

Visitor Process: Visitor Code for all inpatients, observation and short-stay patients 11/25/2013

Ground Rules

1. All visitors will be required to know the visitor code and obtain a visitor badge to enter the inpatient and short stay areas
2. Legal guardians will be required to wear a visitor badge, but no visitor code is required
3. Visitor code will **only** be established by legal guardian unless approved by social work

Obtaining a visitor code at time of entrance:

How does patient enter Children's?	Process
Emergency Department to short stay/inpatient	Patient presents and UORC registers patient. If patient is going to be admitted to SSU or inpatient, the UORC will change status in Cerner, meet with legal guardian and obtain visitor code. If legal guardian is not present, contact is attempted to be made with legal guardian via phone to obtain consent and visitor code will be discussed at that time. Temp badge will be provided prior to going to floor/SSU
Clinic to short stay/inpatient	Patient will be directed to stop at welcome desk to obtain badges and welcome desk will direct to admitting to get visitor code established. If unable to stop at welcome desk and registration is completed in clinic, clinic will issue a temp badge. Admitting will follow up with UOC on floor for consent for visitor code based on admission report. UOC will fax form to admitting. Patients/legal guardians will be directed to follow up with welcome desk to obtain a badge.
Direct admit to short stay/inpatient	Patient/legal guardian stops at welcome desk and is directed to admitting to sign consent and obtain visitor code. If patient shows up in short stay, they will be re-directed to welcome desk. If patient goes directly to floor, floor will direct them to welcome desk to obtain badge and establish visitor code.
NICU inpatient	Visitor code will be established prior to admission if it is a planned admission. (Evaluating working with our mother baby facilities) HUC will complete a quick registration real-time and paper prints in admitting. Admitting completes full registration and admitting meets with guardian to review information, completes babies name form if needed and consent is signed. Visitor code will be obtained at this time. HUC will assist admitting with obtaining visitor code from new moms; coincides with process for obtaining consent.

Surgery to inpatient/SSU	Admitting obtains registration information through pre-reg. Patient presents to welcome desk and visitor badge is provided to legal guardians and patient. During pre-op check in, the consent is signed and visitor code will be obtained at that time if it is a known admission or extended stay. If admission or extended stay is not known, the admitting department will follow up based on report of admission every 8 hours without a code. Admitting department will contact HUC to assist with obtain visitor code from family.
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