



Applies To: All UNM Hospitals and Components including Behavioral Health  
 Responsible Department: UNMH Security  
 Revised: 12/10

Title: <b>Patient and Clinic Visitors</b>	<b>Procedure</b>
<b>Patient Age Group:</b> <input type="checkbox"/> N/A <input checked="" type="checkbox"/> All Ages <input type="checkbox"/> Newborns <input type="checkbox"/> Pediatric <input type="checkbox"/> Adult	

**DESCRIPTION/OVERVIEW**

- University of New Mexico Hospitals (UNMH) believes that family and other significant people in a person’s life have a critical role in the patient’s plan of care. Our procedure is to support family-centered care while considering patient, visitor, and staff safety as well as patient confidentiality and a patient’s need for rest.
- UNMH adopts the following definition of “family” for purposes of hospital-wide visitation policy: “Family” means any person(s) who plays a significant role in an individual’s life. This may include a person(s) not legally related to the individual. Members of “family” include spouses, domestic partners, and both different-sex and same-sex significant others. “Family” includes a minor patient’s parents, regardless of the gender of either parent. Solely for purposes of visitation policy, the concept of parenthood is to be liberally construed without limitation as encompassing legal parents, foster parents, same-sex parent, step-parents, those serving in loco parentis, and other persons operating in caretaker roles.
- Patient and Clinic visitor rights; UNMH patient visitation will not be allowed or restricted on the basis of race, color, sex, sexual orientation, gender identity, national origin, ancestry, religion, age, spousal affiliation, physical or mental disability or medical condition.
- The University of New Mexico Hospitals (UNMH) will control and limit access to all facilities, grounds information systems to help ensure a secure environment for all patients, visitors, staff, physicians, and assets.
- This procedure explains the processes to be used for access to UNM Hospitals by patient visitors, clinic visitors, and other non-commercial visitors.
- To ensure a safe and secure environment UNMH will screen and identify visitors as necessary.
- All visitors and packages are subject to search upon entry into any UNM Hospitals facility based on conditions, circumstances, and individual department practices to provide a safe and secure environment.

**REFERENCES**

None

**AREAS OF RESPONSIBILITY**

- Each Units Director/Manager will regulate visitation hours for each in-patient unit.
- UNMH/UNMHSC employees and all other members of the UNMH patients’ medical teams (physicians, surgeons, anesthesiologist, etc) should report violations of this procedure to the Security Department.
- Attending Physician, Unit Manager or RN Supervisors may authorize exceptions to this procedure if a patient’s condition makes it necessary.

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- 2.1.1. The Unit Manager or RN Supervisor may authorize special exceptions if a patient's condition makes it necessary.
  - 2.1.2. Visitor ID Badges may be issued based on the Units specific procedure.
  - 2.1.3. Patient visitors conducting out-patient clinic visits or other services welcome and permitted to conduct such business without receiving a visitor badge.
3. After Hours Access:
  - 3.1. UNMH will limit access into the building and property between the hours of 8 P.M. and 5 A.M. daily.
  - 3.2. UNMH will designate entrances for night time entry between 8 P.M. and 5 A.M.
  - 3.3. Access into the buildings will be controlled through a system of electronically locked doors.
  - 3.4. All night time pedestrian traffic will be routed through the Main Entrance of the Barbra and Bill Richardson Pavilion (BBRP).
  - 3.5. All other outside entrances will be secured. All entrances equipped with electronic access control will be accessible to staff using their UNMH identification badge.
  - 3.6. Security personnel will be stationed at the BBRP main en

- 5.4. All other outside entrances will be secured. All entrances equipped with electronic access control will be accessible to staff using their UNMH identification badge.
6. Emergency Department Visitors:
    - 6.1. Access into the Emergency Department area is secured and requires card access. All visitors entering the Emergency Department must be escorted by a staff member.
    - 6.2. Visiting privileges in the Emergency Department may be suspended at the discretion of the RN Supervisor, Administrative Supervisor, or the Director of Security if conditions require.
    - 6.3. All visitors and packages are subject to search upon entry into the Emergency Department. Based on the conditions, circumstances of situation, visitors may be required to undergo a non-contact screening with a hand-held metal detector.
  7. Psychiatric Emergency Services (PES):
    - 7.1. PES staff is responsible for patient safety.
    - 7.2. The physician or the registered nurse must approve all PES visits.
    - 7.3. Visits should be brief and last no longer than 15 minutes.
    - 7.4. All visitors will be screened by security prior to entry. Security Officers will utilize a hand-held metal detector and conduct a non-contact scan of the each visitor. Visitors will be required to empty all pockets and turn them inside out for inspection.
    - 7.5. At no time will visitors be allowed to bring in personal items, such as handbags, backpacks, water bottles, cell phones, tobacco products, jackets, outside medication, food, and drinks into PES.
    - 7.6. Lockers are available for visitors to store all personal items.
    - 7.7. Only one parent should be allowed in PES with minor child.
  8. Psychiatric In-Patient Units:
    - 8.1. In order for newly admitted patients to familiarize themselves with their surroundings, visiting is discouraged during the 1<sup>st</sup> twenty-four hours of the patient's stay.
    - 8.2. Lockers are available for visitors to secure personal property in before entering the unit; at no time will visitors be allowed to bring items, such as handbags, backpacks, water bottles, cell phones, tobacco products, jackets, outside medication, pillows, or stuffed animals.
    - 8.3. All visitors must obtain a visitor's pass from PES.
    - 8.4. Children under the age of 14 will be allowed to visit with written order from physician. All visits from children will be allowed in the atrium area only.
  9. UNM Children's Psychiatric Hospital (CPC):
    - 9.1. General in-patient visiting hours are Monday through Friday are from 6 P.M. to 8 P.M. Weekend visiting hours are Saturday and Sundays 9:30 A. M. to 11:00 AM and 2:00 PM until 4 P.M.
    - 9.2. Parents/Guardians are encouraged to visit between the hours of 8 A. M. and 9 P. M. however, no parent/guardian shall be denied access at anytime unles
      - 9.1. General in-patient visiting hours are Monday through Friday are from 6 P.M. to 8 P.M.

