



ROYAL VICTORIA EYE AND EAR HOSPITAL

Title of Policy	Policy on Visiting
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Title:

This policy will be reviewed bi-annually or more frequently if required due to changing practice, policy, or legislation.

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Introduction

The Philosophy of The Royal Victoria Eye and Ear Hospital is to promote the best interests of all patients. We welcome visitors to the hospital and appreciate the importance of such visits for the well being of our patients. Visitors are regarded as an integral part of the patient's day and the hospital aims to provide open and flexible visiting arrangements. The Royal Victoria Eye and Ear Hospital is implementing the following guidelines as recommended by the Health Service Executive (HSE).

1.0 Purpose

The purpose of this guideline is

- To maintain a safe, secure and comfortable environment for patients and staff
- To enhance patient confidentiality
- To help the hospital to organise the delivery of treatment and care by limiting and timing the numbers of visitors
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2.0 Persons Affected

This policy applies to all patients and visitors unless there is prior agreement from the Nurse Manager on duty.

Visitors of seriously ill patients and carers who are participating in the care of a patient will be dealt with sympathetically.

3.0 Policy

- **Visiting Times**
 - 13.30pm – 16.30pm – Daily
 - 18.00pm – 20.00pm – Daily
- Visiting within reason outside of these times must be discussed and agreed with the Nurse Manager on duty
- Recommended visiting time is twenty minutes, and no more than two persons should visit a patient at any one time

- Children under 12 years, other than the patient's own children should not be brought to visit. Children must be under the supervision of an adult at all times while in the hospital
- A patient has the right to decline visitors
- Visiting hours may be extended for compassionate reasons or where relatives assist with patient care or to facilitate educational sessions with family members and staff.
- The Ward Manager can request that visitors leave if the number present or the length of the visit is deemed excessive
- Additional restrictions will apply from time to time, e.g. during outbreaks of infectious diseases
- Relatives and friends are requested not to visit if they have sore throats, flu, vomiting and/or diarrhoea or other infections, because of the risk of introducing infection to the ward.
- Visiting hours may also be restricted for medical or emergency situations. All exceptions and restrictions are at the discretion of nursing staff on duty, arrangements should be made as far in advance as is possible unless it is an emergency situation.
- Visitors are reminded that The Royal Victoria Eye and Ear Hospital is a no smoking hospital.
- Visitors are requested not to bring in alcohol or drugs to patients.
- Visitors are requested to check with the nurse in charge before bringing food into the hospital.
- All visitors are requested to be as quiet as possible while in the hospital.

Hospital Policies are in place to allow the hospital provide the best possible care to our patients. The welfare of the patient must always be taken into consideration. If it is anticipated that a patient may become unduly upset or tired, certain visiting restrictions may be imposed. It is vital that patients receive adequate rest in order to facilitate the healing process.

Visiting arrangements for relatives of children

Parents/Guardians of Children in Hospital may visit at any time. All other visiting arrangements apply.

One parent / guardian may stay overnight with the child

The Unit Manager may give permission to alter these arrangements in some very specific cases

4.0 Responsibilities

As a visitor to our hospital we ask you to respect and follow this Visiting Guidance, which applies to both public and private patients

5.0References

Health Service Executive (2007) National Visiting Guidance, National hospitals office, quality, risk and customer care.