

Information for People Visiting Patients during Pandemic

If you have any questions or comments regarding this Information Sheet contact Infection Prevention & Control at ipcsurvstdadmin@ahs.ca.

It is very important that we keep our patients, visitors and staff safe from infection.

Can you come visit?

- If you have an illness that can be transmitted – with symptoms including fever, cough, loose stools, rash, or feeling unwell – you will not be allowed to visit.
- If you are on **self-isolation** for COVID-19 or if you are **being tested** for COVID-19, you will not be allowed to visit.
- If you have tested positive for COVID-19 you will not be allowed to visit until you have recovered and receive clearance from medical officials.
- Specific units may impose further restrictions for the health and safety of patients and visitors.
- If you visit, check in with nursing staff and follow hand hygiene and cough etiquette
- If you are unable to visit, please use other methods to be in touch with your loved one, such as a phone call, video calling or use FaceTime.

If you plan to visit a patient with suspect or confirmed COVID-19

Visiting is not recommended. Please use other methods to be in touch with your loved one, such as a phone call, video calling or use FaceTime

Exceptions: There are times when it may be very important for visitors to be with a patient. In these instances, **there are some important points to follow.**

You must meet the requirements listed below.

- Essential family care providers may be required for the care of pediatric and other patients. The care team will work with the family to ensure safe care and limit potential spread of infection.
- Exceptions, such as end-of-life, are to be discussed with care team prior to visiting.

These visiting restrictions will continue until the patient is better and the isolation precautions are removed.

Things to know before you come

- Visitors will be limited to one to two people at a time.
- Pre-arrange all visits with the nursing staff.
- Don't plan on visiting any other patients **after** visiting the patient with confirmed or suspect COVID-19. Instead, plan to visit those patients before you visit the patient with confirmed or suspect COVID-19.

While you are visiting

- Check in with the nursing staff before entering the patient's room and sign in.
- Follow the instructions provided by nursing staff regarding hand hygiene and the use of masks, gowns and other protective equipment.
- Don't visit any shared patient areas (e.g., nutrition centers on the units), and the common areas of the hospital (e.g., cafeteria, gift shop) during and after visiting the patient with suspected or confirmed COVID-19.
- No pets allowed.
- Visitors will be asked to leave during specific medical procedures.
- Perform hand hygiene when leaving the patient room and when leaving the healthcare facility.

If you have any questions or concerns, please discuss with the patient's health team, or you can contact Patient Concerns at 1-855-550-2555.