		Type: <b>Policy</b>	Document reference: <b>0094</b>	Manual Classification: <b>Administration and Clinical</b>	
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Facilitator <small>sign/date</small>	Process authorised <small>sign/date</small>	Sponsor authorised <small>sign/date</small>	Sponsor authorised <small>sign/date</small>	Version :	Page:
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				Document expiry date: <b>01 October 2014</b>	

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## 1. Purpose and Scope

This policy provides guidance to staff in the management of visitors in Waikato District Health Board (DHB) areas and applies to all Waikato DHB employees in contact with visitors.

Waikato DHB recognises the importance of visits from family, friends and supporters in the care and treatment of patients. The principles of partnership, participation and protection encompassed in the Treaty of Waitangi / Te Tiriti O Waitangi shall be met.

Registered health professionals are responsible for ensuring that all patients have adequate care, including rest and privacy. These considerations have priority over the requirements of visitors.

This policy provides an overview for the management of all business visitors (includes suppliers, vendors, contractors, hawkers/peddlers, non Waikato DHB suppliers and any persons visiting for the purpose of business advancement) to all Waikato DHB sites. The policy also covers persons collecting on behalf of a charitable organisation.


This policy is designed to :

- Manage health and safety risk associated with visitors being on site.
- Provide a security process to manage access and egress.
- Provide staff with guidance on authorising access.
- Provide staff with authority to challenge and control access.

## 2. Policy

The Waikato DHB policy for visitors is that:

- Waikato DHB recognises the importance of visits from family, friends and supporters in the care and treatment of patients.
- Waikato DHB staff are responsible for ensuring that the well being, care and progress of a patient, or other patients in the near vicinity, is not disrupted by visitors.
- Patient care shall take priority over the requirements of visitors.
- Visitors may be asked to leave the ward or unit when the patient is receiving clinical care.
- Where visitors are behaving inappropriately, or are not showing consideration for patients, they will be asked to leave Waikato DHB premises.
- Waikato DHB will support staff who ask visitors to leave.
- Business visitors shall not have unauthorised access to Waikato DHB facilities. Business visitors must be identified and adhere to the procedures on each campus.
- Where a business visitor or charitable organisation does not comply with this policy they will be requested to leave immediately and if they fail to do so will be escorted off the campus by security or in the case of our facilities without security arrangements in place, by staff members authorised to do so by the Chief Executive.

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### 3. Authorisation

As signed above on behalf of the Chief Executive.

Policy Processes and Associated Information

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## Appendix A


### 1. Standards for patient visitors

#### 1.1. Visiting

- Waikato DHB staff shall consider the needs and privacy of the patient and other patients in the near vicinity with regard to visiting.
- Generally the visiting hours at all Waikato DHB hospitals are 11am to 1.30pm and 4pm-8pm.
- Visiting outside those approved public visiting hours is at the discretion of the nurse in charge of the ward and is permitted in the situations outlined in Appendix A, 1.3.
- In the case of children under 14 in a ward, one parent/caregiver is able to stay with the child at all times with the approval of the nurse in charge of the ward.
- Generally the number of visitors shall be limited to two per patient.
- The number of visitors to a patient shall be at the discretion of the nurses involved in the patient's care, taking into consideration the patient's circumstances and if there are other patients in the vicinity.
- If the number of visitors to a patient is affecting their wellbeing or the wellbeing of other patients in the near vicinity the number of visitors shall be restricted and monitored.
- Waikato DHB staff shall ensure there is minimal disturbance by visitors to patients at all times.
- An elected family/whānau spokesperson should be nominated for larger groups visiting. All communication, including control of visitors should be directed through this person.
- Prisoners, who are inpatients, are only allowed visitors who have been authorised, in writing, by the Corrections Service. No more than two authorised visitors are permitted to visit at any one time. (See Operating Protocols Between Waikato DHB and Waikato / Central Region Prisons).
- Visiting a child or young person who has been admitted to a Waikato DHB facility with suspected, witnessed or disclosed abuse must be in accordance with the documented plan of protection for the child. (See Suspected, Witnessed or Disclosed Cases of Child Abuse and/or Neglect Policy).
- Visitors who are unwell, particularly those suffering from diarrhoea, a cold or who have a contagious illness or a communicable disease e.g. chicken pox, measles or influenza are not allowed to visit patients. This is particularly important in paediatrics, Neonatal Intensive Care Unit (NICU), obstetrics and other areas where young children are cared for plus in elderly or immunocompromised patients.
- Additional visitor restrictions may be introduced on the advice of the Infection Control Team and / or the Medical Officer of Health during periods of high levels of community illness such as influenza or norovirus.
- Visitors are expected to behave in a polite and considerate manner.
- Visitors wearing gang regalia, patches or gang colours shall be asked to remove the items of clothing before visiting Waikato DHB facilities.
- Children (under 14 years old) must be supervised and accompanied by an adult at all times, unless prior approval has been given by the nurse in charge of the ward for the child to visit unaccompanied.
- Visitors may be asked to leave Waikato DHB premises if they do anything that may harm a patient's or other patients' wellbeing. This includes but is not limited to:

