



Inpatient Visitors Guide

Visiting a Patient in the Hospital

At Ochsner, our goal is to help each of our patients recover as quickly as possible.

To help family members and caregivers feel confident in the care we provide, our nurses communicate regularly. That way you can stay informed about your family member's condition.

We All Have a Part to Play

These policies help us ensure the safety and security of our patients, providers and staff. To ensure a patient's rest and recovery, we may limit the number of visitors and/or the length of a visit. Please observe these policies while you're visiting a patient at Ochsner.



Our visiting hours are 8:00 am-8:00 pm.

We encourage family, friends, and support persons to visit a patient frequently. Please follow these and any posted visitor policies.

Visiting an Ochsner Patient

- **Two visitors** are allowed in any patient room at a time.
- One of the 2 visitors may be a support person. The support person may visit 24 hours a day, 7 days a week.
 - When a patient is admitted, we ask them to name a main support person. This person provides important information during a patient's hospital stay. The patient can also name them as the primary point of contact for relatives and friends who want to know about their condition. This person must be 18 or older.
 - The support person may stay overnight with the patient. One set of bedding will be provided for the support person if needed.
- Visitors may be asked to leave the room during a patient procedure or examination.
- Please do not touch medical equipment in patient rooms unless directed by a nurse or other provider.
- Visitors may not enter unauthorized areas such as nursing stations or medication rooms.
- Visitors must wear shoes in patient rooms, hallways and anywhere in the hospital.
- Visitors may use designated restrooms near the waiting area. Please do not use patient restrooms.
- Visitors should wait in the waiting area only – not in hallways. This helps us keep all patients safe and their health information confidential.
- If you have physical and/or other limitations, please have an adult caregiver with you at all times.
- Help stop the spread of infection:
 - Wash your hands or use hand sanitizer before entering a patient's room. Do the same as you leave the room.
 - If you are sick or feeling unwell, please see a nurse before entering the patient's room. A nurse will provide a mask and gloves to help prevent spreading infection to the patient.
 - Use cafeterias and waiting rooms for your food and drink. Food may not be left or stored in a patient's room. Drinks must be closed and covered.

- Follow any infection control instructions posted on your patient's door. This protects both you and the patient from infection. For example, you may see a sign saying "Masks required," or something similar. Ask a nurse if you are unsure how to follow the posted instructions.



Choose Kindness

Care goes both ways. Respect our staff.

Keeping you safe is a top priority. Ochsner has a **ZERO TOLERANCE policy** when it comes to patient or visitor misbehavior. Visitors who display any of the following behaviors will be asked to leave the premises. They may not be allowed to return. **Unacceptable behavior** that will be reported:

- Acts, threats or comments of physical violence, abuse or aggression, or of a sexual nature. No jokes or joking comments about these things either.
- Use of or possession of explosives, firearms, other weapons, controlled substances, smoking products, or alcohol.
- Intentional damage to Ochsner property, or the property of other patients, family or staff.
- Comments, slurs, personal insults or anything that a reasonable person would find demeaning, disparaging, degrading, harassing, or intimidating.
- Repeated shouting, use of swear words or gestures, rudeness or other abusive language.
- Any behavior that, according to our providers, interferes with the care of a patient.

[Ochsner policy OHS.SEC.002]

Special Circumstances

Comfort-Focused Care or Treatment, Consults, and Family Meetings

A spouse or partner, children, parents and siblings may visit 4 at a time during normal visiting hours. Virtual visits may be possible for families of more than 4 visitors.

End of Life Care

Special allowances are made when it is medically obvious a patient is near death. During the final period of a person's life, Ochsner allows up to 4 visitors in the patient's room at one time. This includes spouse or partner, children, parents, siblings and those closest to the family. Four visitors may be present 24/7.

Children

Children must be supervised by an adult at all times.

Children under age 5 are not permitted in patient rooms.

Children age 12 or under are not allowed to visit the ICU unless the charge nurse gives permission. These approved visits must be scheduled in advance. This gives the care team time to prepare and ensure the patient can receive visitors.





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