

**VETERINARY HEALTH CENTER at KANSAS STATE UNIVERSITY  
OFFICIAL PROTOCOL**

**VISITING PRIVILEGES**

**CLIENT**

Visiting of patients in the VHC requires respect for clients, staff, patient confidentiality, biosecurity, and safety. Visits should be scheduled in advance to ensure that the primary clinician is available for consultation with clients. Normal visitation hours are from 9AM – 5PM but it is recognized that it may be necessary for clients to visit outside of these hours. Clients are not allowed to spend the night with their animals in the hospital.

Visitation should usually occur in an exam room where the pet should never be left unattended. In cases where it is not advisable for the pet to be moved, the clinician or designee should ensure that all staff and students are aware that a client will be visiting their pet in the ward or ICU. A notice should be placed on the ICU or ward door indicating that a client is present. The client should be escorted to the visitation site and not allowed access to other areas of the hospital. Clients should never be left unattended when visiting patients in the ICU, wards, or other areas of the hospital where other patients are present. Large animal patient visitations may take place stall side.

Every effort should be made to discourage clients from visiting animals in isolation. If it is necessary for clients to visit patients in isolation, clients will need to be closely monitored and follow all biosecurity procedures. In the case of animals suffering from zoonotic disease, the primary clinician will determine if any visitation is allowed.

Medical procedures involving other patients should not be performed in the immediate vicinity of any client. State of Kansas client-patient confidentiality rules prevent any discussion of other clients or patients with visitors. Friends and extended family members are allowed to visit patients with the expressed consent of the client.

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

**GUESTS**

Guests in the VHC (adults or children) must be accompanied by a responsible faculty member, student, or staff at all times. Guests should not be present during animal care or treatment and are not allowed in the tiers, wards, ICU, or isolation areas of the VHC. Guests may not be present at hospital activities where they could be a distraction. Guest that visit the VHC must follow all infection control procedures including wearing clean attire, washing their hands, and utilizing foot baths.

**REVIEWED**

05/08/2018, VHC Director