

# New Visitor Check-In Process

## Frequently Asked Questions for Patients and Guests

Visitors arriving at any of Our Lady of Lourdes Health's three hospital campuses, Our Lady of Lourdes Women's & Children's Hospital, Our Lady of Lourdes Heart Hospital and Our Lady of Lourdes Regional Medical Center, can expect a new security measure beginning on **Tuesday, July 16, 2024**.

### **Why is Our Lady of Lourdes Health implementing this new process?**

This initiative marks a pivotal advancement in our commitment to protecting the safety our patients, visitors, team members and physician partners. We understand that any change in process will take time to get used to, so we'll have extra team members present at the entrances to assist patients and visitors in both navigating the new process and getting to their desired location.

### **What type of ID will be accepted?**

Only a legal, government-issued ID will be accepted including digital ID on the LA wallet app for Louisiana residents.

### **What happens when a visitor doesn't have an ID?**

If the visitor is an adult and doesn't have an ID (or one in the car), the security guard will take the visitor's name, date of birth and other pertinent information to check against the system's registry.

### **How long will the process take?**

The process often takes less than 10 seconds if there are no flags indicated.

### **Will visitors be required to go through this process each day? For example if they are an overnight visitor do they have to report to the station each day for a new badge?**

If a visitor leaves and returns they will have to go through the check-in process again.

### **Do children that are visiting also receive a badge?**

We have specific visitor guidelines in place for children based on the facility they are visiting. If a child's age meets the eligibility requirement to visit patients, then that child will receive a child's visitor badge associated with a visiting adult. Children with a driver's license or other governmental ID can go through the check in process.

*\*Visitor guidelines can be found online at [FMOLHS.org/patients-guests](https://www.fmolhs.org/patients-guests)*

### **Do visitors need to check in if they are attending mass or going to the gift shop or cafeteria?**

The check in process is specific to visitors visiting patient care areas. Those coming to mass or to one of our public spaces on the first floor of our facilities are not required to check-in. Women's and Children's campus is an exception as additional safety measures are in place for pediatric patients.

