



Veterinary Health Center

MANHATTAN, KANSAS

OFFICIAL PROTOCOL

VISITING PRIVILEGES

Purpose: Client visits should be facilitated with the client to coordinate a time that will work around the needs of the hospitalized patient treatments and the clients schedule request.

Every effort will be made for the client to visit patients at the Veterinary Health Center while working to ensure quality patient care to our patients.

1. Normal visitation hours at the VHC are from 9AM – 5PM; accommodations will be made for clients who do not have an opportunity to visit during these defined hours.
2. Client visits should be scheduled in advance to ensure that the primary clinician is available for consultation with clients.
3. Clients are not allowed to spend the night with their animals in the hospital.
4. Visiting of patients in the VHC requires respect for clients, staff, patient confidentiality, biosecurity, and safety.
5. Visitation should usually occur in an exam room where the pet should never be left unattended.
6. In cases where it is not advisable for the pet to be moved, the clinician or designee should ensure that the all staff and students are aware that a client will be visiting their pet in the ward or ICU.
 - a. A notice should be placed on the ICU or ward door indicating that a client is present.
 - b. The client should be escorted to the visitation site and not allowed access to other areas of the hospital.
 - c. Clients should never be left unattended when visiting patients in the ICU, wards, or other areas of the hospital where other patients are present.
 - d. Large animal patient visitations may take place stall side.
7. Every effort should be made to discourage clients from visiting animals in isolation.
 - a. If it is necessary for clients to visit patients in isolation, clients will need to be closely monitored and follow all biosecurity procedures.
 - b. In the case of animals suffering from zoonotic disease, the primary clinician will determine if any visitation is allowed.
8. Medical procedures involving other patients should not be performed in the immediate vicinity of any client.
9. State of Kansas client-patient confidentiality rules prevent any discussion of other clients or patients with visitors.

10. Friends and extended family members are allowed to visit patients with the expressed consent of the client.
11. Clients, friends, family, and/or visitors are not allowed to walk VHC patients unaccompanied. It is best if students, house officers, clinicians, veterinary technicians or animal caretakers walk hospitalized patients outside.
 - a. Dogs should always be double leashed with at least one of the leashes being a slip lead.
 - b. Cats should not be walked outside. Horses may be walked by their owners with permission and supervision of a clinician.
 - c. Proper restraint procedures should always be followed for large animals.