



## Visitation and Patient PIN Code Information

### Important Notice for All Visitors

The health and safety of our patients, their families, and our staff remains our top priority. Aliso Ridge Behavioral Health supports patient confidentiality at all times via the process of individually assigned patient codes.

Assigned Patient PIN Code: \_\_\_\_\_

(949)900-8600

**Patient Phone Call Notice:** Patients are encouraged to make outbound phone calls during free time to allow for attendance in group sessions. Patients have scheduled free time daily from 7:00- 8:00 AM, 6:00- 7:00 PM, and 8:30-9:30 PM.

#### VISITOR Information:

Adults	Adolescents
Monday – Friday: 6:00 PM – 7:00 PM	Monday – Friday: 7:00 PM – 8:00 PM
Saturday & Sunday: 2:00 PM – 3:00 PM	Saturday & Sunday: 3:00 PM – 4:00 PM

- Only two patient visitors are allowed per day.
- Visitors must be at least 12 years of age, and children cannot be left unaccompanied in the lobby.
- \*The Women's Pavilion allows the patient's children ages 3+ to visit **ONLY** on Saturdays and Sundays. The children need to be accompanied by an adult, other than the patient, at all times.
  - \*(Children under the age of 3 will need the **Physicians APPROVAL PRIOR** to the visit)
- Adolescent patients are only allowed immediate family member visitors unless approved by the patient's physician.
- Visitor behavior needs to follow hospital policy while visiting, and not to bring in any contraband items.
- Visitors will be required to leave personal belongings in their car or in the visitor lockers located in the lobby.
- Emotional Support animals/pets are not allowed inside visitation (Approved Service Dogs are allowed).
- All patient belongings drop-offs will be collected after visitation and will only be accepted in a brown bag that is provided by the hospital. We cannot accept personal bags/duffels/purses/etc.
- We highly suggest arriving 10-15 minutes prior to visitation start time to allow adequate time to check-in.

We take these proactive precautions to protect our patients, staff, and the community we serve.

We are sensitive to the separation this restriction causes our patients and loved ones, but we believe that these measures of protection are necessary at this time. Thank you for your ongoing cooperation.

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#### **Specific Contraband Items Not Permitted at ARBH:**

- Alcohol, drugs, drug paraphernalia, or illegal substances
- Belts, shoelaces, handkerchiefs, scarves, or clothing with ties/strings, hoods
- Boots (includes steel toe)
- Cans (aluminum, metal or plastic – such as aerosol cans)
- Cameras or voice recorders
- Cell phones or smart watches
- Certain types of clothing (i.e., halters, short shorts, etc.)
- Cigars, cigarettes (including E-cigarettes), candles, or incense
- Clothing depicting inappropriate information such as illicit, illegal, sexual, or gang related information
- Computers or laptops
- Cosmetic containers or make-up
- Lighters or matches
- Mouthwash, gel toothpaste containing alcohol, or aerosols
- Drawstrings, rope, chains or other corded items
- DVDs or DVD Players
- Earphones or ear buds
- Electronic devices/toys (all)
- Glass, ceramic objects, or picture frames
- Hats, headbands, or beanies
- Hair dryers, curling irons, straightening irons
- Keys (house, car, etc.)
- Large zippered clothing items
- Medical equipment with detachable cords
- Medications (including any type of medication or illegal substances)
- Metal grooming equipment (including combs)
- Mirrors (including make-up compacts with mirrors)
- Nail polish or polish remover
- Neck jewelry (necklaces)
- Needles
- Paperclips
- Pens or spiral bound notebooks
- Perfume or cologne
- Pins (includes straight, safety, and bobby pins)
- Plastic bags of any size
- Purses
- Razors, scissors
- Sewing needles or hooks
- Underwire bras, or bras with removable straps
- Weapons of any kind (e.g., guns, knives, mace/pepper spray, etc.)