



Tripler Army Medical Center

ADMINISTRATIVE INSTRUCTION

NUMBER 1-1

March 5, 2025

MCHK-CNO

SUBJECT: Visitors and Visiting Hours

References: See Enclosure 1.

1. PURPOSE. This Tripler Army Medical Center-Administrative Instruction (TAMC-AI), in accordance with the guidance of References (a) through (c), establishes the Tripler Army Medical Center's (TAMC) guidelines for visitors and visiting hours.
2. APPLICABILITY. This TAMC-AI applies to TAMC (components and activities under the authority, direction, and control of the DHA and TAMC), including assigned, attached, allotted, or detailed personnel; specifically, personnel who participate in the care of patients in both the inpatient and outpatient settings.
3. POLICY IMPLEMENTATION. It is TAMC's instruction, pursuant to References (d) through (g), that TAMC must adhere to The Joint Commission and recognized professional organizations and guidelines.
4. CANCELED DOCUMENTS. This TAMC-AI replaces TAMC Regulation 1-1, Visitors and Visiting Hours: Guidance on Patient Visiting Hours dated July 12, 2019.
5. RESPONSIBILITIES. See Enclosure 2.
6. PROCEDURES. See Enclosure 3.
7. PROPONENT AND WAIVERS. The proponent of this publication is the Chief Nursing Officer (CNO), TAMC. When components and activities are unable to comply with this publication the activity may request a waiver that must include a justification, including an

analysis of the risk associated with not granting the waiver. The activity director or senior leader will submit the waiver request through their supervisory chain to the Chief Nursing Officer, TAMC to determine if the waiver may be granted by the Deputy Director, TAMC, or their designee.

8. RELEASABILITY. **Cleared for public release.** This TAMC-AI is available on the Intranet to authorized users from the TAMC SharePoint site at:
<https://tamcsp.med.ds.osd.mil/regulation/default.aspx>.

9. EFFECTIVE DATE. This TAMC-AI:

- a. Is effective upon signature.
- b. Will expire 3 years from the date of signature if it has not been reissued or canceled before this date in accordance with (IAW) TAMC guidance or 10 years IAW Reference (c).

AFSHIN K. AFARIN
CAPT, MC
Deputy Director

Enclosures

1. References
2. Responsibilities
3. Procedures

Glossary

ENCLOSURE 1

REFERENCES

- (a) DoD Directive 5136.01, “Assistant Secretary of Defense for Health Affairs (ASD(HA)),” September 30, 2013, as amended
- (b) DoD Directive 5136.13, “Defense Health Agency (DHA),” September 30, 2013, as amended
- (c) DHA-Procedural Instruction 5025.01, “Publication System,” April 1, 2022
- (d) TAMC Reg 40-119, Managing Patients in Custody of Security Forces/Law Enforcement Escorts
- (e) TAMC Reg 40-15, Surveillance, Prevention, and Control of Infections Policy Isolation Precautions
- (f) DHA-Administrative Instruction 6000.02 Photography, Videotaping, Filming, Recording, and Imaging of Patients, Visitors, and Staff
- (g) The Joint Commission Hospital Accreditation Standards, current edition
- (h) TAMC-Administrative Instruction 40-178, Health Information Privacy Policy

ENCLOSURE 2

RESPONSIBILITIES

1. TAMC LEADERSHIP will ensure TAMC accommodates patients and visitors to the fullest extent possible.

2. CLINICAL NURSE OFFICER-IN-CHARGE (CNOIC)/ASSISTANT CLINICAL NURSE OFFICER-IN-CHARGE/UNIT-DESIGNATED LEADER

a. Ensure policy is accessible to staff, patients, and visitors.

b. Authorize exceptions to policy.

c. May complete a Memorandum for Record (MFR) for exceptions to policy to include details about the exception and justification (optional and at leaders' discretion).

3. STAFF

a. Educate patients and staff.

b. Verify visitors are authorized to visit.

c. Communicate visitor status during handoff and/or at staff huddles.

4. INFORMATION DESK PERSONNEL

a. Notify visitors of visiting hours and visitors' policy.

b. See Reference (h) for patient privacy protection processes.

c. Send any visitors of prisoners, law enforcement officers (military or civilian), and investigators to the TAMC Security Department.

5. TAMC SECURITY DEPARTMENT (TSD) will coordinate visiting privileges for visitors of prisoners, law enforcement officers (military or civilian), and investigators.

