

DEPARTMENT OF VETERANS AFFAIRS
RICHMOND VA MEDICAL CENTER
Richmond, Virginia 23249
Published: April 7, 2014
Expires: April 7, 2017

MEMORANDUM
MCM-07-06

MEDICAL CENTER HOURS, ADMINISTRATIVE AND VISITING

1. **PURPOSE:** To state VA policy and procedure regarding medical center administrative and visiting hours, and related procedures applicable to all persons who are physically present at the McGuire VA Medical Center.

2. **POLICY:** The medical center respects the patient's right to make decisions about his or her care, treatment and services, and to involve the patient's family in care, services, and treatment decisions to the extent permitted by the patient or surrogate decision-maker. "Family" is defined as a group of two or more persons united by blood, or adoptive, marital, domestic partnership, or other legal ties. The family may also be a person or persons not legally related to the individual (such as significant other, friend or caregiver) whom the individual considers to be family. A family member may be the surrogate decision-maker, as defined in VHA Handbook 1004.02, if authorized to make care decisions for the individual, should he or she lose decision-making capacity. The medical center allows a family member, friend or other individual to be present with the patient for emotional support during the course of a stay. The medical center allows for the presence of a support individual of the patient's choice, unless the individual's presence infringes on others' rights or safety, or is medically or therapeutically contraindicated. The individual may or may not be the patient's surrogate decision-maker or legally authorized representative. The hospital prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

3. **PROCEDURES:**
 - a. **Administrative Hours:** Offices will be open for the transaction of business from 8:00 a.m. to 4:30 p.m., Monday through Friday, except federal holidays.

 - b. **Visiting Hours:** Visitors are asked to visit primarily between 9:00 am and 9:00 pm. One family member will be allowed to remain with the veteran beyond those hours based on clinical needs and respecting the privacy of other inpatient veterans.

 - c. Visiting hours for specific programs are available upon request from the program.

c. **Visiting Policy:**

(1) Visits to individual patients may be limited or prohibited by the nurse in charge and/or staff physician for therapeutic reasons. Visitors may be limited to two at patient's bedside at one time.

(2) Children under 12 years of age must be accompanied by an adult

(3) Visitors with a contagious infectious disease, i.e., influenza, are asked to refrain from visiting.

(4) Patients having or suspected of having contagious diseases may receive visitors after all prescribed safety precautions have been taken.

(5) Visitors are not permitted to bring food or other edibles to patients without the approval of the nurse or staff physician.

(6) Law prohibits alcoholic beverages, weapons, and/or drugs on VA property. Violators will be subjected to arrest and prosecution.

(7) Smoking of any kind by visitors is prohibited in all medical center buildings. VA Police will take appropriate action to enforce this medical center policy.

(8) Group visitation by children from schools, scouts, etc., to patient care units must be coordinated by the Public Affairs Officer (Extension 5242) and approved by the Medical Center Director.

d. **Standards of Conduct:** Persons entering this medical center are expected to conduct themselves in a quiet and orderly manner, so as not to interrupt routine operation of the medical center. Visitors are expected to wear suitable attire, i.e., shirt, shoes, etc., within this health care environment.

4. **RESPONSIBILITIES:** Employees on duty are responsible for advising visitors of this policy.

5. **CLOSING VA PROPERTY TO THE PUBLIC:**

a. The Medical Center Director has established the aforementioned administrative and visiting hours. VA property can be closed to the public during other than the hours established. In emergency situations, the property may be closed to the public when reasonably necessary to insure the orderly conduct of

government business. Employees are always required to have their Government issued PIV card to ensure access to the medical center.

b. The Medical Center Director, or designee, (Associate Director, Chief of Staff or Chief, Police Service) will make the decision to close VA property during an emergency. They may also designate areas within the property as closed to the public.

6. **AUTHORITY:** Title 38 U.S.C. 1.218(a)(b). The VA Police have the responsibility for enforcement of the rules and regulations. All persons will be required to sign register and/or display identification documents, when requested to do so by the VA Police.

7. **REFERENCE:** Veterans Administration Police Handbook 0730, paragraph g, section 1 and Veterans Health Administration Handbook 1004.02.

7. **RESCISSION:** MCM 07-06, Medical Center Hours, Administrative and Visiting, dated December 31, 2013.

JOHN A. BRANDECKER
Director