

THE DESIGNATED VISITOR MAY:

- Visit the patient during visiting hours. Visiting hours are 5 a.m.–11 p.m. For the Behavioral Health unit, visiting hours are 4:30–5:30 p.m. daily. Only one visitor per patient per day.
- Call the unit to receive updates on the patient's health status. We encourage calls between the hours of noon and 5 p.m. It is suggested that one Designated Visitor be assigned the task of calling the unit and receiving patient updates to share with other family members.

SENTARA RMH MEDICAL CENTER

DESIGNATED VISITORS

FOR THE SAFETY OF
OUR PATIENTS, VISITORS
AND STAFF





WHAT IS A DESIGNATED VISITOR?

At Sentara RMH Medical Center, we know just how important our loved ones are to the healing process. While in the midst of a public health crisis, we also need to ensure the safety of our patients, staff and visitors. The Designated Visitor process allows patients to have a loved one near while limiting the number of people entering the building and minimizing the disruption of the patient's rest and care.

A Designated Visitor is a person who has been named by a non-COVID positive inpatient as someone who may visit him or her while in the hospital. If the patient approves, a Designated Visitor may also call and receive updates on the health status of the patient by providing their unique passcode listed on their armband. Patients may choose two Designated Visitors.

For the safety of all, COVID positive (or suspected positive) inpatients may not have visitors.

Exceptions to all our visitation policies are considered for end-of-life situations.

THE DESIGNATED VISITOR PROCESS:

1. Upon admission to the hospital, the patient will be asked to name two Designated Visitors.
2. Our team will document the names of the two Designated Visitors on the patient's chart.
3. Upon the Designated Visitor's arrival to the unit, an armband will be provided. This armband is used to identify him or her as the Designated Visitor. It may not be transferred to another person.
4. If the patient has given the Designated Visitor permission to call the hospital to receive health information, the Designated Visitor must provide the patient code written on his or her armband. This code may not be shared with anyone else; the nursing staff will confirm the visitor's name and the code before providing any patient information.
5. Only one Designated Visitor may visit at a time, so please plan ahead!

To learn more call **(540) 689-1000**

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