

APPENDIX A
NYS ACUTE CARE HOSPITALS' WEBSITE-POSTED VISITING POLICIES WITH
LANGUAGE THAT CONFLICTS OR IS STILL INCONSISTENT WITH
PATIENTS' LEGAL RIGHT TO CHOOSE VISITORS (Revised 08-02-2013)
 ("ICU" = Intensive Care Unit; "CCU"= Critical Care Unit)
 (website pages downloaded 7/25/2013)

Hospital	Website-posted visiting policies that conflict with patients' legal right to choose visitors
CROUSE Hospital (Syracuse)	<i>States restriction for Adult ICU:</i> "Visitors are limited to two from the immediate family at any one time." See http://www.crouse.org/visit/visitors/hours-info/ .
ELMHURST Hospital Center (Queens)	<i>States restriction for Adult ICU:</i> "Patient visits are restricted to immediate family only at the first 15 minutes at the top of each hour[.]" See http://www.nyc.gov/html/hhc/ehc/html/info/hours.shtml .
JAMAICA Hospital Medical Center (Queens)	<i>States restriction for CCUs:</i> "Visitors are limited to only immediate family members." See http://jamaicahospital.org/pages/visit_hrs/visithrs.html .
PHELPS Memorial Hospital Center (Sleepy Hollow)	<i>States restriction for ICU:</i> "At nurse's discretion; two immediate family members may visit any time[.]" See http://phelpshospital.org/patient-visitor-info/visitor-hours/#a1570 .
ROCHESTER General Hospital	<i>Needs to be broadened/states restriction for ICUs:</i> "Immediate family members and significant others only." <i>Also implies restriction for surgery waiting area:</i> "During surgery, family members may wait in the first floor lobby Surgical Family Lounge[.]" See www.rochestergeneral.org/rochester-general-hospital/patients-and-visitors/visitors/visiting-hours/ .
ST. JOHN'S RIVERSIDE Hospital (SJRH-St John's Div.) (Yonkers)	<i>States restriction for ICU:</i> "Only members of the immediate family are allowed to visit, and no more than 2 at a time. Clergy may visit at any time. Special visitation may be arranged with the Nursing Staff." And, "Immediate family members of patients scheduled for surgery may visit any time on the day of surgery." See "Patient Guide," p. 7, http://www.riversidehealth.org/Portals/0/PatientGuides/welcome.pdf .
STONY BROOK UNIV. Medical Center (Univ Hosp of Stony Brook)	<i>States restriction for Cardiovascular and Medical ICU and CCU:</i> "immediate family only." See http://stonybrookmedicine.edu/patientcare/visitinghours .
UNITY Hospital of Rochester	<i>States restriction for ICU:</i> "Only immediate family members are allowed to visit[.]" See http://www.unityhealth.org/visitors/ .
Hospital	Website-posted visiting policies that are inconsistent with patients' legal right to choose visitors
BETH ISRAEL Medical Center (Manhattan)	<i>Implies restriction: States where "family members" can wait during surgery.</i> See http://www.wehealny.org/patients/BI_home/BI_InpatientSurgery.html#DayOf . See also, "A Patient's Guide to Surgery," p. 14, http://www.wehealny.org/patients/BI_home/PDFs/PatientGuidetoSurgery.pdf .
CHAMPLAIN VALLEY Physicians	<i>Implies Limitation: Refers to the "Surgical Patient Family Waiting Area[.]"</i> See

