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Owner Denisse Leon: VP,
BUSINESS
DEVELOPMENT
AND PHYSICIAN
ENTERPRISE
Area Nursing Services
Applicability All Sinai Health
System Facilities

SHS-NUR-031 Visiting Hours

I. POLICY STATEMENT

At Sinai Health System, our mission is to improve the health of the individuals and the communities we serve. By understanding their rights and responsibilities as a patient, patients, or the patients' representatives help us to accomplish our mission.

II. PURPOSE

Policy: Sinai Chicago believes that patients, family, and other visitors are essential to the healing process. To facilitate the health and well-being of the patient, Sinai Chicago provides an open visitation policy that welcomes and treats all visitors equally. In some cases, restrictions to this policy may apply to maintain the safety and privacy of patients in the case of semi-private rooms for the healing process of the other patient.

Patients have the right to designate visitors or support person including but not limited to a spouse, a domestic partner (including same sex), family members, and friends. These visitors will not be restricted or otherwise denied visitation privileges on the basis of age, race, color, national origin, religion, gender, gender identity, gender expression, sexual orientation or disability. Patients also have the right to withdraw or deny consent to visitation at any time. Patients who lack capacity may receive visits from family, friends, and other individuals, consistent with the non-discrimination provisions of this paragraph.

These rights include the following.

1. To be informed of their visitation rights, including any clinical restriction or limitation of their visitation rights
2. All visitors will enjoy full and equal visitation privileges consistent with any clinically necessary or other reasonable restriction or limitation that facilities may need to place on such rights
3. To receive visits from one's attorney, physician or clergyperson at any reasonable time

4. To speak privately with anyone, he/she/they wishes (subject to hospital visiting regulations) unless a doctor does not think it is medically advised
5. To refuse visitors
6. Media representatives and photographers must contact the hospital spokesperson for access to the hospital.
7. HOSPITAL does not restrict, limit, or otherwise deny visitation privileges based on race, color, national origin, religion, sex, gender identity, sexual orientation, or disability.

III. SCOPE

This policy applies to all Sinai Health System personnel.

IV. DEFINITIONS

Caregivers include Sinai Health System d/b/a Sinai Chicago officers, directors, employees, independent contractors, medical staff members and volunteers while performing services on behalf of or acting within the scope of their employment or duties for Sinai Health System.

V. RESPONSIBILITIES

N/A

VI. PROCEDURE

1. Visitors are not allowed if they have been exposed to COVID 19 within the last 10 days or have any of the following symptoms: chills, fever (>100.4 F) within the last 24 hours, cough, shortness of breath, or difficulty breathing, fatigue, muscle or body aches, new loss of taste or smell, sore throat, congestion or runny nose, nausea, vomiting or diarrhea.
2. All caregivers will follow the visitation policy respectfully and courteously according to the values of Sinai Chicago.
3. All visitors will be greeted with courtesy and respect at the front entrance of any of our facilities.
4. Translation Services will be provided if necessary.
5. The visitor will be provided a visitor pass and directed or escorted by the Hospitality and Concierges staff when needed.
6. Patients are allowed two visitors at a time during visiting hours.
7. Visitors will be informed of visiting hours.
8. Visitors under 12 must be accommodated and supervised by an adult.
9. Patients may restrict visitors and/or telephone calls at any time.
10. Patients will be asked to identify a family spokesperson as a family liaison to communicate patient status or condition.
11. Patients can request a restriction on visiting certain members at any time during their

- hospitalization. This should be documented in the medical record.
12. All visitors must be free of signs and symptoms, such as cough or fevers, indicating infections with a contagious disease.
 13. Visitors visiting patients in isolation should be directed to check with the unit nurse before entering the room to receive specific instructions.
 14. Sinai Chicago is a smoke-free facility. No smoking is allowed on the hospital premises.
 15. Visitors disruptive to patients, staff, or other visitors will be asked to stop the disruptive behavior or be escorted from the premises by Public Safety or Law Enforcement.
 16. Concealed weapons are strictly prohibited on hospital premises.
 17. Health alerts from the Centers for Disease Control (CDC), IDPH, or Cook County may necessitate changes to a patient visiting, including restrictions, such as using a mask.

Visiting Hours for Mount Sinai Hospital:

