

## "No Resident Left Alone"



At times there may be circumstances which restrict Resident visitation, such as pandemic flu or presence of infectious diseases which may require isolation. Florida Statute 408.823, the "No Patient Left Alone Act" requires PALM BAY MEMORY CARE to implement policy that allows a Resident to have in-person visits by an Essential Caregiver during these circumstances. During this period, PALM BAY MEMORY CARE allows a resident the option to designate a visitor who is a family member, friend, guardian, or other individual as an Essential Caregiver. This does not require an essential caregiver to provide necessary care to a resident, client, or patient of PALM BAY MEMORY CARE, and may not require an essential caregiver to provide such care.

The visitation policies and procedures required by this statute allow in-person visitation by Essential Caregivers in all of the following circumstances, unless the resident, client, or patient objects:

- End of life situations.
- A resident who was living with family before being admitted to the facility's care is struggling with the change in environment and lack of in-person family support.
- A resident is making one or more major medical decisions.
- A resident is experiencing emotional distress or grieving the loss of a friend or family member who recently passed away.
- A resident needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.
- A resident who used to talk and interact with others is seldom speaking.

PALM BAY MEMORY CARE requires the following procedures to comply with the statute. Before in-person visitation, all Essential Caregivers must adhere to the following procedures:

- Sign in upon entering the facility and before interacting with any staff, residents, family members or friends.
- The visitor is required to follow the facility's P & P related to Infection Control, PPE, and screening.
- Submit to a Screening which may include temperatures and/or a questionnaire about health status.

Visitation hours will be 9 a.m. to 9 p.m. as per FS 429.28 (1)(d). Any visitation outside of those hours will be considered upon request to the Administrator. During these hours, in-person visitation by the essential caregiver is allowed for at least 2 hours daily in addition to any other visitation authorized by the Administrator.

While minimizing physical contact and social distancing may be encouraged to limit exposure, consensual physical contact between a resident, client, or patient and the visitor is NOT prohibited.

PALM BAY MEMORY CARE takes our commitment to the wellbeing of our Residents seriously, and this includes a resident's right to visitation with their family. If you or your loved one have been met with resistance from a hospital, hospice, or long-term care facility, when attempting to visit with loved ones, you may file a complaint with the Agency for Healthcare Administration for further review and action.

Submitting this complaint online may assist the Agency in expediting review with the goal of swift resolution. If you prefer to make this complaint via phone, the Agency has established a dedicated phone line for visitation related complaints 888-775-6055. The link to the complaint portal is HCF Complaint Form | AHCA - Health Care Facility Complaint Form ([myflorida.com](http://myflorida.com)).

If you have questions or comments regarding this policy, then please contact the Administrator of PALM BAY MEMORY CARE at 321-574-6290