



Visitation and Patient PIN Code Information

Important Notice for All Visitors

The health and safety of our patients, their families, and our staff remain 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

Nursing Office Hours: We have open Nurse Office Hours daily, 24/7, and can provide you with updates about your loved one during those times

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 AM to 8:00 AM, 6:00 PM to 7:00 PM, and 8:30 PM to 9:30 PM.

VISITOR Information:

Visiting Hours:	
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 unattended in the lobby.
- 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 visitors should not bring in any contraband items.
- Visitors will be required to leave personal belongings in their car or the visitor lockers 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 the hospital provides. We cannot accept personal bags/duffels/purses/etc.
- We **highly** suggest arriving 10-15 minutes before the visitation start time to allow adequate time for the check-in process.

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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 their loved ones, but we believe that these measures of protection are necessary at this time. Thank you for your ongoing cooperation.

Specific Contraband Items Not Permitted at ARBH:

- Alcohol, drugs, drug paraphernalia, or illegal substances
- Belts, shoelaces, handkerchiefs, scarves, or clothing with ties/strings
- 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, ect.)
- 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 earbuds
- 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.)