1. **Medical Units:** Visiting hours are 8:00 a.m. to 8:00 p.m. Two visitors at a time will be permitted.
 - a. Hospice Inpatients – Twenty-four hours a day unlimited visiting privileges, unless otherwise limited by patients.
2. **Adult Critical Care Units:** Visitors are limited to 2 at a time and are usually limited to immediate family for patients who are in critical condition. No balloons or flowers are permitted.
 - a. **SICU/MICU hours:** 11:00 a.m. – 3:00 p.m. and 8:30 p.m. – 9:30 p.m.
 - b. **SICU level II hours:** 10:00 a.m. – 1:00 p.m. and 2:00 p.m. – 5:00 p.m.
3. **Women and Infant Services**– These visitation guidelines may be adjusted to meet the needs of the patient and/or the clinical staff.
 - a. Triage – Visitation in triage is at the nurse's/provider's discretion and may be limited to 1 person.
 - b. Labor and Delivery hours – Two support people may have unrestricted visitation to the patient's room during the mother's laboring and delivery period. Visitors need to have a pass. Additional visitors may have access to the waiting area in the main lobby. No visitors under the age of 12 will be permitted to visit with the exception of the patient's other children with adult supervision, unless there are restrictions due to Covid or other infectious diseases as designated by IDPH. Any visitor under the age of 18 is accompanied by an adult.
 - c. Mother-Baby Unit hours: 10:00 a.m. – 10:00 pm. Patient designated support person (i.e., husband, partner, etc.) may have unlimited visitation. All other visitors 12 and over, unless the sibling of the newborn, are restricted to normal visiting hours of 10am – 10 pm. No visitors under the age of 12 will be permitted to visit with the exception of the patient's other children with adult supervision, unless there are restrictions due to Covid or other infectious diseases as designated by IDPH. Any visitor under the age of 18 is accompanied by an adult.
 - d. **Neonatal Intensive Care (NICU) Hours:** Patient designated support person (i.e.,

husband, partner, etc.) have unlimited visitation. Any additional visitors need to be identified by the parents and placed on an approved visitation list. Additional visitors must present with an ID on the first visit, and they must be 18 years old. Approved visitors may visit 8am – 7pm and 8 pm to 7am.

4. **Behavioral Health Unit Hours:** Only two visitors are allowed at a time. No children under 18 years of age.
 - a. Visiting hours are: Daily 3:00 p.m. – 4:00 p.m.
5. **Emergency Department Hours:** One visitor per patient will be allowed in the treatment area with the patient at the discretion of the nursing and physician personnel. All visitors must check with security prior to entering the patient care area.
6. **Fast Track Hours:** Patient and visitor/relatives are allowed in the Fast Track area at the discretion of the nursing and physician personnel.

FOR HOLY CROSS HOSPITAL:

1. **Medical-Surgical & Telemetry Unit Hours:** 11:00 a.m. – 8:00 p.m.
2. **Critical Care Unit Hours:** Immediate family only. Other persons may visit at the discretion of the nurse. Four visitors are allowed in the waiting area, but no more than two members of the immediate family are allowed to visit the patient's room. The other visitors may wait in the waiting room. **Hours:** 11:00 a.m. – 6:00 p.m. and 6:30 p.m. – 7:00 p.m.
3. **Hospice Unit Hours:** Visiting 24 hours a day, including children
4. **Emergency Department:** One visitor per patient will be allowed in the treatment area with the patient at the discretion of the nursing and physician personnel. All visitors must check with security prior to entering the patient care area.
5. **In-patient Behavioral Health:** Daily 3:00 p.m. – 4:00 p.m.

FOR SCHWAB REHABILITATION HOSPITAL: (Refer to policy SRH-ADM-109).

AMBULATORY CARE: Ambulatory clinics including outpatient surgery, lab, therapies and radiology allow ONE visitor per patient. Visitors must be 12 years of age or older. All visitors under 18 years old must be accompanied by an adult. Minors must wear a badge.

To file a grievance, the patient or their representative can call:

Mount Sinai Hospital: (773) 257 – 2200

Holy Cross Hospital: (773) 884 – 4930

Schwab Rehabilitation: (773) 522 – 2010

Sinai Medical Group (773) 257 – 4246

Sinai Health System also has the obligation to disclose the name of the state agency to which the patient may take a grievance:

Illinois Department of Public Health – Call Central Complaint Registry	Beneficiary and Family Centered Care (BFCC)-QIOs People with Medicare and their representatives who have a complaint or quality of care concern can get help from their BFCC-
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Hotline – 800-252-4343 TTY for the hearing impaired only – 800-547-0466	QIO. BFCC-QIOs manage all complaints and quality of care reviews, EMTALA and other types of case review for people with Medicare and their representatives. Livanta LLC Medicare Quality Improvement Organization (QIO) for Illinois Toll-free 1-888-524-9900 TTY for the hearing impaired only 1-888-985-8775
Illinois Department of Public Health - Write Office of Health Care Regulation Central Complaint Registry 525 W. Jefferson St., Ground Floor Springfield, IL 62761-0001	The Joint Commission patientsafetyreport@jointcommission.org Office of Quality Monitoring The Joint Commission One Renaissance Boulevard Oakbrook Terrace, Illinois 60181

VII. RELATED POLICIES

Patient Rights and Responsibilities (English and Spanish Versions)

VIII. REFERENCES

None

Policies and procedures should not be construed as Standards of Care, nor should they be used as a substitute for the clinical judgment of the healthcare providers when addressing a specific patient condition or situation.

Approval Signatures

Step Description	Approver	Date
Policy committee approval	Ari Jones: Pt Relations & Pt Sfty Specialist	08/2023
VP or above Approval	Christina Wagener: VP CLINICAL OPNS / CHIEF NURSING OFFICER	08/2023
Nursing Policy Committee	Margott Montesinos: ACNO/ Exec. Dir. Nurs Prof Dev/Qlty/ Informatics	08/2023

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