



STT Security Services Examines Visitor Management and Controlled Access in Healthcare Security

July 13, 2026

MT. PLEASANT, MI - July 13, 2026 -

As healthcare organizations continue refining their approaches to security, visitor management and controlled access have taken on heightened importance within healthcare security frameworks. These operational practices help facilities such as hospitals, clinics and surgery centers balance the need for safety with the requirement to remain accessible and supportive to patients and their families. Security professionals continue examining methods to integrate these elements into daily routines in ways that minimize disruption to clinical workflows and enhance overall site stability.

In contemporary medical environments, numerous factors influence security considerations. High volumes of individuals enter and exit throughout the day, including patients, family members, vendors and staff working across multiple shifts. Certain areas require restricted access to protect medical equipment, pharmaceuticals and confidential information. Emergency situations, ranging from internal incidents to external events, demand rapid yet organized responses. Staff protection during early morning or late evening hours represents another operational priority. These elements collectively shape how healthcare security programs are structured and executed on site.

Visitor management remains an important operational component because it directly affects both security posture and the daily experience within the facility. Practices typically include managing the flow of visitors at entry points, enforcing established visiting hours and, where appropriate, conducting security screening using equipment such as metal detectors or similar systems. The objective is to maintain control over who enters sensitive zones while offering clear guidance and assistance to those seeking care or supporting loved ones. When visitor management is handled effectively, it reduces confusion and supports a more orderly environment conducive to patient recovery and staff focus.

Jason vonReichbauer, MS, Vice President of Operations and Partner at STT Security Services, provides context on these dynamics. "In healthcare settings, visitor management requires officers to apply consistent procedures while remaining attentive to the needs of individuals who are often experiencing difficult circumstances. Controlled access to restricted areas must be maintained without creating unnecessary obstacles for legitimate visitors or interfering with the timely delivery of medical care. This balance depends on personnel who understand both security objectives and the operational realities of the facility."

Such observations reflect the practical functioning of healthcare security programs. Officers generally perform regular patrols of premises to observe conditions and identify any irregularities. They monitor surveillance cameras and alarm systems to maintain awareness across the site. Access to buildings and specific zones is controlled according to facility policies, with verification processes applied as needed. When situations involving agitated individuals arise, officers follow established intervention protocols developed in coordination with healthcare staff. Emergency preparedness forms another layer, with personnel trained to assist in evacuations, provide crowd control and collaborate with law enforcement or other responders as circumstances require. These activities form core components of healthcare security efforts.

Protecting staff often involves practical measures such as providing escorts to parking facilities during off-peak hours and maintaining a visible presence that offers reassurance. Asset protection focuses on monitoring areas where medical equipment, supplies and pharmaceuticals are stored or dispensed, including pharmacies and laboratories, to prevent loss or unauthorized movement. Throughout these activities, a customer service orientation remains central. Officers provide directions, assist with wayfinding and parking inquiries, and interact in a manner that supports a welcoming atmosphere even as they uphold security standards.

Healthcare security programs achieve greater effectiveness when security personnel operate as an extension of the facility team rather than an isolated function. This requires site-specific procedures tailored to the layout, patient population and service mix of each location, whether a large hospital campus or a smaller outpatient center. Ongoing training in areas such as de-escalation, situational awareness and emergency response enables officers to adapt their approach while maintaining professional standards. Collaboration with clinical and administrative staff ensures that security activities align with care priorities and do not

impede operational continuity.

Denise Robertson, MBA, Vice President of Finance and Human Resources and Partner at STT Security Services, underscores the personnel dimension. "The capability of security officers to contribute positively in healthcare environments stems from comprehensive preparation and a focus on interpersonal skills alongside technical responsibilities. When officers can communicate effectively and respond appropriately to varying situations, they support both the safety objectives and the broader goal of maintaining a supportive setting for patients, visitors and staff alike."

These combined elements point to several implications for organizations seeking to strengthen their healthcare security posture. Integrated visitor management and access control practices can help reduce preventable incidents, support regulatory compliance efforts and allow medical professionals to concentrate on their core responsibilities. Facilities that invest in well-coordinated security operations often experience smoother daily functioning and greater confidence among those who work and receive care there. The emphasis remains on practical, adaptable measures rather than one-size-fits-all solutions, recognizing that each healthcare setting presents distinct requirements.

STT Security Services was founded in 1973 and is led by partners Denise Robertson, Jason vonReichbauer and Calvin Rusch. The employee-centered organization provides security services to healthcare facilities and clients in other industries across the United States, with an emphasis on trained personnel and protocol-driven responses tailored to client needs.

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Operating throughout the USA, STT Security Services delivers a comprehensive portfolio of security, safety, and investigative solutions.

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