

At Floyd Valley Healthcare, our first responsibility is for the safety and comfort of the sick and injured who are entrusted to our care. This responsibility embraces the families and friends of our patients who need our thoughtful kindness at all times. To define the patient's (or support person's) right to receive the visitors whom he or she designates, including, but not limited to, a spouse, domestic partner (including same-sex partner), another family member, or a friend; and his or her right to withdraw or deny such consent at any time. Visitors play a role for both In-Patient and Out-Patients who wish to have a "support person" present during their visit.

Floyd Valley Healthcare will not restrict, limit, or otherwise deny visitation privileges on the basis of race, color, national origin, religion, sex, gender identity, sexual orientation, or disability. Floyd Valley Healthcare will ensure that all visitors enjoy full and equal visitation privileges consistent with patient preferences. The right of a patient to have visitors may be limited or restricted when visitation would interfere with the care of the patient and/or the care of other patients. Such restrictions/limitations are listed below.

A. PATIENT'S "SUPPORT PERSON": Each patient or his/her "support person", as applicable, shall be informed of the right to choose who may visit him/her during a hospital stay, subject to certain clinical restrictions or limitations, and of his/her right to deny or withdraw consent at any time. A patient's support person may be a family member, spouse, a domestic partner (including a same-sex domestic partner), legal guardian, or other individual who is there to support the patient during the course of the hospital stay whether the visit is an in-patient stay or an out-patient visit.

1. A patient's "support person" does not have to be the same person as the patient's representative who is legally responsible for making medical decisions on the patient's behalf. Not only may the support person visit the patient, but he/she may also exercise a patient's visitation rights on behalf of the patient with respect to other visitors when the patient is unable to do so.
2. The designation of a "support person" for purposes of exercising the patient's visitation rights on his/her behalf need not be in writing.
3. In the event the patient is incapacitated and where two or more individuals claim to be the patient's support person, written documentation to establish support person status should be required.

B. IN-PATIENT/OUT-PATIENT SETTINGS

1. General in-patient visiting hours are 6:00 a.m. to 10:00 p.m. (Nursing Supervisor is authorized to make exceptions when appropriate.)
2. Visiting hours for out-patient settings would run in conjunction with those particular clinics hours. Example: ENT Clinic – Thursday afternoons from 1:00 p.m. to 4:00 p.m. Or, for the duration of the out-patient visit. Example: Out-patient surgery. Clinic Nursing Supervisor is authorized to make exceptions when appropriate.
3. Best clinical judgment takes into account all aspects of patient health and safety, including the benefits of visitation on a patient's care as well as potential negative impacts that visitors may have on other patients.
4. Each visitor chosen by the patient shall enjoy "full and equal" visitation privileges, consistent with the

patient's wishes. The right of a patient to have visitors may be limited or restricted when visitation would interfere with the care of the patient and/or the care of other patients. For further explanation, see RESTRICTIONS/LIMITATIONS below.

5. Visitor Complaints/Concerns: Nursing staff, Administration, and/or the Patient Relations Manager are available to address any concerns or questions visitors might have regarding the care of the patient, privacy, environmental issues or safety and security of the facility.

C. RESTRICTIONS/LIMITATIONS: The right of a patient to have visitors may be limited or restricted when visitation would interfere with the care of the patient and/or the care of other patients. Broad examples of clinically reasonable bases for Floyd Valley Healthcare to impose restrictions or limitations on visitors might include, but are not limited to, when:

1. There may be infection control issues;
2. Visitation may interfere with the care of other patients;
3. Floyd Valley Healthcare is aware that there is an existing court order restricting contact;
4. Visitors engage in disruptive, threatening, or violent behavior of any kind;
5. The patient or patient's roommate needs rest or privacy;
6. In the case of an inpatient substance abuse treatment program, there are protocols limiting visitation; and
7. The patient is undergoing care interventions. However, while there may be valid reasons for limiting visitation during a care intervention, Floyd Valley Healthcare will try to accommodate the needs of any patient who requests that at least one visitor be allowed to remain in the room to provide support and comfort at such times.
8. It may also be reasonable to limit the number of visitors for any one patient during a specific period of time, as well as to establish minimum age requirements for child visitors.

Floyd Valley Healthcare shall inform each patient (or support person, where appropriate) of their visitation rights, including any clinical restriction or limitation on such rights, in advance of furnishing patient care whenever possible.

Floyd Valley Healthcare shall inform each patient (or support person, where appropriate) of the right, subject to their consent, to receive the visitors whom he or she designates, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), another family member, or a friend, or their right to withdraw or deny such consent at any time.

If you should have a concern or grievance, you may report it to the

Floyd Valley Healthcare Clinical Excellence Manager at (712) 546-3397.

You may also report your grievance to the State of Iowa at 1-877-686-0027.