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## VISITORS – Grafton Site

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### Overview

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Document Type	Policy
Function(s)	Corporate Administration, Management and Governance
Directorate(s)	ADHB Generic
Department(s) affected	All ADHB services
Patients affected (if applicable)	n/a
Staff members affected	All ADHB staff members
Key words	visitors
Author – role only	General Manager Operations
Owner (see ownership structure)	Owner: Chief Executive Issuer: Director Communications
Edited by	Document Controller
Date first published	July 1996
Date this version published	24 August 2017 – role titles 24/7 hospital functioning
Review Frequency	3 yearly
Unique Identifier	PP01/VIS/003 – minor version

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File:	Visitors-Grafton_2017-08-24.docx	Owner:	Chief Executive
Classification:	PP01/VIS/003	Date Issued:	24 August 2017 - minor

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### Overview, Continued

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## VISITORS – Grafton Site

### Introduction

**Purpose** This policy is to guide staff in the management of visitors at ADHB.

**Scope** All ADHB staff

**Associated Documents** The table below indicates other documents associated with this policy.

Type	Document Titles
Board Policies	<ul style="list-style-type: none"> <li>• <a href="#">Privacy of Patient Information</a></li> <li>• <a href="#">Tikanga RBP</a></li> <li>• <a href="#">Code Orange Calls</a></li> <li>• <a href="#">Prison or Police Officer Escort</a></li> <li>• <a href="#">Travel &amp; Accommodation Assistance</a></li> <li>• <a href="#">Workplace Violence Prevention</a></li> <li>• <a href="#">Trespass Notice - ADHB</a></li> </ul>
Acute Adult Policy	<ul style="list-style-type: none"> <li>• <a href="#">Boarders Staying Overnight in Inpatient Areas</a></li> </ul>
Legislation	<ul style="list-style-type: none"> <li>• Health Information Privacy Code 1994</li> <li>• Health And Disability Consumer Code of Rights 1996</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Auckland District Health Board “Your Rights”</li> <li>• Ward Co-ordinators Guide to Visitor Management</li> </ul>

**Policy Statements** All patients have a right to support and to receive visitors.

Visitors may be restricted in the best clinical interest of the patient or other patients in the ward/unit.

Staff have the right to challenge any person visiting the department.

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### Introduction, Continued

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#### General Information

A patient's support person access is balanced with the constraint of treatment provision.

Visitor numbers may be restricted due to the limited bed space.

Staff have the right to refuse or limit visitor's access to patients for clinical or safety reasons.

Each boarder must be entered on the unit whiteboard (manual or electronic) for emergency management reasons.

Some ward areas have visiting time restriction to reflect rest times for patients.

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### Visitor Behaviour

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**Visitor Behaviour** Visitors are expected to behave in a way that enhances the well-being of the patient and that it does not unduly disrupt or disturb other patients and/or hospital staff.

Visitors enter only the rooms of the patient they have come to visit.

Visitors of prisoner patients must abide by the visiting regulations associated with the prison system.

Behaviours that are unacceptable may include but are not limited to:

- Theft or damage to property
- Breach of non trespass orders
- Harassment
- Intoxication
- Verbal or physical assault on staff, patients or other visitors
- Aggressive, threatening, disruptive or intimidating behaviour

Televisions, videos and radios:

- Are for the entertainment of patients.
- Staff may at times monitor the type of programmes being played.
- If the noise level is disruptive, staff can request that the volume be turned down or off.

Safety:

- Staff have the authority to call for assistance from the Clinical Nurse Manager, Security, Code Orange team or Police.
  - In support of Workplace Violence Prevention and in line with the [Trespass Notice - ADHB](#) policy visitors displaying violent or aggressive behaviour will be asked to leave the premises.
  - Breach of court order, restraint order or protection order or hospital trespass notice will result in the visitor being asked to leave ADHB premises.
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### Overnight Stays

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- Criteria for Staying Overnight** Family/Whanau and/or support person may stay overnight where:
- It would be therapeutically beneficial for the patient to have their family or other whanau and/or support person in close proximity, e.g.:
    - Women having a miscarriage
    - Critically ill
    - Dying
    - Grieving
  - A non-English speaking inpatient requires basic interpreting by a relative/friend to provide ongoing care.
  - A child under the age of 15 years requires one caregiver to stay with the patient. The nominated caregiver (excluding parent) must be over the age of sixteen.
  - The patient has or is to receive serious life-changing information or treatment and is unable to leave the facility to be with family or other whanau and/or support.
  - Where the privacy (and other) rights of other patients within the facility are not compromised.

