

EasyLobby

What is EasyLobby's Secure Visitor Management?

Easy Lobby SVM is an application that allows for the management and tracking of Children's Hospital guests.

Who must have a badge?

All guests must be identified with a badge. Badges must be fully-visible above the waist. We will badge siblings/child guests.

Where are guest badges issued?

Concierge Desk (Front Desk) – Mon-Fri 6:30AM-8:30PM; Sat/Sun 7:30AM-8:30PM Ph# 23-4141
All other times at Emergency Department Front Desk

What do I look for on a guest badge?

- Guest Photo – Photo must correctly identify guest.
- Service Location – Communicates the location of the patient the guest is visiting or escorting.
- Valid thru – The badge is not valid past this day. (Badge below is valid thru 9/13/11 and a new badge should be issued for this guest past this date)

Outpatient badges are issued for 24hrs/Inpatient badges are issued for 5 days

What is a Potential Risk Guest (PRG)?

An individual identified by multiple resources as being a **potential** risk to patients at the Children's Hospital.

What are the security measures taken when a Potential Risk Guest (PRG) is identified?

- Security communicates visitation expectations to the PRG upon identification
- PRG's are **only** permitted in the room of the patient they are visiting and not in general common areas (ex: playrooms, lobby areas, etc.) They must be escorted at all times. Call Security at ph# 23-4066 for an escort.

How do I identify a potential risk guest?

The service location will be highlighted ORANGE on the badge.

What do I do if I notice a guest in an unauthorized area or without a badge?

Politely inquire who they are visiting and direct them to Emergency Department Front Desk or the Concierge Desk for issuance of a badge. *If a PRG is in an unauthorized area, please notify security immediately.*

What level of security do badges give to our guests?

Outpatient guests have access to public areas only. Inpatient guests, except PRGs, have access to the floor in which their child is located and public areas.

How many badges are issued to the patient's family?

All outpatient guests accompanying the patient are issued a sticker badge without security door access for inpatients, 2 badges with security door access will be issued per patient. For additional guests, sticker badges may be issued without security door access.

What actions are taken if a guest refuses to be badged?

They will be denied access to the facility. This applies to parents of the patient as well.

NOTE: Please ensure all inpatient badges are returned upon discharge to the Concierge Desk or the Emergency Department Front Desk.