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- Not behaving in a quiet and considerate manner
  - Unruly or uncooperative behaviour
  - Not supervising children (under the age of 14) appropriately
  - Providing alcohol, illicit drugs, illegal substances or unauthorised medication
  - Taking the patient out of the ward without first consulting with clinical staff
  - Tampering with clinical equipment
  - Being in any restricted access area without permission or reasonable excuse
  - Deliberately ignoring Infection Control precautions
  - Behaving in an unsafe manner e.g. leaning out of windows or running down corridors
  - Interrupting the clinical care of a patient by feeding or providing fluids to a patient when the patient is either Nil by Mouth or on a restricted diet.
- Visitors are not permitted to visit if they are under the influence of drugs and/or alcohol. Ward staff or security can make this call based on common sense, smell of alcohol and the state of the visitor.
  - Visitors are not permitted to visit if they are abusive to the patient, other patients or Waikato DHB staff.
  - Visitors are not permitted to smoke on Waikato DHB premises and shall be advised accordingly by staff or security.
  - If visitors continue to smoke on Waikato DHB premises, staff should advise security or phone 99777.
  - If visitors are behaving inappropriately, or without consideration Waikato DHB staff shall:
    - advise the visitor of expected behaviour in a non-confrontational manner
    - discuss the areas of concern with the family / whānau spokesperson
    - call for assistance from Security or 99777 (following the emergency response procedures for each hospital)
    - complete an incident form (HP410)
  - If the situation is not defused the leader of the Emergency Response Team (e.g. Duty Nurse Manager or equivalent) may
    - call the police if there is any danger to staff, patients or others. (If police are called visitors may be charged with a criminal offence and / or issued with a trespass notice).
    - issue a Trespass notice preventing the visitor from entry to the campus (see Waikato DHB Security policy)
  - Staff are responsible for ensuring the safety of visitors by advising:
    - visitors of any required Infection Control precautions
    - adults that they are responsible for supervising any children in their care whilst visiting
    - visitors of any emergency instructions e.g. evacuation when the fire alarm sounds.
  - Staff shall report **any** accidents, incidents, near misses involving visitors on the Incident / Accident / Near Miss Notification Form (HP 410).
  - Any visitor requesting medical attention while on Waikato DHB premises shall be referred to their General Practitioner, however should they require urgent medical attention, they should be referred to a hospital Emergency Department.

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### 1.2. Visitors to Henry Rongomau Bennett Centre

