

# Visiting FAQs

Welcome to Huntsville Hospital for Women & Children. It's our privilege to partner with you and your loved ones in providing the best care possible. 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. For more information, you can review our Visitor Guidelines which can be found on our website. Thank you for your patience and cooperation.

## Visitor check-in and check-out

- All visitors must register at the Information Desk in the front lobby when entering our hospital. Please be prepared to present a valid ID. Check-out is in the same location when you leave the hospital. By doing this, we are able to allow other visitors to see your patient.
- Visitor stickers expire at midnight (12 a.m.) each night. If you are staying overnight, please register for a new sticker the next morning for the new day.

## Who can visit?

- Visitors under the age of 16 must be accompanied by an adult.
- Visitor guidelines may vary on critical care units, including age restrictions for siblings and other children.
- 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.
- In the Neonatal ICU, a parent or significant other must accompany the visitor at the bedside.

## 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.
- Persons under the age of 12 may have limited coordinated visits in our ICU's. Children must be accompanied by an adult.
- We offer an ICU Waiting Room on the ground floor at Main 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.
- Minor siblings may visit for limited visitation.

## 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.
- Patients/Caregivers will provide a password for identification so that communication can take place between/with hospital staff and family members.

## 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)
- Any form of drugs or paraphernalia.
- 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.
- Only clear bags allowed in Neonatal ICU. Non-clear/personal belongings are to be kept in the lockers.

## Food and flowers

- Please be aware that the smell of food or flowers can impact how a patient feels. No food or flowers may be brought into the ICUs.
- Food options are available until 2 p.m. in the Women & Children Cafeteria, Grab- n- Go (times vary) and in vending areas on the first floor. Additional food options are available at Huntsville Hospital Main.

## Cell phones

- Videography is permitted with consent. Verify with clinical staff.

## 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 dedicated furniture in each room is the only option for an overnight guest. The ICU Waiting Room is available for overnight guests of ICU patients.
- Many areas may accommodate one overnight guest.
- Siblings may not stay overnight.
- Labor & Delivery: If the patient is in active labor after 9 p.m., one support person and two visitors are allowed.

## 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 helps 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.