

Facility: WALLA WALLA GENERAL HOSPITAL

System-wide Corporate Policy

Policy No.

820.7

Standard Policy

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Model Policy:

Department:

Administration

Category/Section:

800

Manual:

Administration Standards

POLICY: OBSERVATION WITHIN WALLA WALLA GENERAL HOSPITAL

POLICY SUMMARY/INTENT:

To allow opportunities for observation of medical or surgical care for individuals not associated with a formal educational program for which we have an affiliation agreement.

AFFECTED DEPARTMENTS/SERVICES:

All departments or services of Walla Walla General Hospital.

POLICY: COMPLIANCE – KEY ELEMENTS

A. POLICY

1. Each request will be considered individually and a decision made with the following guidelines/parameters:
 - a. The individual must:
 - 1.) be at least college age (minimum age 18) and able to understand the hospital's duty to maintain the confidential nature of patients' healthcare and right to privacy
 - 2.) show proof of personal health coverage
 - 3.) be in good physical health without any signs and symptoms of an infection
 - b. Walla Walla General Hospital maintains the right to remove the observer if there are any inappropriate behaviors or "crisis" situations.
 - c. Walla Walla General Hospital reserves the right to deny any request even if criteria are met, under the following conditions:
 - 1.) times of increased census, crisis; i.e. disasters or drills, etc.
 - 2.) times when staff are too busy to accommodate an observer
 - 3.) any time when, in the best interest of the hospital, guest should not be in attendance.
 - d. No observer shall have access to, or have the right to review, any medical record or patient information. The discussion, transmission or narration in any form of any patient information of a personal nature, medical or otherwise, obtained while at Walla Walla General Hospital is forbidden.
 - e. Individuals are not allowed to observe care/procedures of a close friend or family member, or any examinations/procedures that are of a sensitive/delicate nature.
 - f. Only one observer at a time is allowed in any department/clinic location.
 - g. The observer is to be assigned to a preceptor (i.e., employee/provider).
 - h. The observer is not allowed to engage in any direct patient care or participate in any discussions regarding patient's care.
 - i. The patient's right to privacy and dignity outweighs any individual curiosity.
 - j. The observer must have a clear and appropriate purpose for the request.
 - k. Repeated requests by the same observer will be denied.