- All visitors visiting patients in Henry Rongomau Bennett Centre must be advised to take a copy of the Henry Rongomau Bennett Centre Visitors Information Booklet if they have not already received a copy of this. Copies are available at all reception areas in Henry Rongomau Bennett Centre.
- Visitors who do not comply with the requirements in the Henry Rongomau Bennett Centre Visitors Information Booklet shall be asked to leave Henry Rongomau Bennett Centre. Further non-compliance shall result in a trespass order being issued to the non-compliant visitor.
- Visitors wearing gang regalia shall be asked to remove the gang regalia prior to visiting and shall not be permitted to visit unless they comply with this request.
- Visits to the forensics wards are to be arranged by prior phone call.
- Visitors to forensic wards must report to security before being able to enter the wards.
- Staff must be aware of gifts being brought in for the patient and must advise visitors of any gift that is inappropriate.
- Staff must make the necessary adjustments to the Patient Property List of any property that is either being retained by the patient or is being given to the family to take home.
- It is an offence to bring in/or supply any illicit drugs / substances, or any alcohol to any patients in Henry Rongomau Bennett Centre. There is no exception to this rule and the police shall be notified where this occurs.
- Staff must remove articles that are either brought in for a patient or that the patient has in their possession, that are considered to be a danger to patients or others in Henry Rongomau Bennett Centre and store them in a secure room. This applies to both voluntary and involuntary patients. Articles that are considered to be a danger to patients or others include but are not limited to:
  - Razors, sharps or metallic items/glass
  - Matches/lighters
  - Belts and braces
  - Clothing with cord i.e. hooded sweatshirts
  - Studded belts
  - Prescription/non prescription drugs
  - Steel capped boots
  - Valuable items such as jewellery, dress rings
  - Leather clothing
  - Gang regalia
  - Cameras
  - Dangerous weapons
  - Knives, syringes, needles
- The standards in the Waikato DHB Searching of Mental Health Consumers in Relation to Illicit Substances / Dangerous Articles Policy shall apply to consumers that are suspected of harbouring dangerous articles.

*Note: For Henry Rongomau Bennett Centre if there is a conflict with any other aspect of this policy the requirements in Appendix A, 1.2 will apply.*

### 1.3. Visiting Outside defined hours

- Allowing visiting outside of visiting hours or during designated rest periods is at the discretion of the nurse in charge of the ward at the time.
- Staff may allow visits outside defined visiting hours following but not

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limited to these examples:


- when there has been a request by a patient or family / whanau to visit a very ill patient
- when the visitor is a parent or care giver of a child patient
- when the visitor is a partner or support person of a woman in labour
- when the visitor is the care giver of a disabled patient
- when the visitor is accompanying an acute admission
- when the visitor is required as the support person in the absence of an interpreter if English is not the patient's first language
- when the visitor is with a deceased patient in the ward/unit or Mortuary
- when the visitor has travelled a considerable distance to visit the patient.
- Permission to stay in a ward overnight is at the discretion of the nurse in charge of the ward. Consideration must be given to the patient's wishes and the number of other patients in the room in this instance.
- Each Waikato DHB site must follow site procedures for the notification of visitors staying outside of defined visiting hours.

#### 1.4. Visiting Restrictions

- A patient or their guardian may initiate a visiting restriction by advising staff of this or may specify criteria around visitors.
- Staff may initiate a visiting restriction for a limited time when the patient's wellbeing may be in jeopardy.
- Visiting restrictions shall be enforced when there are any known legal limitations to people visiting e.g. a trespass order or non-molestation order.
- The criteria for any visiting restriction must be documented in the patient's clinical record.
- A visiting restriction shall be indicated by:
  - a sign on the patient's door
  - notification on the patient information system
  - notification to Enquiries to amend the clergy list to indicate the patient does not wish to be visited.

#### 1.5. Visitors' Passes

- Any visitor who has permission to visit after 8pm shall be issued with a visitor pass.
- Visitor passes are issued either from specific ward/unit, security staff in consultation with the ward/unit or at Thames Hospital, visitors' passes shall be issued by the front office, after which the ward staff shall record the person's presence on the fire list.
- Staff are required to complete all sections of the visitors' pass in ink.
- At Thames Hospital the visitors' pass shall be handed in at the front office on exiting.
- Any person inside the hospital buildings after 8pm shall be asked to leave/escorted to an exit unless they can produce a visitors' pass or staff identification badge.
- Visitors' passes must be produced on request. Where a person is unable to produce a Visitors' pass they shall be asked to leave the campus.
- For Waikato Hospital new visitors' pass books can be obtained from security. Other Waikato DHB hospitals shall order new visitors' pass books through Purchasing.

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### 1.6. Security

- Security staff shall check areas from 8pm onwards to ensure that all visitors have left the ward / facility, in accordance with the security policy.
- Security staff shall request visitors to leave wards / units on the request of Waikato DHB staff.
- Security staff shall escort visitors from wards / units on the request of staff.
- If visitors are uncooperative with Security staff in leaving the ward / unit, the Police shall be called.
- At Waikato Hospital, security staff are available 24 hours a day, seven days a week. If security staff are required urgently follow the instructions on the Waikato DHB Emergency Procedures Flip Chart.
- Staff in outlying hospitals must be familiar with the procedures for accessing security assistance specific to the hospital or facility.