Hospital Medical Center (Plattsburgh)	http://www.cvph.org/patients-and-visitors/visitors/visiting-hours.aspx .
GOOD SAMARITAN Regional Medical Center (Suffern)	<i>Implies Limitation:</i> “The ICU / CCU Department has a large comfortable waiting area for family members[.]” See http://bschs.bonsecours.com/our-services-a-z-medical-services-icu-ccu-good-samaritan-regional-medical-center.html .
HOSPITAL for SPECIAL SURGERY (Manhattan)	<i>Implies Limitation: Patient information guide (“Your Pathway to Recovery”), p. 13, refers to surgery and procedure waiting areas as “Family Waiting Areas.” While it does refer to “family or friends” in the waiting area being able to ask questions of patient liaisons stationed there, it also states, “Your surgeon may contact your family in the family waiting area.” Note: The hospital apparently has a policy of nondiscrimination in visitation (including sexual orientation and gender identity),¹ but it is not in the public information booklet, nor does the booklet include a statement disclosing the patient’s right to choose visitors. See www.hss.edu/patient-handbook.asp.</i>
ST. LUKE’S Roosevelt Hospital (Manhattan)	<i>Implies Limitation: States that, “St. Luke’s welcomes family members during visiting hours or by arrangement,” implying that family members are treated more favorably than other support persons. Includes a statement that, “Visitors are determined by the patient’s right to determine a support person,” but it is not clear that the patient’s right to determine a support person can be made regardless of family relationship and for more than one such visitor. See http://www.stlukeshospitalnyc.org/visiting_patients.aspx.</i>
Hospital	Website-posted visiting policies that comply yet also conflict with patient’s legal right to choose visitors
LONG ISLAND COLLEGE Hospital (SUNY Downstate Medical Center) (Brooklyn)	<i>Needs to be made consistent – states restriction for the ICU/CCU: “immediate family,” even though elsewhere it states that “patients have the right to receive visitors designated or limited by the patient, including but not limited to a spouse, domestic partner, family member or friend,” and it includes a nondiscrimination statement that, “Full and equal visitation privileges are afforded all patients, regardless of age, race, color, national origin, religion, sex, sexual orientation, gender identity or disability.” See http://www.downstate.edu/lich/info.html.</i>
ST. FRANCIS Hospital (Roslyn)	<i>Needs to be made consistent: Says “Patients can choose who can and cannot visit them without regard to legal relationship, race, color, national origin, religion, sex, sexual orientation, gender identity or disability”, see http://www.stfrancisheartcenter.com/chsli/sfh/live/patients/visit/visitorinfo.html#hours. But the mobile website states that “family members only” may visit the ICU. See http://www.stfrancisheartcenter.com/mobile/visitor-information/visiting-hours.html.</i>
SOUND SHORE Medical Center of Westchester (New Rochelle)	<i>Needs to be made consistent: The Patient Guide states that visits in the ICU are restricted to “Immediate Family Only[.]” See “Patient Guide,” p. 7, http://www.healthyadvice.com/hospital/NY_SoundShore_English/) although the same source, on p. 6, states for general visitation rights that, “These [visitation rights] include the right to receive visitors designated by you [the patient], including but not limited to a spouse, a domestic partner</i>

1 A policy was quoted in an email communication from Hospital for Special Surgery president and CEO Louis A. Shapiro to Suzanne Mattei, New Yorkers for Patient & Family Empowerment in response to a letter of concern about the website language. He reported that the hospital visiting policy states that “Visitation privileges are not restricted, limited, or otherwise denied on the basis of age, race, color, ethnicity, national origin, religion, culture, mental disability, or socioeconomic status.” Email communication, March 18, 2013.

	(opposite or same sex), another family member or a friend.... Patients are entitled to support individual of their choice, who may or may not be the patient's surrogate, decision maker or legally-authorized representative, unless their presence infringes on others' rights, safety or is medically or therapeutically inappropriate for the patient.”
Hospital	Website-posted visiting policy complies with patient's legal right to choose visitors but old non-compliant website not yet removed at time of issuance of this report
FRANKLIN Hospital (Valley Stream)	<i>This hospital had unintentionally left outdated language on an old, relatively inaccessible webpage unlikely to be accessed by an ordinary internet search, which is now being deleted. It had stated a restriction for ICU/Critical Care (“Only immediate family members and significant others”). This was still left posted online at the time of the survey at http://www.northshorelij.com/NSLIJ/Franklin+Visitor+Info. Its current website, which discloses the patient's right to choose visitors, is located at http://www.northshorelij.com/hospitals/location/franklin-hospital/patients-and-visitors#/Visiting_Hours_and_Policies</i>