

Visitor guidelines

This guideline is protect consumer and worker rights and control security and business requirements.

On this page:

- Categories of visitors
- [Visitors control process via reception](#)
- [External parties accessing the patient care environment](#)
- [External parties not usually accessing the patient care environment \(Table 2\)](#)

Categories of visitors

- **External parties accessing the patient care environment:** refer to Terms of access to Southern Cross Healthcare - Patient Care Environment ([Table 1](#))
- **External parties not usually accessing the patient care environment:** refer to Terms of Access to Southern Cross Healthcare – External parties not usually entering Patient Care Environment - [Table 2](#)
- **External parties who are generally not permitted to visit:** refer to Restriction of access of patients or employees where access is usually denied ([Table 3](#))

Visitors control process via reception

Arrival

During business hours: visitors who are required to sign-in do so in the visitor's register

After hours: a notice at reception or on front door, if locked, which directs visitors

Hospital closure: a notice is posted on front door stating:

- hospital closure, date and time of re-opening
- name and contact details of the security surveillance firm
- all controlled medicines have been removed from the premises

For patient visitors:

Team checks

- instructions on current patient list for any restrictions/special requirements
- visitors are expected to turn mobile telephones off in clinical areas

For visitors NOT entering the patient care environment:

Team checks

- if signed authority or identification is required
- if the required manager / employee / medical specialist is available to receive visitor

- business visitors wearing a name label stating company name
- attire and behavior expectations appropriate
- where relevant, SCH policies/procedures and best practice process/standards for the work being undertaken are adhered to

Departure

- signed-in visitors must sign-out in the visitors register
- may be required to check-out with a designated manager/nurse-in charge (after hours).

External parties accessing the patient care environment

See [Table 1](#).

Visitor categories

- consumer visitors
- support person/s accessing restricted areas (Theatre/Procedure room/Recovery)
- support person rooming-in
- visitors associated with accessing Community Services

Persons conducting a business or undertaking (PCBUs):

- credentialed practitioners including Special Purpose Credentialed Invitees other clinical team members
- contractors
- employees (for example, local off-duty staff, National Office staff)

Patient/consumer visitors - requirements

- are permitted within visiting hours
- patient must be accepting of the visit/visitor
- patient visitors are restricted to ward and day stay areas except where permitted by nurse-manager-in charge or general manager. Refer to below - support person accessing restricted areas
- visiting children must be in the presence of a supervising adult at all times and not create disturbance to others
- for hygiene and infection prevention and control reasons visitors must not sit on the beds nor use the patient's toilet/en-suite facilities.
- patient in isolation/infection control: visitors may be restricted according to infection control procedures and must follow hospital requirements
- complaints relating to visitors must be directed immediately to hospital general manager who may request assistance from the patient's admitting medical specialist, security or police if the situation is extreme. Refer to - [Protection from risk of abuse guidelines](#), informed consent procedure.

Support person/s accessing restricted areas (theatre/procedure room/PACU)

If a patient or consumer so requests: a [support person or other visitor](#) may be granted limited access during direct patient treatment or care

Parents or a support person of children and/or special needs patients may be given restricted access to the operating suite before induction and in the recovery room once consciousness is regained. Refer to: [Relatives or support person in theatre or procedure room during the procedure.](#)

Post anaesthetic care unit (PACU) access is on the proviso that the PACU nurse determines adequate privacy and safety can be maintained for all patients in the unit.

Approval from the surgeon, anaesthetist and operating room manager is required for any visitor/support person to be permitted into the operating room during a procedure.

According to the type of surgery/list and the requirements of the hospital, the parent or support person may be required to dress in theatre surgical attire and wear over-gown, overshoes, hat and mask.

For formal patient consent to the presence of a visitor, refer to the below Patient consent for the presence of visitor form.