### 1.7. Accommodation


- Accommodation for visitors from outside of Hamilton can be arranged. For details refer to [Accommodation at Hilda Ross House](#) procedure (2222) and [Accommodation at Te Whare Taurima](#) procedure (3912)

## 2. Business visitor requirements

- Any staff member who extends an invitation, or requests the attendance of a supplier or business visitor must notify the management of any service likely to have an interest in the visit. For example Biomedical and IS in relation to equipment, Purchasing & Distribution in relation to future purchases
- Suppliers / business visitors shall not be permitted to loiter in corridors or any staff area (such as meeting or lunch rooms), in the hope of catching up with key Waikato DHB staff. Suppliers / business visitors must make set appointments to minimise disruption to services.
- All staff who invite business visitors are responsible to ensure business visitors are aware of the entry / exit procedure for that Waikato DHB campus.
- Business visitors should not approach patients directly to sell their products.
- Waikato DHB staff are responsible to inform the business visitor of any hazards and any special requirements in the area they are visiting.
- Managers who engage contractors to work on behalf of Waikato DHB shall ensure contractors complete an agreed orientation programme.
- Hawkers and charitable organisations are not permitted to access any Waikato DHB premises to sell their wares, collect payment or seek donations.
- Charitable organisations allowed regular access to Waikato DHB facilities are generally associated with health e.g. Red Cross, Cancer Society. They must obtain written approval from the Chief Executive or one of his Direct Reports e.g. Chief Operating Officer, Director of Board Governance, Director of Media and Communications (see [www.waikatodhb.health.nz](http://www.waikatodhb.health.nz) CEO and Direct Reports).

### 2.1. Identification

- All business visitors to Waikato DHB shall be identified and must be issued with a Waikato DHB Visitors' pass where applicable. This also applies when a business visitor is on site after hours (after 4.30 pm Monday to Friday, weekends and public holidays).
- The Waikato DHB Visitors' Pass label is issued as part of the signing in

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process on entry and must be visible and worn for the duration of the visit. (See Appendix A 5).

- Long term contractors who regularly work part-time and full-time for any business unit of Waikato DHB (clinical and non-clinical), must be issued with the standard Waikato DHB identification label. This label must include the name of the contracting company, and must expire by the end date of the relevant contract. The label must be worn visibly for the duration of the visit.
- Where a business visitor has their own company ID Badge, this must be worn visibly for the duration of the visit as well as the Waikato DHB Visitors' pass.

## 2.2. Security

- Business visitors without a visitors pass and/or other form of verification showing that they have a legitimate purpose on site may be asked to leave.
- Security staff shall be notified of unaccompanied business visitors on site after hours.
- Where the business visitor requires access to an area and is unaccompanied by a Waikato DHB staff member, Security must be informed of the circumstances, e.g. water leak – plumber has assessed the problem but needs to go and collect other equipment to fix the problem.
- Waikato DHB staff shall question unaccompanied business visitors in non-public areas after hours to ensure they have permission for extended access to that area or advise Security.

## 2.3. Hazard, accident and near miss reporting


- All business visitors must ensure that any hazards observed or created, which could endanger people and / or property, are promptly and correctly processed and reported to Waikato DHB staff. This is in accordance with the Health and Safety in Employment Act 1992, Waikato DHB Incident Management policy and Waikato DHB Hazard Management policy. Hazards must be managed according to the Waikato DHB Hazard Management policy.
- Any incident / accident / near miss observed or suffered by the business visitor must be promptly reported to Waikato DHB staff. Waikato DHB staff must ensure a Waikato DHB Incident / Accident / Near miss form (HP410) is completed.

## 2.4. Entry – exit process

- All business visitors are required to sign in and sign out according to the requirements of campus processes.
- Sign out must take place at the same point supplier / business visitor entered the site.
- Business visitors and contractors must be made aware of the rules they are to comply with while on site. The list of Rules for Visitors and Contractors (attached to the Waikato DHB Visitors' Pass) shall be issued to the business visitor when they are signing in.

