



DEPARTMENT OF THE NAVY
WALTER REED NATIONAL MILITARY MEDICAL CENTER
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IN REPLY REFER TO

WRNATMILMEDCENINST 5720.4C

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SEP 17 2011

WRNATMILMEDCEN INSTRUCTION 5720.4C

From: Commander, Walter Reed National Military Medical Center

Subj: WOUNDED, ILL, AND INJURED PARTNERS IN CARE GUIDELINES

Ref: (a) NAVMED Policy Memo 10-015

1. Purpose. To provide guidelines with respect to the presence and participation of families and other partners in care. This document replaces the hospital's previous visitation policies for the Seriously Injured (SI), Very Seriously Injured (VSI), and Wounded, Ill, and Injured (WII) patients. The Walter Reed National Military Medical Center (WRNMMC), Bethesda promotes and supports a patient and family centered approach to care. For the purpose of this instruction, WII patients are those active duty individuals who are wounded, become ill, or who are injured while serving within a combat theater.

2. Applicability. To provide guidance for partners in care as defined by the family of SI, VSI, and WII patients at WRNMMC.

3. Official WII Visits. Other partners in care who wish to visit the WII population will arrange their visit through the Warrior Family Coordination Cell (WFCC) Office of Distinguished Visitation utilizing the "Gold Line" (855) 875-GOLD (4653) and will arrange their visit to fall between the hours of 1000-1500 daily unless other arrangements have been arranged through the WFCC. It is requested, to foster the "Patient and Family Centered Care" milieu within the inpatient environments, visitors refrain from scheduling visits during inpatient quiet hours of 1300-1400 daily.

4. Policy. In keeping with the "Patient and Family Centered Care" philosophy of WRNMMC, families are considered partners within the health care team and are encouraged to care for their loved ones while maintaining good personal health without constraint of set visiting hours.

a. Children. Children in good health under the age of 18 are encouraged to participate in the recovery process with their wounded family member under the direct supervision of an adult family member.

b. Family. WRNMMC uses a broad definition of "family" as defined by each patient. This concept is supported by the American Academy of Family Physicians.

c. Intensive Care Units. Primary next of kin (PNOK) may visit at any time. Other partners in care may visit if accompanied by the PNOK.

d. Exceptions. Visits before or after the established hours of 1000-1500 and during inpatient quiet hours of 1300-1400 for other partners in care will be reviewed on a case by case basis through the WFCC, attending physician, and charge nurse.

5. SI and VSI Patients. Visitation for the SI and VSI patients who are not WII will be managed at the discretion of the attending physician and respective charge nurse in consultation with the patient. Visitors should be limited to the immediate family or other individuals identified by the patient and/or immediate family. These visits will be coordinated through the appropriate charge nurse prior to being directed to the patient's room.

6. WII Patients. Those visiting the WII in an official capacity will make their request utilizing the WFCC "Gold Line" at (855) 875-GOLD (4653) and will be limited to the hours of 1000-1500 Monday through Friday. To encourage patient and family rest, foster a rehabilitative environment, and accommodate clinical necessities, it is requested visitors refrain from scheduling visits during inpatient quiet hours of 1300 - 1400 daily. In general, officials visiting the WII population outside the established visiting hours will need prior approval from the WFCC. To ensure an optimal experience, these visits will be scheduled five (5) days prior to the planned date; impromptu or last minute visits to the WII will not be entertained. WII visits include the following partners in care:

- a. Family
- b. Leadership of Title 36 Congressionally Chartered Organizations
- c. Members of the:

- (1) Executive
- (2) Legislative-to include Professional Staff Members (PSM)
- (3) Judiciary
- d. Active duty General, Flag, and Senior Executive Service (SES).
- e. Celebrities and sports personnel vetted through the Staff Judge Advocate (SJA).
- f. Members of the press vetted through the Public Affairs Office (PAO).
- g. Other partners in care who represent committees who wish to visit the WII from the Veterans of Foreign Wars, American Legion, Fleet Reserve Association, Marine Corps League, Army League, and other similar organizations shall be referred to the WFCC for WII visits.
- h. Leadership of the Military Coalition and National Military Veterans Alliance.
- i. Out of town visitors or visitors who cannot come during normal visiting hours shall be referred to the WFCC for patient visits.
- j. Partners in care representing verifiable 501(c)(3) benevolent organizations wishing to interact with the WII and or provide goods or services will be directed to the WFCC. These organizations will not be allowed unfettered access to the inpatient environment for the purposes of information gathering, solicitation, or donation delivery.

(1) All donations of goods or services to the WII will be coordinated through the WFCC utilizing approved processes, vetting methods, accountability, and delivery.

7. Exceptions. SI, VSI, and WII patients may refuse visitors at any time.

8. Partners in Care Guidelines

a. All non-family visits must be scheduled five (5) days in advance.

b. Group size will not exceed five (5).

c. All partners in care, under the age of 18, must be accompanied by an adult.

d. Photographs may not be taken before, during, or after the visit without express permission and signed Health Insurance Portability and Accountability Act documentation provided by the PAO and signed by the patient or PNOK if the patient is incapacitated. At no time will personal identifiable information (PII) or protected health information (PHI) be recorded, retransmitted, and or utilized in any manner without the express written consent of the patient or their PNOK if incapacitated.

e. Due to dietary restrictions and infectious disease protocols, the distribution of home produced baked goods to the patients, families, or staff members is prohibited.

f. No religious items (i.e. Bibles, reading material, and/or artifacts) are allowed to be given away or used during a visit.

9. Release of Patient Information. All patient information will be released in accordance with reference (a).



C. W. CALLAHAN
Chief of Staff

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