

MADISON COUNTY MEMORIAL HOSPITAL	
<b>SUBJECT: Visitation Rights for Patients and Families</b>	<b>POLICY #: RM: 029</b>
<b>DEPARTMENT: Hospital-Wide</b>	<b>PAGE: 1 of 3</b>
<b>REFERENCE:</b> SB 988: <i>No Patient Left Alone Act</i>	<b>APPROVED BY:</b> Risk Management Department
	<b>DATE: September 8, 2020</b>
	<b>REVISED DATE:</b> June 20, 2025, April 18, 2022 May 5, 2022, May 26, 2022, June 15, 2023

**PURPOSE:**

To ensure the rights of patient visitation.

**POLICY:**

Madison County Memorial Hospital complies with Florida's No Patient Left Alone Act by posting its patient visitation policy on the hospital's website at [mcmh.us](http://mcmh.us) and may request visitors to agree in writing to follow the hospital's visitation policies and procedures.

**In-Person Visitation**

In-person visitation is allowed in all the following circumstances, unless the patient objects:

- At the request of the patient.
- End-of-life situations.
- Patient who was living with family before admission and is struggling with the change in environment and lack of in-person family support.
- Patient making one or more major medical decisions.
- Patient experiencing emotional distress or grieving a recent death.
- Patient needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
- Patient who used to talk and interact with others is now seldom speaking.
- Childbirth, including labor and delivery.
- Pediatric patients.

**Essential Caregiver**

- A patient may designate an **essential caregiver** (family member, friend, guardian, or other individual).

- The essential caregiver is permitted at least **2 hours** of in-person visitation **daily** in addition to any other visitation authorized by the Hospital.
- The caregiver is not required to provide medical or custodial care; they are simply afforded access under this policy.
- The Hospital shall allow consensual physical contact between the patient and their essential caregiver.

## **PROCEDURES:**

### **Hospital Requirements for Visitors:**

- Provide education and training on communicable diseases, including proper personal protective equipment, mask use when indicated, and hand hygiene.
- Make surgical masks available at the entrances.
- Post communicable-disease symptoms at each entrance to encourage visitors to postpone their visit if symptomatic.

### **Visitors Requirements:**

- Self-screening for communicable-disease symptoms by reviewing posted symptom lists at entrances.
- Reconsider visiting if experiencing any communicable-disease symptoms.
- Mask use is optional; if a visitor chooses to wear one, any clean face covering is acceptable. When visiting a patient with an infectious disease, complete education and training on the appropriate use of personal protective equipment, mask use, and hand hygiene.
- Wear hospital-provided PPE as appropriate per hospital policy and CDC guidelines.
- Remain in the patient's room or in designated visitation areas only.
- **No proof of vaccination or immunization** will be required for entry.

### **Visitation Hours & Limits**

- **Medical/Surgical Floors:** 7:00 AM–7:00 PM daily.
- **End-of-Life Patients:** 24 hours a day, 7 days a week.
- **Special Units (e.g., ER, infectious disease patients):** Two visitors allowed concurrently.
- **Outpatient/Scheduled Procedures:** One visitor per patient.

The charge nurse is responsible for ensuring staff follow the visitation policy and any unit-specific visitor limits.

The Hospital may suspend or revoke in-person visitation privileges of a specific visitor **only** if that visitor violates the hospital's written visitation policies and procedures (for example, bypassing symptom screening, refusing required PPE, or failing to comply with infection-control protocols).

Should a patient or family member encounter resistance in exercising their visitation rights under this policy, they may file a complaint with AHCA online at:  
[www.ahca.myflorida.com/visitation](http://www.ahca.myflorida.com/visitation).

This policy shall be submitted to the Agency for Health Care Administration (AHCA) upon licensure renewal, as required by law.