## 2.5. Business visitors on site after hours, weekends and public holidays

- Suppliers / business visitors requiring access after normal working hours (8am – 4.30pm Monday – Friday) must make prior arrangements with the Waikato DHB staff member they are dealing with to sign in and collect their Waikato DHB Visitors' Pass.
- Non supplier / business visitors invited to meet with Waikato DHB staff

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after hours remain the responsibility of the person that issued the invitation for the duration of the visit. Entry / exit and identification requirements apply and Security must be advised.


- When access is required to support new product introduction after hours, the staff member who originally arranged the sessions, is required to notify Security of the name of the person/s and the company they work for.
- Contractors on site whose work requires remaining after hours to effect service / repair etc must notify the Waikato DHB staff member designated in the campus processes, their intention to depart once the work is completed.
- Access of business visitors during weekends and public holidays shall be in response to a specifically planned or an urgent need.

#### **2.6. Non compliance**

- Where evidence of non-compliance with this policy is observed, the business visitor involved shall be asked to leave the premises and the staff who invited them informed. In the event that the person refuses to leave and becomes confrontational, staff should contact security to escort these visitors off the site. Continued non-compliance by a business visitor may incur a total ban from Waikato DHB sites.

#### **3. Success indicators**

- Patient care is not adversely affected by visitor behaviour resulting in a reduction of complaints.
- Staff shall be aware of the policy relating to visitors to patients and procedures for obtaining security support as necessary.
- There will be no legitimate complaints from people about the actions of visitors.
- All business visitors are registered as being on Waikato DHB facilities
- No unauthorised business visitors, charitable organisations or hawkers go on Waikato DHB facilities

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## Appendix B

### 1. Definitions

<b>Business visitors</b>	This includes suppliers / vendors / contractors / hawkers / auditors and any persons visiting for the purpose of business advancement.
<b>Care giver</b>	The member of the individual's family group / whanau, or the person who is most evidently and directly concerned with the oversight of the patient's care and welfare.
<b>Charitable Organisation</b>	Any organisation visiting Waikato DHB premises for the purpose of soliciting donations e.g Red Cross, Cancer Society.
<b>Contractors</b>	Person or persons engaged or to be engaged by Waikato DHB (other than a Waikato DHB employee) to do any work for reward or gain. Contractors provide services.
<b>Hawker/peddlers</b>	All business or individual selling general merchandise. One who sells small wares direct.
<b>Repeated access</b>	Any situation where the supplier / business visitor requires repeated access to areas or staff over an extended period of time, i.e. weeks, or on several occasions within a 24 hour period.
<b>Supplier</b>	A vendor of equipment, products or services.
<b>Security</b>	The contracted security company and / or the Attendant service undertaking security activities on a campus.

### 2. Legislative Requirements


Waikato DHB must comply with the following legislation (this list is not exclusive):

- Health and Safety in Employment Act 1992 and amendments
- Privacy Act 1993

### 3. Associated Documents


Waikato DHB employees shall inform contractors of the following policies and ensure they comply with these.

- Waikato DHB Health and Safety manual (0044)
- Waikato DHB Security policy (0120)
- Waikato DHB Smokefree policy (0121)
- Waikato DHB Risk Management policy (0118)
- Waikato DHB Incident Management policy (0104)
- Waikato DHB Procurement and Contracts policy (0170)
- Waikato DHB [Accommodation at Hilda Ross House](#) procedure (2222)
- Waikato DHB [Accommodation at Te Whare Taurima](#) procedure (3912)

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## Appendix C Hospital/Facility visiting hours

<b>Hospital/Facility</b>	<b>Visiting Hours</b>
Waikato Hospital	1100 – 1330 hrs and 1600 – 2000 hrs
The Henry Rongomau Bennett Centre (excluding Forensics)	1100 – 2000 hrs (visiting hours are displayed at entrance to each ward)
The Henry Rongomau Bennett Centre Forensics Unit	Mon – Fri 1330 – 1530hrs and 1800 – 2000hrs  Sat/Sun 1000 – 1200, 1330 – 1530 and 1830 – 2000hrs
Thames Hospital	1100 – 1330 hrs and 1600 – 2000 hrs
Taumarunui Hospital	1100 – 1330 hrs and 1600 – 2000 hrs
Te Kuiti Hospital	1100 – 1330 hrs and 1600 – 2000 hrs
Tokoroa Hospital	1100 – 1330 hrs and 1600 – 2000 hrs
Matariki	1100 – 1330 hrs and 1600 – 2000 hrs
Rhoda Read	1100 – 1330 hrs and 1600 – 2000 hrs

