

Visiting FAQs

Welcome to our hospital. It's our privilege to have you visit loved ones and friends who are in our facility. Our goal is to provide every patient with quality, safe, and compassionate care. In support of your patient and our care team, please refer to the visitor information below. Thank you for your patience and cooperation.

Visitor check-in and check-out

- Every visitor must register at the Information Desk in the front lobby when you enter our hospital. Please check-out in the same location when you leave the hospital. By doing this, we are able to allow other visitors to see your patient.

Who can visit?

- Each patient may have two (2) visitors at a time. Visitors are permitted to swap out.
- Visitors under the age of 16 must be accompanied by an adult.
- Persons who are sick or who have been recently exposed to a person who is sick are not permitted to visit. Examples include persons who have fever, rashes, flu or colds, nausea, vomiting or diarrhea, strep, pink eye, chicken pox or shingles.

When you can visit?

- General visiting hours for our hospital are 6 a.m. to 9 p.m. daily.
- Intensive Care Units (ICU) have varying hours, so please check with the unit before you plan your visit.

Visiting an ICU patient

- Two persons may visit at a time during approved visiting hours. Please verify the times with the specific ICU.
- We offer an ICU Waiting Room on the ground floor for families of ICU patients. Comfortable chairs, showers, lockers and vending options are available. The ICU Waiting Room is an excellent location for a family member to stay overnight, if needed. Communication is available to the area from all of our ICUs.

Communication regarding your patient

- Providing information and medical updates to families is an important part of our commitment. Each patient should designate a primary person who will be our main contact. We will communicate to this support person who can share updates with the remainder of the family.

Restrictions on what can be brought in

In order to maintain a safe, healthy and infection-free facility for patients, visitors and our team, we must limit some items from being brought into our hospitals. Here is a partial list of items that you cannot bring into the hospital:

- Weapons & Firearms (State & Federal Law)
- Luggage or large bags
- Strollers and other large items.

- Linens and bedding materials
- Small electrical appliances.
- No emotional support animals. Therapy Dogs are the only approved therapy animals for visits. Only therapy trained/certified dogs are allowed in patient/waiting room areas. They must be affiliated with a local therapy animal agency that maintains a contractual relationship with HH Health System.

Food and flowers

- Please be aware that the smell of food or flowers can impact how a patient feels. Drinks are allowed in patient rooms. No food or flowers may be brought into the ICUs.
- Food options are available in the Cafeteria, Grab n Go, and in vending areas, including the ICU Waiting Room.

Cell phones

- No cell phones may be used in Intensive Care Units.

Your patient's room

- Please do not move any furniture from one room to another.
- Please do not touch any medical equipment. If an alarm is sounding, hospital staff will respond.
- Hallways in our hospital must remain clear to be in compliance with Fire Safety Code.

Staying overnight

- Although we encourage family members to go home at night, we recognize that sometimes you choose to stay overnight with your patient. The chairs in each room are the only option for an overnight guest. The ICU Waiting Room is available for overnight guests of ICU patients.

Disruptive behavior

- Our goal is to provide the best care we can in a safe, healing, and quiet environment. Disruptive behavior by any visitor is not allowed. Persons who do so will be asked to leave the hospital.

Security

- Our hospital provides Security Services for our facility and for our campus. A network of cameras help us in our effort to provide a safe and secure environment. Should you desire a Security Officer to escort you to your car, please contact (256) 265-6660.