Patient consent for the presence of a visitor (/media/2703/patient-consent-for-the-presence-of-a-visitor.doc)

33KB doc

Support person rooming-in

- rooming-in may be arranged for immediate family members/whānau/guardian where appropriate and if the hospital has accommodation available
- this may be arranged to meet the needs of
 - children who are patients and their parents/guardian /support person or
 - an adult with special needs (physical, mental or other) that requires or requests a support person
- a double room will be provided if available. If only a single room is available, a reclining armchair may be provided for the accompanying adult
- a fee/charges may apply at the discretion of each hospital general manager and based on the services and facilities accessed
there is a fee for rooming-in. Parents / consumers should check with their insurer regarding cover for parent accommodation

Visitors associated with accessing community services

Consumers are supported to access community services that may include:

- [advocacy and Support](#)
- [interpreter guidelines](#)
- legal
- spiritual
- post-discharge community e.g. district/community/nurse services or home help
- individual values and beliefs including personal privacy, dignity, respect and independence, [communication](#), discharge guidelines, a care pathway

For patient consent to the presence of a visitor refer to the Patient consent for the presence of a visitor form above.

For filming, refer to: [Agreement for filming/recording/photography](#) at a Southern Cross Healthcare, which must be completed by the applicant.

Persons conducting a business or undertaking (PCBUs)

- credentialed practitioners including Special Purpose Credentialed Invitees and other clinical team members
- refer to the [Credentialing policy guidelines](#)
- contractors, business contractor/supplier
- sign in/out and visit only appointed persons as authorisation by hospital general manager or delegated authority e.g. OR manager, facilities manager
- complete all contractor management requirements in accordance with [Health and Safety at Work Act 2015](#).

Employees (for example, local off-duty staff, National Office staff)

On-duty staff from another location must follow the [reception process](#). Off-duty staff must report in to and out to person in charge.

External parties not usually accessing the patient care environment

See [Table 2](#).

Visitor categories

- business contractor/supplier
- leasee
- government agency
 - Police
 - Fire
 - Civil Defence
 - WorkSafe
- volunteers – qualified or professional, lay persons
- an employee's personal visitor
 - friends/family/whānau of employees
 - breastfeeding situations
 - Employment Relations Act Bargaining Agent/Representative Visitor

Business contractor/supplier

- sign in/out and visit only appointed persons as authorised by hospital general manager or delegated authority, for example OR manager, facilities manager
- complete all contractor management requirements in accordance with [Health and Safety at Work Act 2015](#).

Leasees

Governed by conditions of their lease agreement and protocols discussed at their orientation and following including to:

- ensure attire and behavior are appropriate and where relevant SCH policies, procedures observed and they maintain their practice processes/standards
- if access is via the hospital, does not need to sign in /out of the facility

Government agencies

Police

The police may visit in the course of an investigation (for example, coronial) to access staff to make a statement.

NOTE: there is generally no good reason to refuse and SCH would not wish to hinder the police in their work in any way. The hospital general manager will convey to police our preparedness to assist in any way, including releasing employees to be interviewed by police, as long as:

- a. the release does not compromise the continuity of patient care
- b. employee/s agree to this

NOTE: employees, unless subpoenaed, should know there is no legal obligation for any person to be interviewed by police; they are entitled to refuse to speak with police and they don't have to give a reason for the refusal.

If police arrive at hospital, employees shall contact the hospital general manager (or on-call nurse manager if general manager is unavailable) and they must attend immediately.

Police are asked to wait for the manager to arrive.

Meeting with police

Employees are advised to seek manager approval before speaking to police. Employees are entitled to have a representative present and/or seek legal advice. South Cross Hospitals prefers the hospital general manager to be among the support persons present.

The hospital general manager will arrange a suitable meeting time and select time as appropriate (ideally at the end of a shift or at a later time when the employee has been able to access managerial and legal advice).

Southern Cross provides its own legal counsel for the employees involved through the [Southern Cross Employees' indemnity insurance policy](#). Hospital general manager arranges this through the Chief of Quality and Risk, the Insurance broker (see the [Insurer Notification Guidelines](#)) and SCH lawyer. However, as this is the employees' insurance policy, employees are entitled to access independent legal counsel.

