We commit to serving with genuine respect, passionate caring and a joyful spirit.
GENERAL VISITING GUIDELINES
Centegra Health System encourages visitors to support family members and friends who are in the hospital. To maintain the healing environment every patient deserves, we ask visitors to help keep our hospitals safe, restful and quiet.

• All children 15 years and younger must be in the company of a responsible adult and may not be left unattended. Children under the age of 12 may only visit a patient in the Family Birth Center if they are siblings of the newborn and do not have any obvious signs of illness.
• To protect our patients, please postpone your visit if you are not completely healthy, show signs of an illness or have been exposed to someone who is ill.
• One of the most important ways Centegra helps patients recover is by reducing noise on patient floors. We make every effort to create a calm environment that promotes healing. Please join our efforts by speaking in quiet tones and by lowering noise levels.
• To help patients recover, Centegra recommends that no more than two people visit each patient in their room at a time.
• Please check with the nurse prior to bringing patients food, personal items or flowers. Restrictions on these items may be an important part of the patient’s care. Please do not eat or remove food from a patient’s tray, as knowledge of the patient’s nutrition is an important part of the healing process.
• Latex balloons are prohibited in the hospitals due to the needs of both patients and Associates who have a sensitivity to latex.

Daily Visiting Hours: 8am-8pm
All visitors who arrive during general visiting hours will receive a visitor pass with the patient’s room number clearly marked. Approved visitors must display their visitor passes at all times. After-hours visiting will be allowed under certain limited circumstances. After-hours visitors must check in at the Guest Services Desk in the Emergency Department. No visitors will be allowed once the front doors are closed at 7:45pm.

Daily Quiet Time: 2-4pm
Quiet time promotes healing by encouraging a critical period of rest for patients. Studies show that a quiet hospital environment supports better rest and recovery, resulting in shorter hospital stays, faster healing and better healing at home. During quiet-time hours, main hallway doors will be closed, lights will be dimmed and activities related to care will be minimized. Visitors are encouraged to respect quiet time and avoid visitation during these hours. If visitation must occur, visitors should go to the cafeteria or other common area until quiet time ends. If you must stay with a patient, please keep noise and activity to a minimum.

INFECTION PREVENTION
A stop sign on a patient’s room door means isolation precautions are in place. You MUST check with the patient’s nurse before entering the room in order to receive specific instructions about isolation precaution procedures.

• Please do not use the patient’s bathroom during your visit. Public restrooms are located throughout the facility.
• If you have a cold or flu, please refrain from visiting.
• Please use hand sanitizer before and after your contact with the patient.
• Chairs are provided for guest use during visiting hours. Please do not sit or lie on the hospital beds, either those in use by patients or those that are empty.
• Animals are not allowed in the hospital unless they are certified service animals or are part of a therapeutic program approved by the Medical Staff and Infection Control Committee.
• Additional visiting restrictions may be implemented during times such as influenza season or inclement weather.

PRIVACY AND SAFETY

• Patients should designate a spokesperson as the contact person who may inquire about their condition.
• To ensure patient safety and privacy, visitors will be asked to step out of the patient’s room during nursing and medical procedures.
• For patient safety and privacy, lingering in the hallway is strictly prohibited.
• If you have a cold or flu, please refrain from visiting.
• Certain items are considered contraband and dangerous. They are not permitted in our hospitals. Such items include but are not limited to medications from home, tobacco products, lighters/matches and items that can be used as weapons, such as knives.
• Disruptive and inappropriate behavior can result in a visitor being asked to leave the facility. The behavior may also result in limitations for future visitations.

Questions or concerns about visitation should be directed to Guest Services, located in the Main Lobby or the Emergency Department.

HELP US SUPPORT HEALING: For more information call 877-CENTEGRA (236-8347) or visit centegra.org.