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## Appendix D Waikato campus process for business visitors

### 1. Suppliers and business visitors


- Any staff member who extends an invitation or requests the attendance of a supplier / business visitor must notify the Purchasing and Distribution Services Clinical Product Co-ordinator prior to the visit taking place.
- Any supplier / contractor wishing to visit Waikato DHB premises for the purposes of engineering services (e.g. connecting to or isolating of services – electrical, plumbing, etc) must notify Property and Infrastructure for planning purposes prior to the visit taking place.
- Suppliers / business visitors wishing to visit any ward must contact the Clinical Product Co-ordinator or a Procurement Team member in Purchasing and Distribution Services prior to the visit taking place. Such visits may only occur during Public visiting hours.
- Suppliers/business visitors wishing to visit a department must contact the Clinical Product Co-ordinator or a Procurement Team member in Purchasing and Distribution Services prior to the visit taking place.
- Auditors visiting Waikato DHB must have clearance from the Chief Financial Officer or the Director of Board Governance.
- Any clinical staff member who extends an invitation to a business visitor for the purpose of approved product support must adhere to the this visitor policy and is required to contact the Purchasing and Distribution Services Clinical Product Co-ordinator prior to the visit taking place.
- Staff must not allow sellers/hawkers of non Waikato DHB supplies or services (raffles, books, sweets, etc) to visit any area or set up a retail presence.

### 2. Sign in

- Sign in on Waiora Waikato Campus takes place in these areas:
  - Hockin Building Ground Floor reception.
  - Waikato Hospital Operations Centre, Level O1 Menzies Building (24 hours a day)
  - Red Corridor Enquiries Waikato Hospital x 2
  - Waikato DHB facilities front office
  - Building Programme Office
  - Bryant Education Centre
- Sign-in areas as listed above shall have signage indicating the closure time.

### 3. Sign out

Where possible sign out must take place at the same point the supplier / business visitor entered the site. Otherwise the Waikato Hospital Operations Centre is open 24 hours a day. Where a staff member has instigated / sponsored a visitor sign-in at the Hockin Building, that staff member is responsible for that visitor after hours.

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#### 4. Extended entry

- Casual / day visitors whose visits extend beyond 4.30 pm. must sign, time and date, the visitor Waikato DHB Visitor Label and hand in at the Operations Centre, Level 01, Menzies Building.
- Contractors on site whose work requires remaining after hours to effect service / repair etc must communicate with the Ops Engineer prior to departing once the work is completed.

#### 5. Incomplete sign out


Where the visitors registration book shows that visitors have not signed out by the entry point closing time, it is then the responsibility of the appropriate receptionists at those sign out points, to photocopy the current pages; (identifying who has not signed out); and fax them to Integrated Operations Centre on 839 8729 who will forward this information through to Security to say that the visitors remain on site. This information is required in the event of an emergency e.g. fire or intruder.

#### 6. Extended entry

- Casual / day visitors to Waikato Hospital whose visits extend beyond 4.30 pm. must sign, time and date, the visitor Waikato DHB Visitor Label and lodge with the Operations Centre, Level 01, Menzies Building (ext 98139).
- Contractors on site whose work requires remaining after hours to effect service / repair etc must communicate with the Operations Centre, Level 01, Menzies Building (ext 98139) prior to departing once the work is completed.

#### 7. Parking

- Where repeated access is required over an extended period of time, staff rates for parking may be applied for from the parking contractor. Suppliers / business visitors / contractors shall be required to complete an application form and supply an order number from their company.
- Business Visitors must park in the designated parking areas. Parking in unauthorised places shall incur a penalty (i.e. towing of vehicle).

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## 8. Process flow for all Waikato DHB facilities

