



Visitors Code of Conduct

For the health, safety and comfort of all our patients, we at K.J. Somaiya Hospital & Research asks that patients and visitors follow the guidelines in our Code of Conduct.

- Possession and/or use of street drugs/tobacco and alcoholic beverages are not allowed on the hospital premises.
- Possession of weapons is not permitted.
- No smoking, No spitting within hospital premises.
- Photography is prohibited within hospital premises.
- Cell phone use is prohibited in the restricted areas.
- Keep silence within hospital premises.
- Visit patients during visiting hours of hospital only.
- Please observe any restrictions posted on a patient's door/bed.
- Please do not visit if you are sick or have an illness that could be transmitted to a patient.
- No outside fruit juice/coconut water to be allowed within premises. However fruits can be taken inside.
- Only two visitor passes will be sanctioned for general ward patients.
- Only one visitor pass/attending patient pass will be sanctioned per ICU.
- Children should be supervised at all times for their safety and the safety and care of our patients.
- Please be respectful and courteous of patients, hospital staff and hospital property.
- We do not tolerate disruptive language or violent behaviour.
- Permission from the nurse manager is required to stay with a patient overnight.
- Respect a patient's right to privacy.
- Staff can only provide condition updates to patients designated representatives. Help Desk counters are available 24 x 7 for any queries.
- Visitor privileges will not be restricted, limited or denied on the basis of race, color, national origin, religion, sex, sexual orientation, gender identity, or disability. The hospital does have the right to restrict visitation based on an individual's behavior, a visitor's status as a registered sexual offender, and any other circumstances deemed inappropriate by the hospital's administration.



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- Parking of visitor vehicles should not be done in front of reception entry or hospital gates. Parking should be done at designated parking spaces.
- No OPD patients/relatives will be permitted to enter the wards and ICU.
- Visitors should use the designated washrooms on the ground floor.

Our staff is dedicated to providing the highest quality of care to our patients. Please show them the respect they deserve as they carry out their duties. Visitors who do not comply with this Code of Conduct will be asked to leave property and may be escorted by security. Thank you for your cooperation.

Additional resources are available through the Patient Representative Office. We also welcome and appreciate your feedback about your experience. Your input helps us to continue and improve the care we provide our patients and their family.

V Phadke

Dr Varsha Phadke

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K. J. Somaiya Medical College & Research Centre

DEAN

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