



HEALTH HOLDING

HAFER ALBATIN HEALTH  
CLUSTER  
MATERNITY AND  
CHILDREN HOSPITAL

<b>Department:</b>	Leadership		
<b>Document:</b>	Administrative Policy and Procedure		
<b>Title:</b>	Patient Visiting Time Regulations		
<b>Applies To:</b>	All MCH Employees		
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## 1. PURPOSE:

- 1.1 To establish a policy and applicable procedures concerning visiting hours for hospital patients and to set forth the rules and regulations governing patients visiting at Maternity and Children Hospital facilities.

## 2. DEFINITIONS:

- 2.1 **Visiting Hours** – the regulated time schedule allocated for visitors ( family, relatives, friends and others) to visit the patients.

## 3. POLICY:

- 3.1 It is the policy of M.C.H. that acceptable visiting hours should be provided for patients admitted in the facilities without interrupting essential patient care activities.
- 3.2 Patient visiting hours should be regulated in time to ensure that sufficient medical care and rest for the patients is maintained.
- 3.3 Patient visiting hours should be as follows:  
3.3.1. Visiting hours in the following areas should not exceed four (4) hours per day except during Ramadan and Eid Holidays 2 times a day. Only one shift for visiting hours is allowed to control visitors without problem. Consequently, concerned departments in each area should arranged relevant visiting hours and as necessary, assess and adjust established visiting schedule.

DEPARTMENT	VISITING TIME	FREQUENCY
1. GENERAL INPATIENT WARDS	3:30pm to 7:30pm (Friday and Monday)	Daily
2. NICU (Breastfeeding Mother)	24hrs	Daily
3. PICU/NICU/MICU	1:00pm- 3:00pm	Daily

- 3.4 **Duration of Visits:** Visiting should be limited to fifteen (15) minutes per visitor's visit to give chance to others who may be waiting to be accommodated to see the same patient.
- 3.5 Information Desk (Patient Relations Reception Clerks) should be responsible for providing information regarding the patient's location and the limit of visiting time which is fifteen (15) to a maximum of thirty (30) minutes.
- 3.6 **Department of Visiting Rights:** As a policy suspension of visits to individual patients should be by the specific order of the Treating Doctor, upon specific orders from the Security Guard for security reason, upon the request of the patient or at the discretion of nursing personnel for the provision of required rest or treatment to the patient.
- 3.7 **Food and Medication:** The policy states that all food and medication is provided by the hospital in accordance with the prescribed individual needs of the patient; therefore no food, beverages, or medications, other than those specifically authorized in writing. By the attending physician, should be allowed to be brought by visitors into facility.

- 3.8 **Flowers** are allowed to all wards except in the other units like isolation units if it is restricted for medical reasons.
- 3.9 **Age of visitors:** Visitors under the age of 12 years will not be allowed to visit patients except under the following condition; during Mondays and Fridays.
- 3.10 **Isolation Patient Visits:** As a rule only one visitor at a time is allowed to visit isolated patients to protect the visitor or the patient from cross infection. It is necessary that visitors be limited to relatives only.
- 3.11 Patients in the Labor Room should be accompanied by one relative only (husband, mother or sister).
- 3.12 **Privacy and Confidentiality:** It is the policy that visitors should respect privacy and confidentiality of other patients and their families.
- 3.13 **Exceptions to Visiting Rules and Regulations:** In certain conditions, it is accepted and may become necessary to permit exception to rules and regulations. The Nursing Director in coordination with the MRP (Treating Doctor) should authorize/ permit the exception to visiting rules. Exceptions should be granted to the following:
  - 3.13.1 Pre- surgical patients prior to administration of pre-operative medication
  - 3.13.2 Critically ill patients when no other patient's privacy is violated upon or when suggested by the Treating Doctor's request for the welfare of the patient

#### 4. PROCEDURE:

- 4.1 The Security Guards check patient's visitor allowed entering the patient's room, through the specified visitors entrance and guarantee that all visitor's leave at the right time with the assistance of the Patient Relations Information Desk Clerks.
- 4.2 The Patient Relations Information Desk Clerks-
  - 4.2.1 Provide Information regarding the patient's location.
  - 4.2.2 Instructs and guides the visitors to limit their visiting time to fifteen (15) minutes to a maximum of thirty (30) minutes per visitor in a patient's room
  - 4.2.3 Inform visitors that a maximum of four (4) visitors per patient are permitted in the patient room at one time.
- 4.3 Patient Relations Department guide/educate the patients, sitters and visitors with the hospital policies and procedures.
- 4.4 The Security Guards monitors the visitors and controls the crowd during visiting hours.
- 4.5 The Patient Relations Staff helps the Security Guards to monitor the visitor and deal with any issues or concerns related to visitors in case they get called.
- 4.6 The Social Services co-ordinates with the Treating Doctor and Nursing Staff in relation to the exception of children during visiting hours.
- 4.7 In situations where there is a surplus in the volume of visitors, the Nursing Staff calls the Security Guards to address the issue
- 4.8 The Switchboard operator announces daily the end of visiting hours according to the visiting hour's schedule
- 4.9 As soon as the switchboard operator announces the end of visiting hours, the Security Guards ensure that no visitors are left behind in any area of the facility

#### 5. MATERIALS AND EQUIPMENT:

N/A

#### 6. RESPONSIBILITIES:

- 6.1 It is the responsibility of Patient Relations department and other related departments to implement and monitor this APP.








#### 7. APPENDICES:

N/A

**8. REFERENCES:**

- 8.1 APP 699-03: Patient Sitters: Authorizations, Rules and Regulations, Responsibilities and Services
- 8.2 Patient Visiting hours and Regulations APP-600-01, National Guard Health Affairs, October 2005

**9. APPROVALS:**

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