

# JACKSON HEALTH SYSTEM VISITATION GUIDELINES

Visitation is an important part of a patient's experience and recovery, and Jackson Health System promotes visitation within a safe clinical context. If a patient has a special situation that requires an exception to these guidelines, they should speak to a chief executive officer, chief operating officer, chief medical officer, chief nursing officer, associate chief nursing officer, or administrator in charge. Exceptions will be granted when reasonably possible and whenever state or federal regulations apply.

Under Florida law, every patient may designate one "essential caregiver," who may visit for two hours beyond any limitations in this policy.



## GENERAL VISITATION GUIDELINES

- All visitors must comply with current mask requirements, including proper wearing of mask over mouth and nose.
  - Neck gaiters and masks with exhalation valves are not acceptable substitutes, and Jackson will provide a disposable mask instead.
  - Visitors in highly acute areas or those visiting highly infectious patients – including those with COVID-19 – will be required to properly wear an N95 mask over their mouth and nose at all times. They may also be required to properly wear other personal protective equipment (PPE) up to the standards practiced by Jackson employees in the same area.
- Visitors must check in at a security station and obtain a visitor badge, which must be worn at all times. Upon exiting, visitors must check out at a security station in order to ensure their loved one may receive another visitor.
- Jackson reserves the right to screen visitors and take their temperature. Visitors who are sick or experiencing fever, runny nose, persistent cough, shortness of breath, nausea, vomiting, and/or diarrhea will not be allowed to enter our facilities. Guests with a confirmed or reasonably suspected COVID-19 diagnosis or who have had direct contact with someone with a confirmed COVID-19 diagnosis will also be denied entry. Visitors who leave the facility may need to be re-screened in order to enter.



## INPATIENT VISITATION GUIDELINES

- Most hospitalized patients may have up to two visitors at a time from 8 a.m. to 8 p.m. daily. Additional visitors must wait outside or come another time. Staff on the unit will notify visitors 15 minutes before the end of visiting hours.
  - **Pediatric** patients, including those in intensive care, may have both visitors stay overnight.
  - **Maternity** patients may have one visitor stay overnight.
  - **Adult patients in intensive care** may have up to two visitors during designated visiting hours, with one visitor permitted to remain overnight. In semi-private or shared-space ICUs, one visitor may stay overnight in a designated waiting area and return to the bedside during approved intervals, supporting family presence while maintaining privacy and safe patient care.
  - **All other adult patients** may request administration approval to have one visitor stay overnight.
  - **Behavioral health** patients, including adults and children, may have one visitor per day on the following schedule:
    - **Jackson South Medical Center:** 5:30 to 7:30 p.m. daily
    - **Jackson Behavioral Health Hospital:** 4:30 to 6:30 p.m. daily
    - **Jackson Community Mental Health Center (CSU):** 5 to 6 p.m. daily

- Children under 12 years old are allowed to visit during visiting hours as long as they are accompanied by an adult and are given permission by the patient or patient’s designated representative and the patient’s nursing team. For Behavioral Health, visitation is not allowed for individuals younger than 18 years of age.



### **OUTPATIENT VISITATION GUIDELINES**

- Most patients may have up to two companions at any time. If the patient is admitted, the policies of the admitting unit will apply once the patient is transported.
  - Jackson does not provide child care during an adult patient’s appointment; children should not be left unattended in visitor lounges or lobbies.



### **LONG-TERM CARE VISITATION GUIDELINES**

- Visitation is allowed in our long-term care facilities, as directed by state requirements.



### **EXCEPTIONS AND ADDITIONAL POLICIES**

- Under Florida law, every patient may designate one “essential caregiver,” who may visit for two hours beyond any limitations in this policy.
- All visitation policies are superseded by Florida law, which guarantees any patient may have a visitor under certain criteria, including:
  - End-of-life situations.
  - Patients who were living with family before being admitted and are struggling with the change in environment and lack of in-person family support.
  - Patients making one or more major medical decisions.
  - Patients experiencing emotional distress or grieving the loss of a friend or family member who recently died.
  - Patients who need cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
  - Patients who used to talk and interact with others is seldom speaking.
- Visitors may be required to wear appropriate personal protective equipment (PPE), which may not be more stringent than requirements for staff.
- Jackson Health System does not require visitors to provide proof of COVID-19 vaccination or any other immunization status as a condition of visitation.
- Jackson allows consensual physical contact between residents/ patients and their loved ones, unless restricted by medical necessity, safety, or privacy concerns.
- Patients have the right to choose who may visit during their stay and they have the right to withdraw or deny such consent to visitation of an individual at any time.
- The hospital reserves the right to terminate visitation privileges of any visitor(s) when warranted due to safety, security, or well-being of patients, staff, and visitors.