Visitor Behavior Guidelines
At University of Washington Medical Center (UWMC)

The medical center is made up of hospital rooms, clinics, and office spaces. While many of these are public areas, we reserve the right to take whatever actions are needed to maintain a safe environment.

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 a right to practice patient care in a safe environment. It is also UWMC’s responsibility to ensure a safe environment for our patients and their visitors.

About These Guidelines
We have created these guidelines to ensure a safe environment for our patients and our visitors. Please read this handout so that you know our visitor behavior guidelines.

Be aware that UWMC will not tolerate any act or threat of violence of any kind, or any disruption to medical center activities.

To ensure the safety of all, any person 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
The medical center is open to the public from 5:30 a.m. to 9:30 p.m. We encourage family and friends to visit our patients and understand that these visits may occur beyond visiting hours.

Everyone who enters the medical center after 9:30 p.m. and before 5:30 a.m. must:

- Stop at the Information Desk on the 3rd floor.
- Check in with the Public Safety Officer who will check if the patient you wish to visit can have visitors.
- Get a visitor ID. The visitor ID tells what floor and unit you may be on. Between 9:30 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 where
food and drinks are sold. You must have 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 9:30 p.m., you must get a permission slip from the charge nurse and take it to the 3rd floor Information Desk to get your visitor ID.

- You may request a visitor ID for the duration of a patient’s stay if you have permission from the patient, attending doctor, and charge nurse. Visitor cards are also given for a fixed length of time, such as 24 hours or 48 hours.

### Ensuring a Safe Environment

These visitor behavior guidelines help ensure safe care and the well-being of all patients, visitors, and staff:

- If you are not a UWMC patient, you may be in the hospital for a clinic visit or other appointment, to visit a patient, or for a class or tour.

- Your visiting privileges may be revoked and you may be banned from the medical center if you:
  - Threaten, intimidate, harass, or verbally or physically assault a staff member, family member, visitor, or patient. We will not tolerate any act or threat of violence of any kind.
  - Act in an intimidating or aggressive manner 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.
  - Act in a loud, disruptive, lewd, or other manner that affects the care of patients, other visitors, or interferes with the duties of staff. This includes, but is not limited to, loud music, loud television, loud or profane language, or any other means of disturbing the peace.
  - Photograph or record staff in any way without their expressed 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 other place. Smoking is not allowed inside the hospital or anywhere outside on hospital property.
  - Fail to comply with a request or order from staff or a Public Safety Officer. Your actions may result in arrest for disturbing the peace, trespassing, or other charges.

### "Quiet Hours":
9 p.m. to 7 a.m.

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 and place them on vibrate only.
- Keep voices low.
- Make every effort to keep all noise levels low and respectful of patients who are resting. We have ear plugs and headsets available for your use. If you wish to watch TV during quiet hours, please wear a headset to help reduce noise.

### Questions?

Your safety is important. Call the Security Desk if you have questions or concerns: 206-598-5555. UWMC staff are also available to help.