A SCH appointed lawyer may attend interviews, vet statements and provide independent legal advice and support to the employee/s concerned.

Should police urgently expect a meeting with an employee for any reason and employee is in agreement (see above if not in agreement) and this cannot wait until the end of the employee's duty; the employee's availability will depend upon employee's:

- workload at the time refer to: [Safe staffing policy and guidelines](#)
- availability of relief staff to provide cover
- availability of management/employee/s during a work shift
- availability of witness/support person for the employee/s
- availability of private office space
- orders/directives from indemnity insurer/CEO or delegate

NOTE: if the situation is likely to cause upset and incapacitate the employee from returning to work, then off-duty time shall be arranged and staff paid for the extra time.

Fire service

Under the Hospital Emergency Plan (HEP) the hospital general manager or nurse-in-charge outside of usual hours has control/authority until Fire and Emergency arrives, at which point the chief fire officer is briefed and assumes control of fire emergency services management.

Civil Defence

Under Hospital Emergency Plan (HEP) SCH is committed to acting responsibly by being part of the wider community. However, SCH cannot provide external emergency management contributions except as:

- authorised by the CEO on the recommendation of the COO and/or
- legislatively mandated to provide services, supplies or physical facilities by Government agencies with requisitioning powers to do so, for example, Civil Defence

WorkSafe

Covered under [Health and Safety at Work \(HSW\)](#). There may be statutory powers to access workplace. Refer to principles [Business contract/supplier](#) information.

Volunteers

Please refer to SCH [Health Emergency Plan \(HEP\)](#) pg 16-17:

- a volunteer may be an affiliated member of a recognised body/group, has some Civil Defence emergency management (CDEM) training and is accountable and responsible through their organisation
- a spontaneous volunteer (lay person) is not a member of an organised recognised body/group; they are untrained in CDEM relevant skills, not responsible or accountable to any given organisation and therefore an 'unknown quantity'

In an emergency, health practitioners (for example, credentialed doctors who admit and treat patients at the hospital, off-duty staff, or contractors) may volunteer their services. SCH has duty of care ([Health and safety at Work Act 2015](#)) for management of volunteers, employees, visitors and contractors.

Employee's personal visitor/s

Friends / family / whānau of employees

Do not have access to communal employee rooms or restricted areas e.g. medication and storage rooms, loading bays, and clinical departments.

Breastfeeding situations

Under the [Employment Relations Act 2000 \(Part 6C\)](#) where this is reasonable and realistic in the circumstances (taking into consideration the employer's operational environment and the employer's resources) employers have to give breastfeeding breaks and appropriate facilities for women who want to breastfeed or express milk at work or during the working day.

Where a person is visiting with a baby for breastfeeding, that visitor shall:

- follow the visitor requirements sign in/out and visit only appointed person as authorised by hospital general manager or delegated authority
- not bring other children into the hospital
- remain with the employee at all times in a designated private area, so that the employee can return to the workplace immediately in the event of an emergency or meet clinical safety needs

Employment relations act bargaining agent/ representative visitor

Under the [Employment Relations Act 2000](#) there is an obligation on union representatives to get the employer's consent and inform the employer of their purpose for entering the workplace and to produce evidence of their identity and their authority to represent the union concerned.

If the hospital general manager is not available then the union representative must leave a written notice with the above information at reception and also include the date and time of entry. However, the union representative can still enter the facility.

Where appropriate the hospital general manager may free an individual employee from their employment duties in accordance with the provisions of the legislation.

The employees' responsibility for their patient care and welfare is first priority.

