

Care Partner Rights and Responsibilities

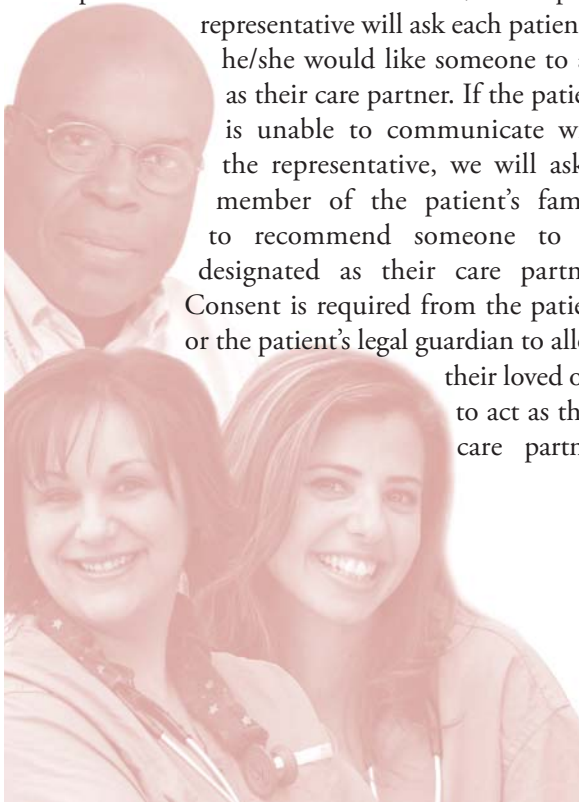
Your care partner will have a variety of rights and responsibilities:

RIGHTS & RESPONSIBILITIES:

- They will have the right to extended access to you
- They will have the right to assist with your care
- They may access information regarding the status of your care
- They will act as the primary contact between you, your family, and your healthcare team
- They will assist with planning your care and discharge home
- They will help ensure that family members and friends understand the visitor policy and other hospital regulations

How Is a Care Partner Appointed?

Either during the pre-admission process or shortly after an unplanned admission to HDGH, a hospital representative will ask each patient if he/she would like someone to act as their care partner. If the patient is unable to communicate with the representative, we will ask a member of the patient's family to recommend someone to be designated as their care partner. Consent is required from the patient or the patient's legal guardian to allow their loved one to act as their care partner.



Patient and Community Advocate Office Available to Assist You

At Hôtel-Dieu Grace Hospital, your feedback is important to us. We invite you to share your compliments as well as your concerns through our Patient and Community Advocate.

Should you ever have any questions, compliments, or concerns about a patient's hospital stay or treatment, the Patient Advocate is here to help in a manner that supports patients, family members, and staff. If you have a concern please follow these steps:

1. Speak to hospital staff in the area you are in. On a patient care unit speak to the nurse, unit manager or the physician.
2. Speak to the manager or supervisor for the area you are in.
3. If you need further assistance, visit the Patient Advocate's office located on the first floor Administrative Hallway, or call the Patient Advocate Monday through Friday from 8:00 a.m. to 4:00 p.m. at (519) 973-4404, or email: pbest@hdgh.org or joanne.desjardins@hdgh.org

Thank you for your cooperation. We hope these guidelines will make your visit more pleasant.



Welcome to Hôtel-Dieu Grace Hospital

A Helpful Guide For Visitors



Visiting at Hôtel-Dieu Grace Hospital

Hôtel-Dieu Grace Hospital believes in a holistic approach to patient care and strives to create an atmosphere within the facility which is supportive of family members and allows their contribution to the comfort and care of their loved ones. This approach supports the healing process and takes into account the needs and circumstances of those we serve.

General Visiting Hours*

5:00 p.m. – 8:00 p.m. Monday through Friday

1:00 p.m. – 6:00 p.m. Saturday and Sunday

*Note: These times may vary on some units.

General Visitation Policy

The staff of Hôtel-Dieu Grace Hospital has the responsibility to provide optimal and safe healthcare services to all persons and to demonstrate understanding and compassion for our patients' relatives and visitors. Patients, their relatives and visitors are expected to interact in a co-operative fashion with all staff members, complying with all reasonable direction and not interfering with patient care or other staff functions.

All visitors are required to comply with the following:

- Visitors must observe the visiting hours of the unit they are visiting.
- Patients are limited to a maximum of two visitors at one time.

- Do not visit if you are feeling unwell or have an illness that could be transferred to our patients. If you are not sure, please check with your healthcare provider.
- Patients can designate a care partner who will have extended rights and responsibilities.
- Be respectful of the property of other people and of the hospital.
- Visitors are not permitted to sleep in patient rooms or waiting rooms unless they have permission.
- It is imperative that visitors respect our patients' right to privacy and leave the patient room or care area when asked by hospital staff.
- For the safety of young children, please provide adult supervision for them in all areas of the hospital. Visitors under the age of twelve must be accompanied by an adult when visiting a patient unit.
- Be considerate of the rights of our patients and hospital staff by treating them with courtesy and respect and assisting with the control of noise and the number of visitors.
- Negative or abusive behaviours toward staff or other patients will not be tolerated. Abusive behaviour includes, but is not limited to:

Physical Abuse:

Physical intimidation, assault or any use of physical force including grabbing, pushing, shoving, scratching, biting, spitting, or physically restricting the movement of

another person. Refusal of staff direction, unwanted solicitations and refusal of services from an individual based on discriminatory grounds are also considered inappropriate conduct and are included in this policy.

Verbal Abuse:

Threats, racial slurs, name calling, sexual comments, innuendoes, use of profane language, and derogatory comments.

Consequences of Non-Compliance with Visitor Policy

Visitors who do not comply with appropriate conduct will be asked to leave or may be escorted from the hospital premises by our security personnel. In extreme cases a notice of trespass may be issued.

Care Partner

Each patient admitted to hospital is invited to designate a care partner. A care partner is a family member, relative, or close friend who acts as a support to patients when they are in hospital. A care partner can provide a second pair of ears and helping hands to assist our healthcare team in providing more personal care for the patient. Care partners also help to facilitate the transmission of important information between the patient, their family and the healthcare team. Furthermore, a care partner can provide comforting emotional support and help assist with your transition back home. Care partners are provided with special identification that allow them to be with the patient from 8:00 a.m. to 8:00 p.m. and possibly longer.