

Emergency Department Visitor Check In Process

Check In Process Steps

1. All ED visitors will check in at the mobile visitor check in desk: Guest services Representative, ED Lobby Technician, or lobby registration clerk will greet guest and escort or direct guest to the visitor check in podium.
2. Signage will clearly identify the location for visitor check-in. Signage will allow check-in to be accomplished at one of four locations, based upon staffing matrix and guest entry
 - a. Visitor Check in Podium – manned 24/7 unless emergency
 - b. GSR mobile station
 - c. QV registration
 - d. Pod A registration desk
3. Visitors will be badged with a colored red “sticky badge” that is marked “Visitor Pass”
 - a. Visitor pass will identify visitor and room number destination.
4. The number of visitors will be tracked by security. Using our “2 people at the bedside guidelines”, unless circumstances or “patient first” allows for more per nurses judgment.
 - a. If there is more than one visitor, the badge will state “1/2” or “2/2” meaning one of 2 visitors or 2 of 2 visitors.
5. Visitors shall be escorted to their destination, or if able, will follow directions by staff and continue into the ED without escort.
6. All family, friends, or guests inside the ED must have a valid badge marked “Visitor Pass”.
7. Badges are good for a one-time ED entrance only and shall be discarded upon exiting.
8. Security, GSR or registration should call the ED RN using the tracking board to communicate a visitor request.
9. Phone numbers
 - a. Lobby Security # 881-4775
 - b. Lobby GSR # 881-4226

