



Vice President and Chief Executive Officer of the Medical Center

MEDICAL CENTER POLICY NO. 0069

A. SUBJECT: Medical Center Tours

B. EFFECTIVE DATE: April 1, 2014 (R)

C. POLICY:

Members of the public may be interested in visiting the University of Virginia Medical Center, an academic medical center, for educational, civic, philanthropic or general interest reasons. The Medical Center shall attempt to accommodate requests for facility tours in a manner that recognizes public interest while protecting the privacy of patients.

D. PROCEDURE:

1. Requests made by individual(s) or public groups for tours of the Medical Center shall be referred to an authorized department as identified below:
 - a. Requests for tours received from individuals seeking employment at the Medical Center shall be referred to the Medical Center Human Resources Customer Service Center at 434-243-3344.
 - b. Request for tours received from the general public or community group shall be referred to the Health System Community Relations Office at 434-924-5679.
 - c. Request for tours received from a potential donor or philanthropic entity shall be referred to the Health System Development Office at 434-924-8432.
 - d. Request for tours received from applicants to the UVA School of Medicine shall be referred to the School of Medicine Admissions Office at 434-924-5571.
 - e. Requests for tours received from applicants to the UVA School of Nursing shall be referred to the School of Nursing Office of Admissions and Student Services at 434-924-0141.
 - f. Requests for tours received from applicants to residency or fellowship programs shall be referred to the Graduate Medical Education Office at 434-924-2047.
 - g. Requests for tours received from local, state, or federal government officials or representatives shall be referred to the Office of State and Federal Relations at 434-243-9958.

(SUBJECT: Medical Center Tours)

2. Individuals who have been approved to participate in a tour shall be met by sponsoring Medical Center or University employee(s) upon entry into the Medical Center facility. Guest identification badges shall be provided to each individual participating in a tour (See [Medical Center Policy No. 0004 "Medical Center Identification"](#)). Individuals must be accompanied by sponsoring employee(s) at all times throughout the visit, except when in public areas such as the cafeteria, lobbies, or gift shop.
3. Prior to the commencement of the tour, sponsoring Medical Center or University practitioners or staff shall inform individuals participating in the tour of Medical Center policies governing patient privacy, confidentiality, and infection control.
4. When possible, tours shall be constructed to highlight representative areas of the Medical Center that do not include access to direct patient care areas. Groups that wish to visit a direct patient care area shall be limited to not more than five individuals. Tours of direct patient care areas must be prearranged with the manager (or his/her designee) of the patient care area. Medical and clinical management may restrict access to certain areas if conditions warrant (i.e., influenza breakout, concern over patient privacy protection, perceived disruption of services). Tours of any patient care area shall be restricted to individuals 12 years of age or older.

SIGNATURE:



R. Edward Howell, CEO, UVA Medical Center

DATE:

3/21/14

Medical Center Policy No. 0069 (R)

Approved December 1989

Revised September 1993, May 1996, December 1996, November 1997, October 2000, December 2003, March 2007, March 2008, March 2011, March 2014

Approved by the Associate Vice President for Hospital and Clinics Operations

Approved by Medical Center Administration