

# POSTPARTUM/ANTEPARTUM ACCESS CONTROL AND PATIENT VISITATION Q&A

## **What are the hours of visitation for the hospital?**

We encourage visitation between the hours of 9am and 9pm daily. A support person may be granted permission to stay overnight, however only one support person may stay. At 8:30pm, an announcement is made that visiting hours are over.

## **Will all visitors to the hospital be required to check in and obtain a visitor badge?**

**No.** Visitor check in will apply to only WCBC, postpartum and antepartum units. Only visitors to the Postpartum or Antepartum units will be issued the access control paper prox pass.

## **How will people gain access to the 2700, 2800, 3700 and 3800 patient care areas?**

**Employees** will gain access using the prox reader located at the entrance.

**Visitors** will be required to obtain a visitor pass in the Main Lobby between the hours of 5am and midnight Monday through Friday and 6am and midnight on the weekends. For after-hours visitation by primary support persons, badges can be obtained in the Emergency Department until 6am.

**Inpatients** wishing to leave the unit and return must obtain an access control card from the nurses station.

## **There is a new conference room in the 3800 Unit (Room 3804) where education classes are being held, how will the attendees get into the unit?**

The Education Department will provide the Lobby desk with a list of people attending any classes in room 3804. Greeters/Security will verify that their name is on the class roster and will then follow normal check in procedures.

## **Will everyone need a badge for the postpartum/antepartum units?**

**Yes,** employees, staff and visitors will need to display a badge above their waist at all times. Patients are identified with their wrist bands.

## **What do the badges look like?**

The visitor badge is white and affixed to a yellow card. The badge contains the name, date and room number. There is a second white label affixed to the back that is the access control prox pass.

## **Do the Visitor/Access Control Badges expire?**

**Yes,** all visitor badges will expire at midnight. Support persons remaining overnight or visitors returning on the following day will need to obtain a visitor badge for each day.

**What time do the Main Lobby doors open?**

The Main Lobby doors open at 5am Monday through Friday and 6am on the weekends. They remain open until midnight daily.

**What time does the entrance on the 0 Level (tunnel entrance) open?**

The 0 level entrance will be locked evenings from 7:30p to 7a Monday through Friday. The 0 level will remain locked over the weekend, reopening at 7a on Monday morning. Staff members with a MWH ID card can use this entrance at all hours. This doorway is always available to use an EXIT.

**How will visitors who enter from the 0 level tunnel know they need a visitors badge for the locked units?**

During the hours that the doors are unlocked, Security and Greeters will be posted at the 0 Level to assist visitors.

**What should visitors do once a patient is moved from the WCBC to a room?**

Visitors will need to report to the Main Lobby to obtain a visitor badge.

**If a patient is being transferred from the WCBC to a room after visiting hours are over, who is permitted to go with the patient?**

Only the primary support person should accompany the patient. All other visitors should be informed our mothers and babies need adequate time for rest and healing.

**Will visitors to other inpatient (med surge, ICU, etc) units require a visitors badge?**

**No.** We will no longer be badging all visitors after 4PM. We are focusing our access control efforts on the postpartum, antepartum and WCBC units.

**Will vendors require a visitor badge?**

**Yes.** Any vendor to the 2700, 2800, 3700 and 3800 units are first required to check in through VendorStat at the security office. They will then need to obtain a visitor/access control badge in the main lobby.

**How will visitors know that they need to have a visitors badge?**

We are communicating with patients and physicians offices. The locked doors will have signage indicating that a badge is required. There will be signs placed throughout the hospital that the units are locked and badges are required. Security, Parking, Valet and Greeters will communicate with visitors on the front circle, in the main lobby and at the 0 level entrance that a badge will be needed?