Any individual employee being freed to see their bargaining agent will depend on:

- availability of the employee.
- patient/hospital situation at the time (employees have primary responsibility for the immediate care and welfare of patients)
- availability of private office space

Table 1. Terms of access to Southern Cross Healthcare - patient care environment

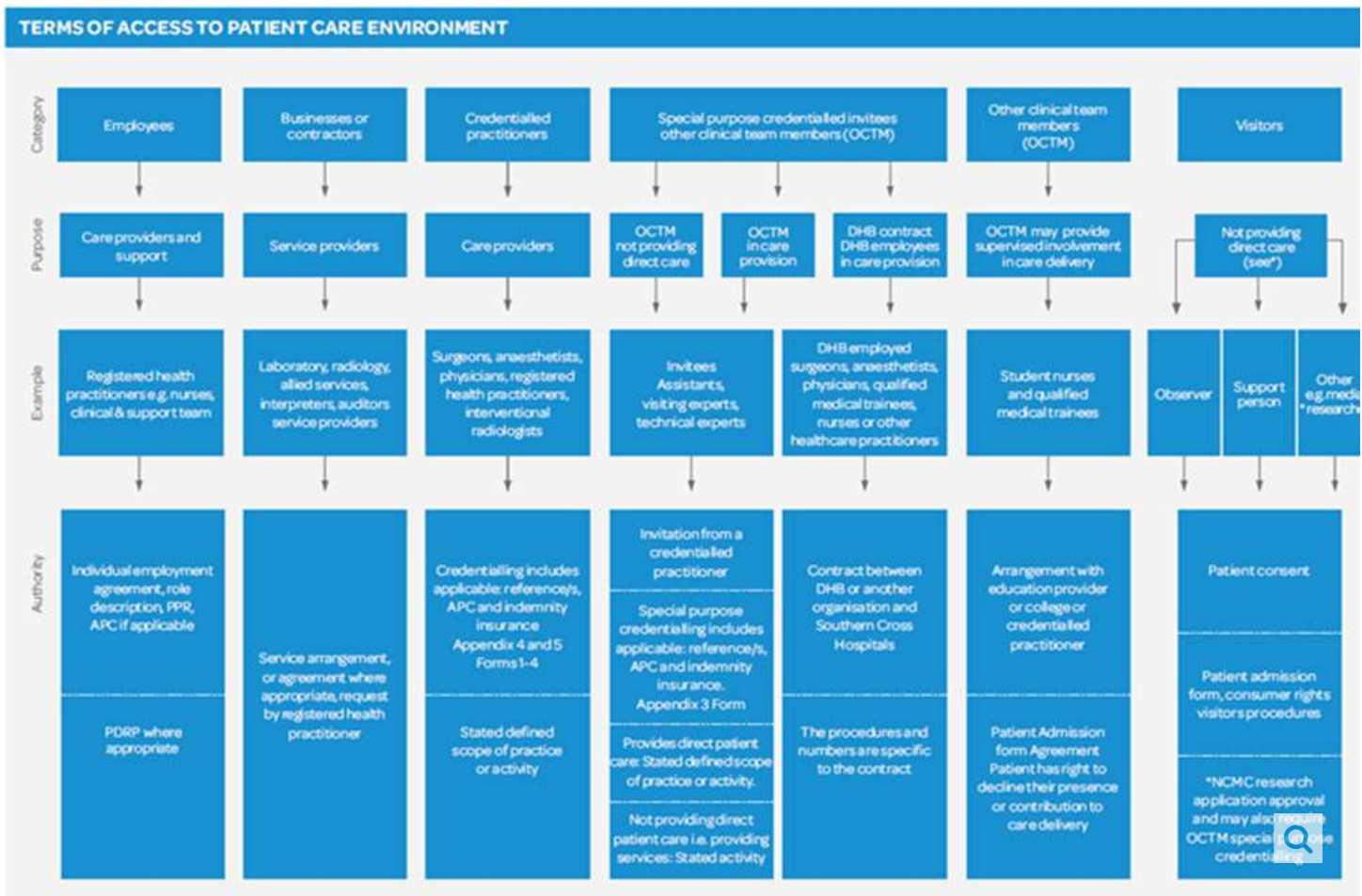


Table 2. Terms of access to Southern Cross Healthcare - external parties not usually entering patient care environment