ENCLOSURE 3

PROCEDURES

1. GENERAL

a. At Tripler Army Medical Center (TAMC) our goal is to provide a supportive, caring environment for patients, families, and loved ones. We consider our patients' visitors an integral part of health and recovery of our patients.

b. Patients have the right to choose who may visit them regardless of whether the visitor is a family member, a spouse, a domestic partner, a friend, or another type of visitor. Patients have the right to withdraw or deny consent at any time.

c. TAMC will not restrict, limit, or deny visitation privileges based on race, color, national origin, religion, sex, or disability.

d. Exceptions to policy may or may not be transferable across care environments. Unit-designated leaders have the authority to grant and rescind exceptions to policy.

2. VISITING HOURS

a. TAMC maintains open visiting hours between 0900 – 2100 hours.

b. Exception. The unit-designated leaders may make accommodations to meet the patient's needs while recognizing the ward/clinic's overall population needs.

c. Exception. Some units may have a unit-level standard operating procedure with additional restrictions or exceptions to this policy.

3. VISITOR EXPECTATIONS

a. All visitors must check-in at the nurses' station prior to entering the patient's room (inpatient only).

b. We encourage visitors with colds, flus, or other illness to use our telephone system to visit with patients. This reduces infectious exposures to our patients. Otherwise, visitors with respiratory symptoms will be asked to wear a mask.

c. For patients on precautions, see Reference (e) for additional guidance for visitors.

d. While visiting the patient, visitors should not use patient restrooms to minimize risk of exposure to infection to the visitor and the patient. Visitors should utilize public restrooms.

e. Cell phone usage. See Reference (f).

f. Photography, Videotaping, Filming, Recording, and Imaging of Patients, Visitors, and Staff. See Reference (f).

4. WAITING AREAS

a. TAMC has dedicated waiting areas to accommodate visitors during visiting hours.

b. The waiting areas do not have a place to secure personal belongings. Visitors should not leave personal property in waiting areas.

c. As the waiting areas is open to all visitors, we encourage visitors to be aware of privacy needs for all of our patients and families.

5. CHILDREN

a. Supervised children are welcome to visit patients in the hospital but must remain with an adult visitor escort at all times in authorized areas and visitor waiting rooms.

b. If there are concerns, the healthcare team can identify risks to both the child and the patient and help work out a plan for visitation.

c. We encourage visitors to educate their children about the hospital visit to prepare them for the hospital environment.

6. VISITORS OF PRISONER PATIENTS

a. Coordination with the TAMC Security Department (TSD) should occur prior to arrival at TAMC.

b. Visiting privileges for psychiatric prisoner patients are at the discretion of the patient's physician.

7. MILITARY COMMANDERS AND CHAIN OF COMMAND VISITS to patients by Commanders or their designated representatives for active-duty personnel are unrestricted.

8. LAW ENFORCEMENT OFFICERS AND INVESTIGATORS (e.g., Honolulu Police Department; Federal Bureau of Investigation; Criminal Investigation Division, U.S. Army; Naval Criminal Investigative Service, Office of Special Investigation, U.S. Air Force; Office of

Intelligence and Law Enforcement, U.S. Coast Guard; Military Police; Military Police Investigators; Department of the Army police; Department of the Navy Police; line of duty investigators). Will be referred to TSD PRIOR to visiting patients.

9. MILITARY CHAPLAIN/CIVILIAN CLERGY

a. Visiting hours for TAMC Chaplains are unrestricted. They may visit seriously ill (SI) or very seriously ill (VSI) patients at any time but need to partner with the healthcare team to ensure the needs of the patient are met.

b. A visiting Chaplain/Clergy must coordinate with the Department of Ministry and Pastoral Care prior to visiting patients.

11. RELIGIOUS GROUPS. Or other civilian clergy who express an interest in patient visitation at large are referred to the Department of Ministry and Pastoral Care for coordination and approval.

12. DENIAL OF VISITING PRIVILEGES

a. Visitors found in violation of any hospital policies may be denied visitation privileges.

b. Violators will be reported to TSD or appropriate department leader.

c. In collaboration with the patient, the health care team may request to deny visiting privileges to any person that may infringe on others' rights, safety, or is medically contraindicated.

GLOSSARY

ABBREVIATIONS AND ACRONYMS

CNOIC	Clinical Nurse Officer-In-Charge
DA	Department of the Army
DCIS	Deputy Commander for Inpatient Services
DCMS	Deputy Commander for Medical Services
DCSS	Deputy Commander for Surgical Services
DHA	Defense Health Agency
TAMC	Tripler Army Medical Center
TAMC-AI	Tripler Army Medical Center-Administrative Instruction