

Families play an important role in a patient's health and safety. That's why Five Hills Health Region no longer has specific visiting hours.



we are **BETTER**  
**TOGETHER**



### There are some general guidelines that we ask you to follow for the safety and well-being of everyone in hospital:

- People who are in hospital need to rest and recover. We encourage you to visit often, but consider keeping your visits short.
- The number of people welcomed at the bedside at any one time will be determined in collaboration with the patient, family and inter-professional care team. In situations where there are shared rooms, this discussion includes the other patient and his/her family. To ensure safety, consideration will also be given to the physical limitations of the space.
- Family and guests who are feeling unwell, have an infection, have symptoms of respiratory illness or flu-like illnesses should not come to a health care facility.
- If an outbreak of infection requires restrictions for public health, the staff will collaborate with the patient and family to ensure that selected family members are still welcomed.
- For the safety of our patients, families and guests are required to perform hand hygiene with soap and water or alcohol-based hand rub upon entering and leaving the patient's room.
- Children younger than 14 years supervised by an adult (who is not the patient) are welcomed.
- There may be interruptions to family presence to protect the privacy rights of other patients or to maintain safety and security. Patients and families are asked to help protect the privacy rights of others.

Patients and families who have questions or concerns are encouraged to speak with a care team member.

