



CLINICAL PRACTICE GUIDELINE

Guideline coverage includes NICU KEMH, NICU PMH and NETS WA

Visiting Guidelines

This document should be read in conjunction with the [Disclaimer](#)

Infants in the NICU are a **high risk** population and vulnerable to infection. We recognise the rights and responsibilities of the parents to be involved in the care of their infant.

To ensure the security, safety and protection of all infants within these units all custodial parent and other visitors will be questioned sufficiently to confirm their identity and relationship status to the patient prior to being provided access.

Visiting in the NICU is restricted to parents and grandparents only, **no children are allowed into the unit**. Entry is restricted to **two** visitors **per family** one of which must be a parent at any time. Parents may visit any time of the day, other visitors may visit between 8am and 8pm.

Access to the **look@mybaby webcam** is available at KEMH for siblings and other visitors to view the baby (a parent must be present at all times during webcam access).

Anyone with a cough, cold, runny nose, viral illness or infectious disease (e.g. Chicken pox), including parents, must **not** visit the nurseries. Parents are asked to respect these restrictions in visiting for the safety and protection of **all** the infants in our unit.

In special circumstances permission may be sought for an adult support person to be nominated. Contact the CNC on duty to discuss social situation of the family and organise permission to visit letter/ contract.

During the initial admission process and under certain circumstances parents and visitors may be asked to leave the NICU.

Parents of infants in the NICU who are linked in with other services and have a complex care referral or pre-existing security concerns will have a visiting plan organised and documented in conjunction with the complex care team. Refer to O&G Clinical Guidelines - [Planning For A Complex Care Needs Patient At KEMH](#).

Visitors including parents are reminded not to wander around and look at other infants unless that infants parent has invited them to do so. Parents may use the facilities in the parent lounge areas at all times.

To maintain safety within the unit and prevent accidental falls or slips, parents and staff are asked to not walk around the unit with infant 'in arms'.

New mothers' may experience some impaired mobility in the first few days following the birth of their infant and consideration should be made for their safety from falling.

Use of mobile phones is prohibited due to the known impact on some items of medical equipment.

Visiting guidelines are subject to change at the discretion of unit management.

Staff are encouraged to ask visitors not meeting the visiting criteria to leave the nursery. Staff are to notify security if visitors become aggressive or abusive. Zero tolerance towards aggressive and abusive behavior is to be maintained for the safety of staff and other parents.

Official visitors to the neonatal unit must be approved by the medical or nursing director and accompanied at all times by a member of the NICU staff.

Related WNHS policies, procedures and guidelines

[WNHS Policy 017 - Visiting Hours at Women and Newborn Health Service](#)

[O&G Clinical Guidelines - Planning For a Complex Care Needs Patient at KEMH](#)

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