

Large Animal and Piper Equine Hospitals VISITING POLICY



VETERINARY
MEDICAL CENTER

UNIVERSITY OF MINNESOTA

Driven to DiscoverSM

Controlling client access to patient care areas of the VMC is necessary to allow clinicians and technicians to provide the highest quality of care in the most efficient manner. Visitation is at the owner's own risk.

1. Visiting hours for hospitalized patients are from 10:00 am to 6:00 pm Monday-Friday and 9:00 am to 12:00 on weekends and University holidays. These hours enable staff, doctors, and students to assess and treat patients in a timely and appropriate manner.
2. When the Large Animal Hospital is under quarantine, client visits are not allowed for any patients at the Large Animal Hospital.
3. Visits are to be limited to once daily for a maximum of 30 minutes unless otherwise specified by the senior clinician.
4. Visitation will be limited to up to 3 individuals at a time. All visitors other than the owner must be pre-approved by the owner. Children under the age of 18 must be accompanied by a parent or guardian.
5. Visitation of patients in isolation, regardless of location, is not allowed.
6. All visitors to the Piper Equine Hospital must check in at the Piper front desk prior to entering the clinical areas of the hospital. The front desk will notify the appropriate service of the clients' arrival. If visitation is for a patient at the Large Animal Hospital, visitors must call upon arrival.
7. Visiting outside of regular hours is not permitted without an appointment approved by the senior clinician. All visits occurring outside regular hours must be supervised by the attending clinician. An exception to have the technician present is allowed only if pre-approved with the technician first, to ensure they are available.
8. Because of privacy concerns, clients visiting in the wards must not be allowed access to other clients' information and are not permitted to walk through areas marked "Authorized Personnel Only." Clients are not allowed to take pictures or video of patients other than their own and must request permission to photo or video a student, staff, or faculty member.
9. Clients who repeatedly violate this policy may have their visiting privileges suspended.
10. Visitation in the wards is at the discretion of the technician in charge of that area at that time. Visitation may be terminated or denied at any time, dependent on the condition of the patient and/or a veterinary crisis on the unit.

Clinicians and technician supervisors are responsible for assuring compliance with this policy, including suspension of client visiting privileges when necessary to ensure optimal veterinary care. Complaints or concerns will be escalated to the Director of Operations.

I have read and agree to abide by the policy above.

Owner or Authorized Agent Signature

Date