Category	Business contractor/ supplier	Government agency e.g. Police, Civil Defense, Fire service, WorkSafe	Volunteers
Purpose	- for a business purpose - to provide goods or services	- in an emergency (eg Civil defense disaster, serious event or emergency) - to visit a patient or staff for a SCH-related inquiry or investigation - conducting legislated responsibilities - to visit management	In an emergency (eg Civil defense disaster or emergency).
Example	- service/maintenance contractors not usually	- Emergency services	- Qualified or professional

	<p>required to access patient care environment eg deliveries of goods or maintenance contractors</p> <p>- lessee's of medical consulting space</p>	<p>- Investigation by Police eg death</p> <p>- Compliance inspection</p>	<p>volunteer</p> <p>- Unqualified volunteer 'Good Samaritan'</p>
Authority	<p>Business or service arrangement / agreement, for example: lease agreement, health and safety documentation</p>	<p>Legislation, for example:</p> <ul style="list-style-type: none"> - Civil Defence Management Act 20012 - Civil Defence Emergency Management Regulations 2003 <p>Coroners Act 2006</p> <ul style="list-style-type: none"> - Or as authorised by the CEO, COO and or hospital General Manager 	<p>A qualified volunteer is authorised under their training or registration</p> <p>A Good Samaritan may be authorised or permitted by the CEO, COO and or hospital General Manager or registered health practitioner or Civil Defence of other Emergency controller</p>
Access requirements	<p>If going beyond 'public' or loading zone areas, must sign in/out and visit only appointed persons following authorisation by the hospital General Manager or delegated authority.</p> <ul style="list-style-type: none"> - lease agreement where required - completed all contractor management requirements, completion of safety work plan where required - HSW briefing 	<p>With the exception of an emergency situation:</p> <ul style="list-style-type: none"> - must sign in/out and visit only appointed persons following authorisation by the hospital General Manager or delegated authority - to be accompanied at all times by authoriser or delegated authority - HSW briefing 	<p>With the exception of an emergency situation:</p> <ul style="list-style-type: none"> - must sign in/out and visit only appointed persons following authorisation by the hospital General Manager or delegated authority - to be accompanied at all times by authoriser or delegated authority. - HSW briefing

Table 3. Restriction of access to visitors of patients or employees where access is usually 'denied'

Example	Direction
Commissioned sales persons and /or Hawkers	Not permitted to have access to patients or employees
Completion of personal legal documentation	Employees must never witness legal documents e.g. wills, advance directives etc. being completed by a patient and their lawyer/agent. Please see here for list of available Justices of Peace
Disorderly visitors	Behaviours that impinge on the safety of consumers and or service providers will not be permitted access. Refer to: Protection from risk of abuse guidelines
During a patient's operation or procedure	A visitor is not permitted in the theatre or procedure room during the actual procedure. Relatives or support person in theatre or procedure room during the procedure
People electioneering	Not permitted to have access to patients or staff
Prisoners	Refer to: Prisoners as patients guidelines
Restraining order in place	Refer to: Protection from risk of abuse guideline and Restraining order procedure
Uninvited/unwelcome visitors	Not permitted to have access to patients or staff

Associated documents

- Health and Safety at Work Act, 2015.
- [Health and Safety at Work](#)
- [Contractor Safety Induction form](#)
- Hot Work Procedure
- [Adverse event management](#) including [Insurer notification guidelines](#), Southern Cross Employees' indemnity insurance policy
- Legal Compliance Programme
- Patient Care Process: including Discharge guidelines, Care pathway, Patient Information Pack, Patient Room Compendium

References

- Civil Defence Act 2002 and Regulations
- Employment Relations Act 2000
- [Health and Disability Commissioner \(Code of Health and Disability Services Consumers' Rights\) Regulations 1996](#)
- [Health Information Privacy Code 1994](#)
- [Health and Safety at Work Act 2015](#)
- [Health and Disability Sector \(Safety\) Standards](#)
- Professionals' Codes of Practice and Ethical Standards

CONTENT CONTROL

Published Date: **31 Jul 2018**

Version: **90**

Site: **Network**

Content Owner: **Victoria Aliprantis**

Authorised By: **Chief of Quality & Risk**



**WATCH THIS
CONTENT**