At all times overnight stay by visitors is at the discretion of the Charge Nurse, Midwife or Clinical Nurse Manager and may be withdrawn if staff or patient safety is compromised.

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- Facilities** Boarder(s) are also to be informed:
- What time to vacate if they have been using another room to sleep in.
  - That they must comply with instructions from staff in respect to:
    - Noise
    - Staff-only areas or amenities
    - Actions during a fire alarm or other emergency
  - Of facilities they may use:
    - Kitchen facilities
    - Toilet and washing facilities.

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### Overnight Stays, Continued

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#### Family/Whanau and/or Support Person(s) Staying Overnight

Requests should be made to the nurse or midwife in charge of the unit.

In Wards/department where visiting hours end at specified times; ward staff will request that visitors, family/whanau and/or support people leave the ward at those times.

Additional out of area family/whanau and/or support people who wish to stay in close proximity may be accommodated at Te Whare Awhina – Grafton site (must be booked) or in nearby motels at their own expense.

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#### Starship Children's Health

Starship Children's Health – Allows one parent/caregiver per child to remain overnight or after 8 p.m.:

- Overnight accommodation is available in Starship Children's Health wards for one nominated parent or caregiver only (excludes HDU spaces).
  - There is no sleeping accommodation available in Paediatric Intensive Care Unit or High Dependency Units – except in the Child and Family Unit High Dependency Unit.
  - Due to inadequate facilities or patient acuity, the hospital may not be able to provide a single room for both patient and boarder.
  - Where the boarder is to stay in a single room, a bed or chair should be made available for the boarder to use.
  - Shower and toilet facilities are available.
  - By arrangement, parents of Starship patients may sleep overnight at Ronald McDonald family rooms on Level 3, Starship Children's Health or Ronald McDonald House.
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## VISITORS – Grafton Site

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### Additional Information

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**Food & Beverage for Overnight Stays** Under normal circumstances Nutrition Services staff are instructed not to offer beverages to visitors at a patient's bedside. The Charge Nurse must inform the Nutrition Services staff member on the ward if tea and coffee is to be served to a family/whanau and/or support person.

The family/whanau and/or support person may use tea and coffee-making facilities in the ward/unit.

Starship Children's Health:

- The resident parent is provided with breakfast.
- Meals are provided to mothers with breastfeeding babies (up to 6 months of age). Meal vouchers may be available through the Social Worker

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**Visitors Requiring Clinical Assessment and/or Treatment** Visitors, including contractors, requiring clinical treatment are referred to their GP unless it is an emergency situation.

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**Infectious Visitors** Visitors and family/whanau and/or support people with known infectious diseases such as chicken pox, mumps and measles should be requested not to visit. Clinical Staff will discuss this with the patient or visitors if necessary.

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**Health & Safety** All visitors must comply with hospital/ ward health and safety requirements or as directed by staff.

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**Animals** Only trained guide dogs are permitted in the wards with their owner except in rooms where patients are in isolation, or any time when staff feel it may compromise patient's safety or well-being.

Animal visits may be possible by arrangement with Clinical Nurse Manager/ Charge Nurse in extremely rare circumstances.

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### Additional Information, Continued

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**Prisoners Under Escort in AED/APU** No patients under police or prison escort in AED or APU are to have visitors.

Exceptions to this will be if the patient has a life threatening illness.

Authorisation must be given in consultation with:

- The Clinical Nurse Manager and the Clinical Charge Nurse in conjunction with
  - The Prison and/or Police Department.
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## VISITORS – Grafton Site

