

APPENDIX D
POSITIVE CHANGES IN WEBSITE-POSTED VISITING POLICIES OF NYS ACUTE CARE
HOSPITALS REGARDING PATIENTS' RIGHT TO CHOOSE PRIORITY VISITORS
 (“ICU” = Intensive Care Unit; “CCU”= Critical Care Unit)(Revised 08-02-2013)
 (website pages downloaded 7/25/2013)

Hospital	From conflicting to fully compliant in disclosing patient's right to choose visitors
COMMUNITY-GENERAL Hospital (Upstate University Hospital Community Campus)(Syracuse)	Eliminated old statement that visitation in the ICU and CCU was limited to “immediate family.” Now clearly states patient's right to choose visitors.
FOREST HILLS Hospital (Queens)	Eliminated old statement limiting visitation of critically ill patients to “immediate family only.” Now clearly states patient's right to choose visitors.
LONG ISLAND JEWISH Medical Center (New Hyde Park)	Eliminated old statement that visitation in the ICU was limited to “immediate family only.” Now clearly states patient's right to choose visitors.
MERCY Medical Center (Rockville Centre)	Eliminated old statement that visitation in the ICU, Coronary Care Unit and Cancer Care Unit were “Restricted to immediate family.” Now clearly states patient's right to choose visitors.
NORTH SHORE University Hospital (Manhasset)	Eliminated old statement on website and in downloadable patient guide booklet that the surgery patient's “immediate family” could wait in the surgical waiting room and that “family members” may be allowed in the post anesthesia care unit. Now clearly states patient's right to choose visitors.
PLAINVIEW Hospital	Eliminated old statement that patients may designate “one family member” to stay for the duration of the hospitalization. Now clearly states patient's right to choose visitors.
ST. ELIZABETH Medical Center (Utica)	Eliminated old statements that visitation in ICU, Cardiac-Intensive Care Units and for pre-surgery patients were limited to “immediate family.” Now clearly states patient's right to choose visitors.
SAMARITAN Medical Center (Watertown)	Eliminated statement that visiting in the CCU was “limited to immediate family only (parents, spouse, children, grandparents, siblings or significant other).” It now includes a special page encouraging the patient to designate up to two “patient care partners,” although it could more clearly describe the patient's right to choose visitors.
SARATOGA Hospital (Saratoga Springs)	Eliminated old statement that visiting in the ICU was limited to “immediate family or significant other.” Now clearly states patient's right to choose visitors.
UPSTATE University Hospital (SUNY) at Syracuse	Eliminated old statement that visitation by family members was limited to a certain time frame. Now clearly states patient's right to choose visitors.
VASSAR BROTHERS Medical Center (Poughkeepsie)	Eliminated old statement that for CCU, ICU, RCU and Cardiothoracic ICU, visitation was limited to “immediate family members.” Now includes no limitation on who can visit, and also states that “family” may mean “any individual who plays a significant role in a person's life.”
Hospital	From silent to fully disclosing patient's right to choose visitors
ALBANY Medical Center	Now clearly states patient's right to choose visitors.
ARNOT OGDEN Medical Center (Elmira)	Now states, “It is our pleasure to support our patients in their choice of visitors.” Probably could state the patient's right to choose visitors more clearly.
CAYUGA Medical Center at Ithaca	Now clearly states patient's right to choose visitors.

HIGHLAND Hospital (Rochester)	Now clearly states patient's right to choose visitors.
HUNTINGTON Hospital	Now clearly states patient's right to choose visitors.
INTERFAITH Medical Center (Brooklyn)	Now clearly states patient's right to choose visitors.
JOHN T. MATHER MEMORIAL Hospital (Port Jefferson)	Now clearly states patient's right to choose visitors.
LENOX HILL Hospital (Manhattan)	Now clearly states patient's right to choose visitors.
MEMORIAL SLOAN-KETTERING Cancer Center (Manhattan)	Now clearly states patient's right to choose visitors.
NY-PRESBYTERIAN Hospital/COLUMBIA Medical Center (Manhattan)	Now clearly states patient's right to choose visitors.
NY-PRESBYTERIAN Hospital/WEILL CORNELL (Manhattan)	Now clearly states patient's right to choose visitors.
ST. CHARLES Hospital (Port Jefferson)	Now clearly states patient's right to choose visitors.
UNITED Health Services Wilson Medical Center (Johnson City)	Now clearly states patient's right to choose visitors.
WESTCHESTER Medical Center (Valhalla)	Now clearly states patient's right to choose visitors.
WINTHROP-UNIVERSITY Hospital (Mineola)	Now clearly states patient's right to choose visitors.
Hospital	From conflicting to compliant, but old non-compliant website not yet removed at time of issuance of this report
FRANKLIN Hospital (Valley Stream)	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”). Its current website now clearly discloses the patient's right to choose visitors.
Hospital	Positive change to website-posted policy but should be revised further
BROOKHAVEN MEMORIAL Hospital (Patchogue)	Eliminated statement that visitation in the ICU and Coronary Care Unit was “Limited to immediate family.” Still is missing a statement disclosing the patient's right to choose visitors.
GOOD SAMARITAN Regional Medical Center (Suffern)	Eliminated statement that visitation in CCU was limited to “immediate family only.” Still is missing a statement disclosing the patient's right to choose visitors, and still contains language implying a restriction.
KINGS COUNTY Hospital Center (Brooklyn)	Eliminated statement that visitation in Cardiac and Intensive Care Units was limited to “immediate family only.” Contains some language indicating flexibility but still is missing a statement disclosing the patient's right to choose visitors.
LUTHERAN Medical Center (Brooklyn)	Eliminated statement implying a restriction (“family members can wait in the surgical waiting area”) and includes non-discrimination statement. Still is missing a statement disclosing the patient's right to choose visitors.
MERCY Hospital of Buffalo	Eliminated statement that visitation in the ICU, Cardiac Care and Open Heart Units was limited to “Immediate Family Members Only.” Still is

	missing a statement disclosing the patient's right to choose visitors.
ST. FRANCIS Hospital (Roslyn)	Eliminated statement that for visitation in ICU, "only close family members should visit." Main website clearly discloses patient's right to choose visitors, but the mobile website still states with regard to visitation in the ICU, "Family members only please."
ST. LUKE'S ROOSEVELT Hospital (Manhattan)	Removed a downloadable "Patient Guide" that limited visitation in CCUs to "Immediate family only," but still contains language on the website implying a limitation, stating that "St. Luke's welcome family members during visiting hours or by arrangement," implying that family members are treated more favorably than other support persons. An additional statement that, "Visitors are determined by the patient's right to determine a support person" does not clarify that the patient's right to determine a support person can be made regardless of family relationship and for more than one such visitor.
WYCKOFF HEIGHTS Medical Center (Brooklyn)	Eliminated statement on visitation in the ER that "Family" would be allowed in after a certain hour on a case by case basis, but still is missing a statement disclosing the patient's right to receive visitors.