



College of Veterinary Medicine Policies and Procedures

Subject: **Visitation**

Section: Animal Health Center *Administration*
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To Be Reviewed Yearly by: *AHC Director*
Source:

Visitation

VISITATION POLICY-LARGE ANIMAL

- Clients will be asked to wear visitor badges at all times while in the Animal Health Center's Large Animal Hospital and/or Wise Center to aid in identification. The badge should indicate owner name, patient name and animal's stall number. Owners are also required to stay in the designated waiting area or at their own animal's stall unless otherwise directed. They **MUST** have a hospital escort to visit any other area of the hospital and/or Wise Center.
- Visitors shall not wander around the hospital unescorted or touch other animals. Our patients may have diseases and/or viruses which could be transmitted to/from you or your animal.
- Visitors shall not bring pets into the Animal Health Center's Large Animal Hospital during their visit.
- All children under the age of 16 shall be under the close supervision of a responsible adult at all times while at the Large Animal Hospital and will abide by all hospital policies and regulations.
- Please do not ask hospital staff members about the condition or treatment of other animals. We have a legal obligation to maintain veterinarian-client-patient confidentiality.
- The clinician, house officer, intern, and/or student assigned to your animal are the only people that can update you on your animal.
- For health reasons, we ask that no food or drink be consumed within the stall or treatment areas of the hospital.
- The assigned clinician(s) or student(s) caring for your animal will call or speak to you once a day regarding the progress of your animal unless a new problem develops that requires additional consult. Owners should be mindful that the clinicians and/or students may or may not be available at the time of their visit. They may be busy with emergencies, surgery, or the care of other patients.
- Please ensure that you help us with contacting you by leaving correct numbers and appropriate times that best allow contact with you.

Restriction and Isolation Visitation

- Visitation is not normally allowed in the isolation facility. Special permission must be granted by the clinician assigned to the case and the Director of the Animal Health Center. Again, visitors will be escorted to and from the isolation area and will not be allowed to re-enter the main Animal Health Center Large Animal Hospital area after visiting their animal.

- All clients visiting restricted or isolated animals must be escorted to and from the stall and instructed as to the proper biosecurity protocol for each area. They will also be monitored to ensure compliance with this protocol.

VISITATION POLICY-SMALL ANIMAL

- A client may visit their pet; however, all arrangements for visitation must be made through the attending clinician on the case.
- The attending clinician is responsible for being prepared or assigning a student/tech to take the animal out of the ward and take it to the lobby, exam room, outside, etc. for the client to visit. These preparations must be made in advance so that all personnel concerned (including Emergency receptionist if after-hours/weekend visit) will be informed and knowledgeable of the situation.
- If the patient is in ICU, the attending clinician must make special arrangements. Under normal circumstances, no client is allowed ICU; however, there may be cases where the animal cannot leave, and the owner is allowed to visit in ICU.

Restriction and Isolation Visitation

- Visitation is not normally allowed in the isolation facility. Special permission must be granted by the clinician assigned to the case and the Director of the Animal Health Center. Again, visitors will be escorted to and from the isolation area and will be not allowed to re-enter the main Animal Health Center area after visiting their animal.
- All clients visiting restricted or isolated animals must be escorted to and from the isolation area and instructed as to the proper biosecurity protocol for each area. They will also be monitored to ensure compliance with this protocol.

Visitor Coordination and Responsibility

THE ATTENDING CLINICIAN IS RESPONSIBLE FOR COORDINATING ALL VISITATION AND DISSEMINATING INFORMATION TO THE APPROPRIATE PERSONNEL, INCLUDING:

- Pet/Client Name
- Time of visit
- Where visit can take place
- Who will receive/escort client

Approved:  8/29/12
 Gary J. Burt, Director
 Animal Health Center
 College of Veterinary Medicine
 Date

Approved:  9/19/12
 Kent Hoblet, Dean
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 Date