

# Visits and presence at a patient's bedside

Information for family,  
care partners and visitors





AA-000 (2017-05)



## Information for family, care partners and visitors

Vitalité Health Network values the presence of family and friends at patients' bedsides because it does them good and helps them to get better. We encourage family and friends to support and comfort them.

Patients or their substitute decision-maker may designate a care partner from among the members of the immediate or extended family, friends, caregivers or others. The patient's family and care partner are important members of the healthcare team. They don't replace medical staff, but they can help patients to understand their treatment options and instructions.

## Role of the family and care partner

- Support patients emotionally.
- Help patients to understand their treatment options.
- Help patients to understand instructions from staff during appointments, tests or a hospital stay.
- Help patients with personal care (hair care, back rub).
- Help patients to eat, drink or fill out their menu.
- Keep patients company, read to them, etc.

Families and care partners are invited to stay with patients overnight if there is enough room.



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## Visiting hospitalized patients

- Visits are permitted at all times based on patient preferences and in cooperation with the care team.
- The number of people with a patient is determined in cooperation with the patient, the family and the care team based on the available space. If a patient is in a semi-private room the other patient and family must also be consulted.
- Patients' rest must be respected. Calm encourages healing.
- Quiet hours are from 9:00 p.m. to 6:00 a.m. A number of units also have quiet hours in the afternoon.
- Quiet hours may be modified based on a patient's needs.
- Cellphones and other electronic devices must be muted and are not to be used in a patient's room.
- There are public areas where you can use a cellphone without disturbing patients on the unit. This is very important at night.
- Toilets in patients' rooms are reserved for patients. Family members and visitors shall use the public toilet on the unit.
- Family members, care partners and visitors are responsible for their own meals and snacks (food and drink). Food on the unit or in the refrigerator is for patients.

## Visits at night and during quiet time

- Quiet time must be observed to maintain calm for the health of all patients on the unit.
- Family members and care partners are invited to stay with patients at all times.
- No disruptive or dangerous behaviour will be tolerated.



## Accompanying a patient during care

Family members or others may be asked to leave the room during a test or intervention.

You are encouraged to come back to the patient's side for accompaniment and assistance in understanding directions and explanations.

As a family member or care partner, you know the patient well. If you have questions or you believe that the patient has questions, don't hesitate to consult us. You can help patients understand their condition and their treatment options and make informed decisions.

## Visits from children

Children under 14 are allowed to visit a patient if they are accompanied by an adult other than the patient.

In intensive care, the appropriateness of a visit from children is assessed based on the patient's condition.



## Visits from pets

Patients may be visited by their pets while in hospital.

Consult the nurse in charge to find out what to do. You must take into account the allergies or fears of other patients.



# Infection prevention

## Don't visit a patient if you:

- Are ill;
- Are coughing;
- Have a fever or the flu;
- Have nausea, vomiting or diarrhea;
- Have skin redness or lesions.

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## Wash your hands with soap and water or use hand sanitizer:

- Before entering or leaving a patient's room;
- If you cough, sneeze or blow your nose;
- If you touch anything dirty or money;
- Before eating;
- After using the toilet;
- Use a paper towel to turn off the taps after you dry your hands.

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## To visit a patient in isolation:

- Ask at the nursing station;
- Follow the directions on the door;
- Wear protective equipment.





## Safety

- Space in patients' rooms is limited. Ensure that the floor is not obstructed with bags and personal items.
- Matches, lighters, cigarettes, e-cigarettes, electrical devices, guns, knives, personal armchairs, cots and other articles that may pose a safety hazard are prohibited.

## Confidentiality

To preserve patient privacy, confidentiality and comfort:

- You may be asked to leave the room if staff needs to speak to a patient about care or to perform a test or other intervention.
- Taking photos or making videos in patient care areas and clinics is strictly prohibited.



**NOTE :** Staff and physicians make an effort to meet patients' requests; however, for the safety and comfort of patients, the care team shall make any final decisions.

## Your comments are important to us.

You can write to us or call us:

### **Quality and Patient Safety**

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