



## **Visitation Policy**

We thank you in advance for your support in helping us maintain the safety of patients, their loved ones and our team members.

We ask that you remain respectful with our team members and always follow the visitation guidelines.

- All children under 16 must be accompanied by a non-patient adult and supervised at all times. Children will be expected to behave in a manner consistent with a healing environment.
  - Children under 12 are not permitted to visit patients in isolation or at high risk for infection unless authorized by the Chief Nursing Officer, Chief Medical Officer, or Physician on staff.

**Visiting Hours-** *Starkey Ranch ER & Hospital allows families & visitors access to their loved ones 24/7. Please note that Visiting Hours may be amended in cases where patient and/or staff safety demands it.*

- Suggested Daytime Visitation Capacity is three persons at a time per patient and requires a visitor pass issued by the hospital.
- Please ask your visitors to coordinate their schedules.
- A new visitor sticker must be obtained every day (each morning the overnight visitor must obtain a new day sticker at the front desk, so they are considered one of the three approved daytime visitors).
  - Day and Overnight Visitor capacity or hours may require reduction for patient care and safety needs.
    - Patients in strict isolation may require that the duration of visits is limited for the safety of the visitor and patient.
    - Visitors may be asked to step outside the room for specific procedures which would introduce risk to the patient or visitor.
  - Visitors must utilize PPE (personal protective equipment) as directed by members of the Starkey Ranch ER & Hospital team.

## **Facial Masking Policy for Patients and Visitors**

### **Patients:**

Patients are required to wear a mask if they are in a common area and:

- Are experiencing signs or symptoms of an infectious disease that may be transmitted through droplets or aerosols (upper respiratory infections, chicken pox, meningitis, TB,



etc.) Symptoms include but are not limited to coughing, runny nose, fever, stiff neck, new rash, etc.

or

- have a diagnosis of an infectious disease transmitted through droplets or aerosols.

#### **Visitors:**

Visitors should avoid entering the clinical facility if they are sick, unless absolutely necessary. If entering the facility visitors will be required to wear a mask if they:

- Are experiencing signs or symptoms of an infectious disease that may be transmitted through droplets or aerosols (upper respiratory infections, chicken pox, meningitis, TB, etc.) Symptoms include but are not limited to coughing, runny nose, fever, stiff neck, new rash, etc.)
- Have a diagnosis of a confirmed or suspected infectious disease that is transmitted through droplets or aerosol.
- Are accompanying a patient in a sterile area or where sterile procedures are being performed.
- Are visiting a patient that is experiencing signs or symptoms of an infectious disease that may be transmitted through droplets or aerosols.
- Are visiting a patient with a suspected or confirmed infectious disease that is transmitted through droplet or aerosols. Are visiting a patient whose treating health care practitioner has diagnosed the patient with or confirmed a condition affecting the immune system in a manner which is known to increase risk of transmission of an infection from employees without signs or symptoms of infection to a patient and whose treating practitioner has determined that the use of facial coverings is necessary for the patient's safety.

#### **Provisions for visitors who opt out:**

If there are no alternative methods of infection prevention, a visitor may not opt-out of any masking requirements in the following circumstances:

- The visitor has been diagnosed or is exhibiting signs or symptoms of an infectious disease that can be spread through droplet or airborne transmission.
- Opting-out would otherwise infringe on the rights of, and would risk the safety or health of, other patients, individuals or staff/employees of the Hospital.
- There are no alternative methods of infection prevention.



### Service Animal Entry

As defined in the Americans with Disabilities Act (ADA), a service animal is a dog or miniature horse that has been individually trained to do work or perform tasks for the benefit of an individual with a disability. Emotional support animals are not covered under the ADA and therefore not permitted at Starkey Ranch ER & Hospital.

### Overnight Visitation

- Overnight visitation is limited to one patient-designated support person.
  - Overnight Visitation Capacity allows one adult person (18+), per night.
- Pediatric patients may have one or two parents/guardians present at all times.
  - Overnight visitors should remain in the room of their loved one and refrain from moving about the hospital except for using public restrooms.

### Area-Specific Information

#### **Operating Rooms/Procedural Areas**

- 2 people may accompany a patient arriving for a surgical procedure. Visitors will be required to utilize the waiting area during the procedure. 1 person may accompany for pre-surgical/pre-procedural testing. Visitor may leave and return.
- Family members accompanying a patient for early morning surgical cases may arrive with the patient.

#### **Adult Emergency Department**

- 1 person may accompany patients in the Adult Emergency Department.
- For everyone's safety, when volumes do not allow for physical distancing, we may ask the visitor to remain in their car until the patient is placed in his or her room.
- Visitors of patients in the Emergency Department who have been admitted to the hospital and are waiting for an inpatient room may be asked to wait in an alternative waiting area.
- 2 parents/guardians may accompany a child in the Emergency Department.

### Complaints

Starkey Ranch ER & Hospital values and understands the importance of family & visitor support. If you have any concerns regarding our visitation policy, we strongly encourage you to share your feedback with our administrative team. Please contact us via telephone: (813)723-5911

If you or your loved one have been met with resistance when attempting to visit with loved ones, you may [file a complaint](#) with the Florida Agency for Health Care Administration for further review and action.