### Acute Adult Services Visiting Hours

Area	Family/Whanau and/or Support People & Other Visitor Visiting Hours
<b>All Wards (not listed below)</b>	<ul style="list-style-type: none"> <li>11:00am – 8:00pm</li> <li><b>After hours</b> visitors may be admitted via the security desk only after prior arrangements with ward.</li> </ul>
<b>Neuroservices</b>	<p><u>Visiting hours (unless otherwise organised with Charge Nurse):</u></p> <ul style="list-style-type: none"> <li>11:00am – 1:00pm</li> <li>3:00pm – 8:00pm</li> </ul>
<b>PACU</b>	<ul style="list-style-type: none"> <li><b>Children as patients in the unit</b> – two immediate guardians/parents may stay with the child.</li> <li><b>Elderly or confused patients</b> – one relative may be required to comfort the patient whose recovery is enhanced with a familiar person staying with them.</li> <li><b>Interpretation</b> – An interpreter who is required to assist with the non-English speaking patient in order to successfully communicate the patient’s needs and their progress.</li> <li><b>Long stay patients</b> – two family/whanau members may visit for short periods (5-10 minutes) at the discretion of the nurse in charge.</li> </ul> <p>All visitors are to be made aware prior to entry, that should the need arise for them to leave the unit e.g.: emergency situation, they must do so. It should be emphasised that their return would be organised as soon as appropriate.</p>
<b>DCCM</b>	<p><u>Visiting hours (unless otherwise organised with Charge Nurse):</u></p> <ul style="list-style-type: none"> <li>7:00am – 8:30am</li> <li>11:00am – 9:00pm</li> </ul> <p>During the ward round (08:30am – 11:00am) visiting is restricted to relatives of the terminally ill only. The unit is closed to all other visiting.</p>
<b>CCU / Ward 34</b>	<p><u>Visiting hours:</u></p> <ul style="list-style-type: none"> <li>11:00am – 1:00pm</li> <li>3:00pm – 8:30pm</li> </ul> <p><u>Exception:</u> When the patient is admitted to CCU out of visiting hours, the family/ whanau and/or significant others may stay to see the patient settled.</p>

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## VISITORS – Grafton Site

### Acute Adult Services Visiting Hours, Continued

**Out of Hours  
Standard  
Exceptions**

Standard exceptions to the set visiting hours for Adult Services are where:

- A patient’s health status is deteriorating to a critical or terminal stage of an illness.
- A non-English speaking patient requires basic interpreting for assessment or treatment.
- A visitor has any other special or extra-ordinary reason to visit out of hours:
  - This may be able to be arranged with prior agreement of the Charge Nurse (or the senior nurse on the afternoon and night shift).
  - Advance notice is helpful as if it is left until arrival at the hospital the visit may not be in the best interest of the patient (or other adjacent patients) at the time and access may be refused to the ward.

### Starship Children’s Health Visiting Hours

Area	Family/Whanau and/or Support People & Other Visitor Visiting Hours
<b>All wards (not listed below)</b>	<ul style="list-style-type: none"> <li>• 8:00am – 1:00pm</li> <li>• 3:00pm – 8:00pm</li> <li>• <b>After hours</b> visitors may be admitted via the security desk only after prior arrangements with ward.</li> </ul>
<b>PICU</b>	<ul style="list-style-type: none"> <li>• Open access (family/ whanau)</li> <li>• Other visitors only if family/whanau is present</li> </ul>
<b>27B/23B</b>	<ul style="list-style-type: none"> <li>• Open access (family/whanau)</li> <li>• 8:00am – 8:00pm (other visitors)</li> </ul>
<b>Day Stay Unit</b>	<ul style="list-style-type: none"> <li>• 7:00am – 7:00pm</li> <li>• Open visiting for families</li> </ul>
<b>CFU</b>	3:00pm – 8:00pm

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## VISITORS – Grafton Site

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### National Women's Health Visiting Hours

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Area	Family/Whanau and/or Support People & Other Visitor Visiting Hours
<b>All Wards (not listed below)</b>	<ul style="list-style-type: none"> <li>• 8:00am – 8:00pm (family/whanau and/or support people)</li> <li>• 1:00pm – 8:00pm (other visitors)</li> <li>• <b>After hours</b> visitors may be admitted via the security desk only after prior arrangements with ward.</li> </ul>
<b>Newborn Services (NICU/PIN)</b>	<ul style="list-style-type: none"> <li>• 24 hours/day (parents, grandparents &amp; siblings)</li> <li>• 1:00pm – 8:00pm (other visitors)</li> </ul> <p>A maximum of two people per cot/incubator/heat table at any one time.</p>
<b>Delivery Unit</b>	<ul style="list-style-type: none"> <li>• Open access (primary family/whanau and/or support person(s)) Recommended maximum 4 people</li> </ul>
<b>Women's Assessment Unit</b>	<ul style="list-style-type: none"> <li>• 24 hours/day (primary family/whanau and/or support person(s)) Recommended maximum 4 people</li> </ul>
<b>High Dependency Unit (HDU)</b>	<ul style="list-style-type: none"> <li>• 24 hours/day (primary family/whanau and/or support person)</li> </ul>
<b>Epsom Day Unit</b>	<ul style="list-style-type: none"> <li>• 7:00am – 8:00pm Monday – Thursday</li> <li>• 7:00am – 5:00pm Friday</li> <li>• 7:00am – 8:00pm Tuesday only (Colposcopy)</li> </ul> <p>All visitors, family/whanau and/or support people are to be identified as such by the woman before they enter the unit.</p>

