

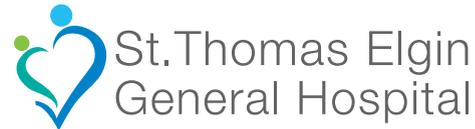
What are family presence Guidelines?

Families, as defined by the patient, and other partners in care are welcome 24 hours a day according to patient preference. We no longer have set visiting hours.

The number of people welcomed at the bedside at any one time will be determined in collaboration with the patient and family. In situations where there are shared rooms, the rights and needs of the other patient will be taken into consideration as well.

Visiting is based on the condition, care needs, and expressed wishes of each patient in each unit and may vary from one day to the next as the patient's condition changes/improves.

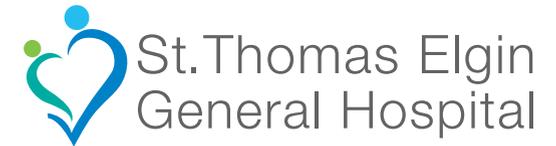
Research has demonstrated that the presence and participation of family members and friends – as partners in care – enhances the patient and family experience of care, improves management of chronic and acute illnesses, enhances continuity of care, and prevents hospital readmissions.



St. Thomas Elgin
General Hospital

189 Elm Street, St. Thomas
ON N5R 5C4

519-631-2030
patientexperience@stegh.on.ca
www.stegh.on.ca



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General Hospital

Family Presence Guidelines

**PARTNERS
TOGETHER**



Staff and Physicians

Patients and Families

The St. Thomas Elgin General Hospital is committed to working with its patients and families to provide compassionate, high quality care and believes it is important for patients to experience the support of family and friends if this is their wish.

We are equally committed to providing a safe, secure and comfortable environment for our staff as well as our patients and these guidelines will help ensure that these conditions are met.

These guidelines were developed and informed by our Patient Experience Council members to ensure the voice of the patient was included in this process.



Present yourself to the patient and to family members and friends who have been designated as care partners. Explain that you will all be working TOGETHER and that everyone's roles and perspectives are important.

Ask the patient, whenever possible, and the care partner how they want to participate in care and decision-making. Discuss with them how best to support their participation.

Reassure care partners that their knowledge and insights about the patient are valuable; they know the patient best. Suggest what observations about the patient's condition would be helpful to share with staff.

Trust that you and care partners share the same goals— the best care and comfort for the patient.

Nurture your relationship with the patient and care partners. On a regular basis, review how all of you are working TOGETHER.

Encourage involvement of the patient/care partners when decisions have to be made and when transitions to other units, home, or community care settings are planned.

Revise and agree upon the specifics of care and discharge plans with the patient and care partners so that their preferences, values, and goals are honored.

Support care partners in becoming comfortable in their roles as team members.

Talk about your role with your loved one. Introduce yourself to staff and describe how you'd like to participate in care.

Observe changes (physical, behavioral, emotional) in the patient and report them to health care providers. Ask staff what observations they would like you to routinely share.

Gather helpful information (current medications, medical history, other health care providers, and insurance) and bring it all to the hospital.

Ensure that you're present, if possible, at times when information will be shared and decisions need to be made. Let staff members know how to reach you and be sure you know who to contact for information.

Tell staff if you have concerns about the patient's condition/safety or if "something just doesn't feel right."

Help with decision-making about care and treatment. Ask questions and take notes. Encourage your loved one to participate in decision-making to the extent he or she chooses.

Enlist help from staff members with whom you are comfortable so that they can support you and your loved one as you participate in care and decision-making.

Ready yourself for the transition to home or community care. Know what will be needed afterwards and what changes in the patient's condition should be reported to health care providers.