

Visitation Policy

Purpose:

Franklin General Hospital recognizes that a key component in ensuring excellence in care involves respecting the rights of patients/residents and their rights to involve family members, domestic partners and significant others in their care and treatment. This outlines the process for ensuring visitation rights are respected and consistent with our mission, meeting the needs of patients, residents, families, significant others, and staff and also ensuring a safe and secure environment.

Definitions

Family member: A person related to patient by blood, legal marriage, or adoption.

Domestic partner: Person living with patient but is not legally married and includes same-sex domestic partner.

Significant other: A person not related to patient by blood, legal marriage, or adoption but the patient has designated as a significant person that he/she wants to be involved in his/her care and treatment.

Patient: May be inpatient (acute or swing bed) or outpatient.

Abuse: Any behavior that causes harm, intimidation, or distress, including verbal threats, harassment, or physical aggression.

Policy

- It is the policy of Franklin General Hospital to have open visiting hours. The hospital will:
 1. Not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, gender identity, sexual orientation, or disability.
 2. Ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences.
 3. Restrict visitors according to the patient's wishes or the patient's condition.
 4. Restrict visitors with the obvious presence of communicable disease or infection. Visitors must be free of communicable disease/infection in order to ensure the safety of patients.
 5. Inform patients and/or support person of department-specific rules related to visitation to protect the rights and/or safety of others.
 6. Restrict visitors based on Influenza surveillance or other disease outbreaks.
 7. Request that all visitors wear shoes and shirts, and an adult accompany children.

- Patients, or support persons where appropriate, will be informed of:
 1. His or her visitation rights, including any clinical restriction or limitation on such rights.
 2. The right, subject to his or her consent, to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including a same sex domestic partner), another family member, or a friend, and his or her right to withdraw or deny such consent at any time.

Visitor Behavior Expectations

Franklin General Hospital is committed to providing a safe and respectful environment for patients, visitors, and staff. Franklin General Hospital maintains a zero-tolerance policy for verbal, physical, or any form of abusive behavior toward staff, patients, or visitors. This includes, but is not limited to:

- Threatening language or gestures
- Harassment or intimidation
- Physical aggression or violence

Actions may include:

- Immediate removal of the visitor from hospital premises
- Restriction or revocation of visitation privileges
- Notification/involvement of law enforcement when necessary

Our goal is to maintain a healing environment that prioritizes safety and dignity for all.

Notification/education to staff and visitors

To ensure patients, patients' support persons, family members, significant others, domestic partners, visitors, and the community are informed of the Visitation Rights policy, by:

1. Including Visitation Rights policy references in all Medicare patient rights Notice of Rights requirements.
2. Inform and educate the workforce of the Visitation Rights Policy, which may include but is not limited to orientation, departmental/leadership/staff meetings, and HealthStream.