

Visitation Policy - Inpatient

Florida Statute | Section 408.823 Effective 2022 | “In person visitation”

Patients and their representatives have the right to receive and restrict visitors, and to have contact with visitors when desired while in the inpatient unit. Community Hospice Care Centers do not restrict visitors unless requested by the patient or the patient’s legal representative. Community Hospice may suspend in-person visitation of a specific visitor if the visitor violates Community Hospice’s policies and procedures. Care Center managers are responsible for ensuring staff adherence to visitation policies.

1. Visitation is encouraged and permitted 24 hours a day, 7 days a week, and at a minimum to include those designated as essential caregivers by the patient or legal representative. Accommodations will be made in the patient’s room for the visitor who wishes to stay overnight.
2. In-person visitation must be allowed, unless the patient objects, for the following reasons:
 - end-of-life situations;
 - for patients who are struggling with the change in environment or lack of in-person family support;
 - when the patient is making a major medical decision;
 - when a patient is experiencing grief, loss or emotional distress;
 - when a patient needs cueing or encouragement with eating or drinking
 - when a patient who used to interact and talk with others is speaking less;
 - when the patient is a child in pediatric care.
3. Staff is consulted prior to allowing visitors to enter a patient’s room when signage is posted on the patient’s door for infection prevention purposes. Personal protective equipment and education will be provided to visitors as needed. Required PPE must be worn by visitors.
4. Social distancing between patients and visitors is not required and visitors are not required to produce vaccination records when visiting.
5. Visitors who appear to be ill may be asked to return when their illness has resolved.
6. Children may visit at any time while accompanied by an adult. Children must be closely supervised at all times.
7. Access to and care of the patient by the team is of primary importance and cannot be restricted by visitors.
8. Visitors exhibiting inappropriate behavior or threatening behavior may be asked to leave and may be prohibited from visiting.
9. Visitors are not permitted to smoke on campus.

Community Hospice Care Centers, which have inpatient tenant agreements within the hospital community, collaborate with those facilities to ensure visitation for hospice patients and adherence with visitation policies.

Visitation Complaints

For complaints regarding visiting with loved ones, notify any Community Hospice staff member of your complaint and ask them to record it for submission, or you may submit the complaint directly in writing or by calling Community Hospice at 877.699.7300 and ask to file a complaint. You may also contact the Agency for Health Care Administration (AHCA) for further review and action online at www.ahca.myflorida.com/visitation.