



PATIENT SUPPORT PERSON

What is a Patient Support Person?

- **We are balancing the safety of limiting visitors with knowing that it is important for patients to have both a caring presence and strong support of someone who can help them to manage and communicate about their care.**
- **Patients who have strong support often have less anxiety, understand their care better, recover faster, and are better prepared to return home.**
- **To make sure our patients have the support they need, we now think of you, the visitor, as a Patient Support Person with specific and important duties.**
- **For the safety of our patients, staff, and community we are limiting the number of support persons (visitors) to one per each adult patient.**

Who can be a support person?

- **The patient identifies their support person. Support people are usually a spouse or partner, a very close family member, or a trusted friend. That person's name and contact information will be given to the clinical care team, as well as staff at the hospital entrances.**
- **They will be given a wrist band which will identify them as the support person.**

The Support Person Guidelines

- **Will be the same person for the entire admission.**
- **Is the only person permitted to be in the hospital and with the patient. They should stay in the room and avoid moving around in the hallways and non-patient areas.**
- **Should always be wearing a face mask when in the hospital. Additional Personal Protective Equipment (PPE) will be given based on the health condition and needs of the patient.**
- **Support persons are only permitted to visit the patient that they are associated with.**
- **Must be older than 18, pass the daily clinical screening when entering the building, and not be sick.**
- **Should be someone who has not been outside of the local community in the last 14 days and has not recently been diagnosed with COVID-19.**

Visitation Times

- **Inpatient Visiting Hours (excluding Skilled Nursing)**
10:00 am to 12:00 noon and 5:00 pm to 7:00pm. Support Persons visiting between 5pm and 7pm need to check in at the Emergency Department Entrance. Support persons are asked to visit only once per day.
- **Behavioral Health Visiting Hours**
Monday, Wednesday, Saturday and Sunday 4:00 p.m. – 6:00 p.m.
- **Maternity**
Designated support person must remain on the unit for the duration of the mother's stay.

NOTE: These guidelines will vary by situations such as Behavioral Health, Obstetrics (OB) and the Emergency Department. Exceptions and support persons for patients who are in the hospital for suspected or diagnosed COVID-19, must be pre-approved by the Nursing Leadership Team.