

## Visiting DOs and DON'Ts

### Do limit the duration of your visit.



Patients who are hospitalized today are far sicker than they were in the past.

Please respect the patient's need to rest and recover from their illness, surgery or medical procedures.

### Do not visit a patient in the hospital if you are ill.



People who are sick are not able to fight off infection as easily as healthy people.

You may infect your relative or friend causing them a longer stay in hospital.

### Do practice proper hand washing while in hospital.



Many infectious diseases are passed from person to person because people do not wash their hands.

You can protect yourself and your family from exposure to infection in hospital by washing your hands, or using the hand sanitizers located on the walls on entry and exit from the hospital.

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### Do identify one member of your family as the contact with the hospital.



One family member should be designated to call the hospital for updates.

That person can share information with you and inform you of the condition of your loved one. They can also help you decide when it is appropriate to visit as well as the length of your visit.

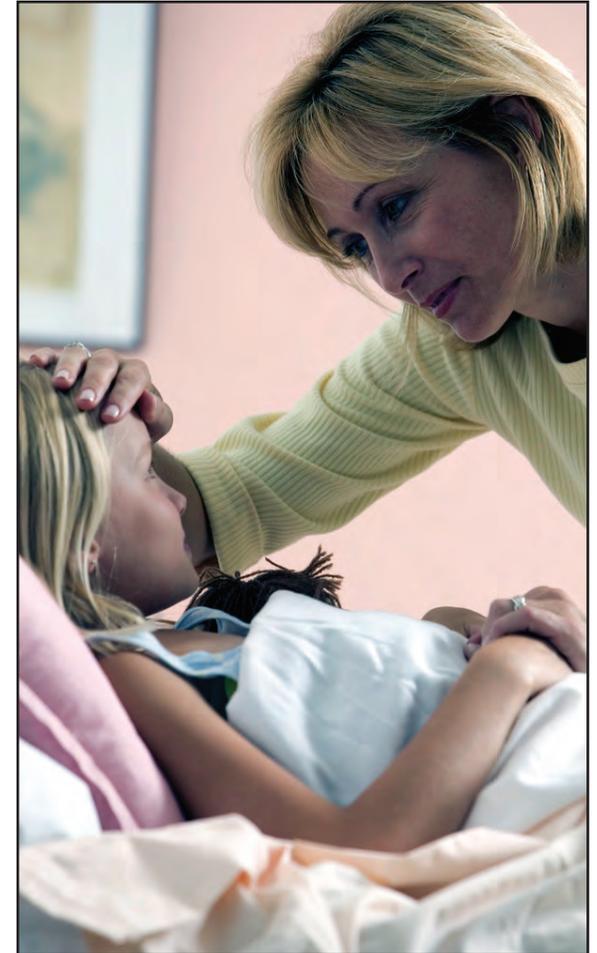
### Do supervise children at all times.



Children are at increased risk of being exposed to disease while visiting.

Sick children are more likely to accidentally spread their illness to someone else.

# General Visitor Guidelines



### OUR VISION

The vision of Western Health is that the people of Western Newfoundland have the highest level of health and well being possible.



# General Visitor Guidelines

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Our staff and physicians believe that visiting is helpful to the recovery of our patients. However, patients who are hospitalized need rest to recover from their illness and the treatments they receive while in hospital.

We ask that you respect the needs of our patients and Western Health's responsibility to maintain infection control standards to keep our hospitals safe for patients and visitors.

## **Please help your relatives and friends by following these guidelines when visiting our hospitals:**

- Visiting hours are 2 - 9 p.m. and strictly enforced. Unit-specific visiting hours exist for some areas, please check with staff for more information.
- Please keep your visits short; your family member or friend needs rest to heal.
- Each patient in the medical/surgical area may choose a primary support person to stay from 8 a.m. - 9 p.m.
  - A primary support person is not considered a visitor, but is with the patient assisting in their recovery process by increasing their comfort level while in hospital (e.g. spouse, daughter, son).

- If you are a primary support person please respect the other patients that may be in the same room and leave the room when care is being performed. The health care provider will inform you when you can return to the room.
- If the patient has more than one primary support person, only one (1) can visit outside regular visiting hours.



- Please limit the number of visitors at one time to two (2) people (this includes the primary support person).
- Children are allowed to visit but must be supervised at all times by an adult.
- Visitors may be asked to leave during patient treatments.

- Patients may choose not to have visitors, in which case signs will be posted on their room door.
- Western Health has the right to place restrictions on its visiting hours, or to specific visitors, at any time.
- Please treat other patients on the unit with the same respect that you would like to be given.
- Visiting hours and regulations vary depending on the type of care your family member or friend is receiving. Please inquire before visiting our hospitals.
- One support person may accompany patients attending appointments in Ambulatory Care, Outpatient Departments, Physician offices and examination rooms in the Emergency Department. All other support persons are directed to wait for patients in waiting rooms and restrict their movement to non-clinical areas.
- For visiting hours on Intensive Care, Palliative Care, Mental Health, and Pediatric and Obstetric/Newborn/Labor and Delivery units, please check with the information desk or the charge nurses at the nursing station.