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<https://www.dynahealth.com/skills/t913416-visitors-to-patients-in-isolation>

Nursing Skills

Visitors To Patients In Isolation

Procedure

PROCEDURE STEPS

1. Assess the patient and visitors for knowledge deficits regarding visitation policies and isolation precautions
2. Determine if the patient/family requires special considerations regarding communication
3. Use a professional certified medical interpreter when a communication barrier exists
4. Communicate respectfully with patients and families, recognizing and adapting to differences in religion, culture, and individual needs
5. Advise visitors of importance of adhering to standard precautions and the specific requirements of the infection control isolation precaution in place for the patient to be visited
6. Indicate visitation can be restricted if visitors are unable or refuse to comply with precautions
7. Instruct visitors to follow standard precautions for visitors ¹
8. Instruct visitors to perform hand hygiene prior to entering and immediately upon leaving the patient's room ¹
9. Instruct visitors to follow directions for the use of PPE while visiting and to discard PPE prior to exiting the room ¹
10. Instruct visitors to ask permission and receive clearance from clinical staff prior to bringing items into and removing items from the patient's room ¹
11. Instruct visitors to refrain from eating from the patient's tray or using his or her telephone and restroom ¹
12. Instruct visitors that the patient must remain inside the room ¹
13. Discern the appropriateness of each patient visit
14. Disallow or discontinue a visit if the patient does not wish to be visited or becomes distressed, the visitor is argumentative or disruptive, or the risk for disease transmission is unacceptably high
15. Make allowances for patient visits outside of the normal visiting hours in response to the patient's special circumstances, cultural or religious background, or individual needs

16. Consult with your nursing supervisor and/or facility security officer, if indicated, prior to making exceptions to visitation policies
17. Recognize that exceptions made by a single nurse clinician can be perceived as a change in policy for the entire facility/ unit. If an exception is made for a single shift/event/person, it is important to explain the reason for the exception and that the underlying facility/unit-specific policy has not changed

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