Procedure

1. One visit per day, limited to 15 minutes, but may be adjusted up to 30 minutes based on doctor discretion. We must hold to this timeframe to minimize disruption of treatment times and to stay on time for visits.
2. Visit will be scheduled during the update phone call with the doctor.
3. Visits will be put on the ER Discharge/Visit column on EasyTime and noted as such. Visits will also be put on SmartFlow so that nurses are aware of the visit time. If the visit will be outside of the building, that will be noted on EasyTime and SmartFlow.
4. One visit per timeslot only (1 designated exam room).
5. Client checks in at Reception upon arrival.
6. The room for visits varies according to the schedule below:
  0. Monday-Thursday, CSR pages the PC Lead or dials extension 267 to find out the PC Exam Room to use for the visit. CSR calls ICU to let them know the room number and escorts the client to the room.
  1. Friday-Sunday, CSR calls ICU to let them know that the client has arrived and escorts the client to Exam Room 11.
  2. If it is an outdoor visit, CSR will tell client to wait in lobby for nurse/doctor to come out with pet and escort them to outdoor visiting area.
  3. If it is an in-ICU visit, CSR will tell client to wait in lobby for nurse/doctor to come out and escort them to ICU
7. For in ICU visits, nurse/doctor announces visit to the room prior to getting client to bring them into ICU. Services should notify ICU for any in ICU visits as soon as they are scheduled.
8. At the conclusion of the visit, nurse/assistant/doctor brings pet back to ICU/Wards, escorts the owner to the lobby, and cleans the exam room.