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### Mental Health Visiting Hours

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Area	Family/Whanau and/or Support People & Other Visitor Visiting Hours
<b>Te Whetu Tawera</b>	<ul style="list-style-type: none"> <li>• 3:00pm – 10:00pm Monday – Friday</li> <li>• 10:00am – 10:00pm Saturday, Sunday &amp; public holidays.</li> </ul>

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## VISITORS – Grafton Site

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### Ward Coordinators Guide to Visitor Management

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#### Importance of Support Persons

##### The importance of support persons:

- It is recognized that the assistance of family/whanau and/or support person(s) can be helpful to both consumers and providers.
- Both staff and patients benefit when support people are appropriately involved in a patient's care. For example:
  - Information provided by support people may improve clinical decision-making.
  - A clear understanding of a family/whanau's strengths and care-giving capacities can contribute to better community care.
  - The presence of a support person during consultations can reduce patient anxiety and facilitate later discussion of options.
- The presence of a familiar and friendly face is particularly important for patients who are feeling vulnerable due to:
  - Pain
  - Dependency
  - Unfamiliar environment

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#### Code of Health & Disability Services Consumer Rights

This Code creates legal rights for consumers and imposes corresponding duties on providers of health and disability services.

However, the right to support is not absolute – patients are **not** entitled to a support person where safety may be compromised or another consumer's rights may be unreasonably infringed.

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#### Right of Family/ Whanau to Restrict Other Next-of-Kin or Visitors

The patient as the consumer has a right to the presence of a support person(s) of their choice. If the patient is unable to make that choice, all efforts should be made to accommodate those support persons who wish to be with the patient and have valid reason for doing so. Priority is normally given to immediate family/whanau.

One family/whanau member **does not** have the right to restrict other family/whanau members or significant support persons unless they have an enduring power of attorney.

A visitor timetable may need to be discussed and put in place.

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## VISITORS – Grafton Site

### Ward Coordinators Guide to Visitor Management, Continued

#### **Rights of a Parent or Guardian to Restrict Visitors to their Child**

If the patient is a child, the natural guardians (parents) have no absolute right to dictate access to their child in hospital. The DHB controls who enters the premise and thus who can visit.

Following a request to restrict visitors, and prior to deciding on whether or not to implement such a restriction, staff shall take into account:

- The parent's/ guardian's wishes
- The child's wishes
- The reason for the exclusion request – which must be compelling and valid

#### **Trouble Shooting Procedure**

Follow the steps below when you **identify a problem with visitor management.**

Step	Action
1.	Locate spokesperson for the family/whanau and discuss what specific matter is causing concern.
2.	Utilise cultural advisors and/or interpreters as appropriate and available.
3.	Inform what change is required and request compliance.
4.	<u>If inadequate response from visitor:</u> <ul style="list-style-type: none"> <li>• Notify the Charge Nurse (or the Clinical Nurse Manager if after-hours)</li> <li>• Seek advice and/or assistance.</li> </ul>
5.	Staff have the right to be able to provide care and treatment to a patient without hindrance from visitors.  <u>Staff must not hesitate to seek immediate appropriate assistance via a Code Orange call if there is any:</u> <ul style="list-style-type: none"> <li>• Intimidation</li> <li>• Harassment</li> <li>• Abuse</li> <li>• Threat</li> <li>• Direct refusal from a visitor to comply with a reasonable request</li> </ul>

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## VISITORS – Grafton Site

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### Ward Coordinators Guide to Visitor Management, Continued

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#### Authority of the Clinical Nurse Manager

The Clinical Nurse Manager has the delegated authority of the General Manager and may as deemed necessary for good reason at the time:

- Set limits
- Restrict specific persons
- Control access on behalf of a patient or the clinical area

Such decision-making does not preclude a review of any limits set at the next most appropriate time by the Charge Nurse of the area concerned or by the Clinical Nurse Manager if conditions have changed.

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#### Documentation

##### Documentation:

- It is best practice to document any interventions with visitors
  - Initiate Visitor Management Plan form when apparent that ongoing oversight/ supervision is likely to be required due to compliance issues.
  - Insert appropriate footnote in the Ward handover sheet so information and/or reference to arrangements/conditions made crosses shifts in a consistent form
-