

**APPENDIX B: Score Sheet Form**  
**Quality of Webpage Communication of Information for Visitors on Hospital Visiting Policy**  
**Hospital: [Name]**

Question/Parameter on Availability of Information	Score (1 or 0)
1. Are the hospital's visiting hours posted on the website?	
2. Can a person find the visiting hours on or through a link with a title that would reasonably clearly lead to information for visitors (such as “Visitors” or “Patients & Visitors” or “Guide for Patients and Families” – or even “Patient Information” – rather than less obvious links such as “About” or “Caring” or “Admissions Information”)?	
3. Can the person easily view and print out the visiting hours and policy information from the webpage?	
4. Does the website's page on visiting policy provide guidance on how many people may or should visit a patient's bedside at a time, for general medical/surgical units?	
5. Does the website's page on visiting policy provide guidance on child visitors, for general medical/surgical units?	
6. Does the website's page on visiting policy urge visitors to sanitize (or wash) their hands before entering the patient's room?	
7. Does the website's page on visiting policy warn prospective visitors not to come to the hospital if the prospective visitor is ill or has a cold?	
8. Does the website's page on visiting policy provide any guidance on whether or not visitors may bring the patient food or beverages, or any restrictions on this activity?	
9. Does the website's page on visiting policy provide any guidance on what gift items visitors should not bring, in order to avoid allergic reactions or other problems (e.g., latex balloons or flowers)?	
10. Does the website offer – on the visiting policy page or any other obvious location – a way to send an e-mail message to a patient or a way for family, support persons and friends to get status updates about the patient (with the patient's permission) online?	
Total Score	