

## Family and Visitor Behavior Guidelines

*At University of Washington Medical Center (UWMC)*

*UWMC has patient rooms, clinics, offices, and public spaces. We have the right to take whatever actions are needed to maintain a safe environment in all of these areas.*

*This handout is for staff to give to any visitor who behaves in ways that are not in keeping with UWMC's Workplace Violence Prevention Policy.*

*Our staff and doctors have the right to practice patient care in a safe place. It is also UWMC's responsibility to make sure the hospital is a safe place for our patients and their visitors.*



*The Department of Public Safety at UWMC thanks you for helping to keep the medical center a safe place for everyone.*

### About These Guidelines

UWMC welcomes patients' family and friends. These visitor behavior guidelines help ensure that UWMC is a safe place for our patients and our visitors. Please read this handout carefully.

UWMC does not tolerate any act or threat of violence of any kind, or allow any person to disrupt medical center activities.

For the safety of all, anyone who appears to be under the influence of alcohol or any other mind-altering substances will not be allowed in the medical center.

### Visiting After Hours

UWMC is open to the public from 5:30 a.m. to 7:30 p.m. Family and friends may visit at any time, as long as you follow these rules:

#### **If you enter the hospital between 7:30 p.m. and 5:30 a.m.:**

- Stop at the Information Desk in the 3rd floor main lobby.
- Check in with the Public Safety Officer. The Officer will make sure the patient you wish to see can have visitors.
- Get a visitor ID. This badge tells what floor and unit you may be on.
  - Between 7:30 p.m. and 5:30 a.m., you must stay in that area, the waiting room for that area, the 3rd floor main lobby, or places



### **Tobacco-Free**

*UWMC is a tobacco-free facility.*

*Using tobacco products or e-cigarettes is prohibited inside the hospital or anywhere outside on hospital property.*

*Also, Federal Law prohibits possession of marijuana and marijuana products inside the hospital or anywhere outside on hospital property.*



### **Quiet Hours**

*Although we encourage quiet at all times in the hospital, we have special*

*“quiet hours” from 9 p.m. to 7 a.m. During these hours, we ask that you:*

- *Mute any electronic devices. Place phones on vibrate only.*
- *Keep voices low.*
- *Make every effort to keep all noise levels low for patients who are resting.*
- *Wear a headset to help reduce noise if you watch TV during quiet hours. Ask a nurse for ear plugs and headsets that you may use.*

### **Questions?**

Your safety is important. Call the Security Desk if you have questions or concerns: 206.598.5555. Or, ask a UWMC staff person for help.

where food and drinks are sold. You must get permission from a UWMC staff member to be in any other area during these hours.

- If you are visiting a patient and wish to stay past 7:30 p.m., get a permission slip from the charge nurse. Take the slip to the Information Desk in the 3rd floor main lobby to get your visitor ID.
- You may ask for a visitor ID for the length of a patient’s stay. To do this, get permission from the patient and charge nurse. Visitor IDs are also given for a shorter time, such as 24 hours or 48 hours.

## **Ensuring a Safe Environment**

To help ensure the well-being of all our patients, visitors, and staff:

- If you are not a patient staying in the hospital, you may be here for a clinic visit or other appointment, to visit a patient, or for a class or tour.
- We welcome family and friends to visit patients in the hospital. Children under the age of 12 must be watched by a responsible adult, **other than the patient**, at all times. Children under age 12 may **not** be left alone with the patient.
- You may be banned from UWMC and not be allowed to visit if you:
  - Threaten, intimidate, harass, or verbally or physically assault a staff member, family member, visitor, or patient. We do not tolerate any act or threat of violence of any kind.
  - Act in an intimidating or aggressive way toward staff, visitors, or patients.
  - Interfere with the proper care of a patient.
  - Have a dangerous item, use an item in a dangerous way, or have or use a weapon of any type.
  - Have with you or are under the influence of alcohol or other mind-altering substances.
  - Are loud, disruptive, or lewd, or act in any way that adversely affects the patients, other visitors, or staff. This includes, but is not limited to, loud music, loud TV, loud or foul language, or any other ways of disturbing the peace.
  - Photograph or record staff without their verbal or written consent.
  - Are on a floor, in a waiting area, or in any other place that is not listed on your visitor ID.
  - Smoke in a patient’s room, a bathroom, or any other place on hospital property. Smoking is not allowed inside or outside the building.
  - Do not comply with a request or order from staff or a Public Safety Officer. You may be arrested for disturbing the peace or trespassing, or face other charges.