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

8. Instruct visitors to perform hand hygiene prior to entering and immediately upon leaving the patient’s room

9. Instruct visitors to follow directions for the use of PPE while visiting and to discard PPE prior to exiting the room

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

11. Instruct visitors to refrain from eating from the patient’s tray or using his or her telephone and restroom

12. Instruct visitors that the patient must remain inside the room

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.