

HSN Visitor Information- updated December 2020

IMPORTANT- Patient and Visitor Masking:

All those coming to HSN are required to wear a mask as an added step to reduce the spread of germs and protect vulnerable patients.

Masks purchased from retailers or homemade are acceptable as long as there is no port in the mask.

If you arrive at the hospital and do not have an approved mask or require a mask, one will be provided to you. You will be required to wear the mask for the duration of your time at HSN to keep yourself, other patients, care partners, staff, physicians, learners and volunteers safe.

Patients going for a procedure where they must remove their mask will be asked to store it with their personal items.

Safety remains our top priority during the pandemic.

This is why at this time entry to HSN buildings is limited to patients and their Designated Care Partners.

No additional visitors are allowed at this time due to the ongoing COVID-19 Pandemic.

What is a Designated Care Partner?

Designated Care Partners are more than visitors. They are crucial members of the care team and provide essential physical, emotional, social spiritual support **and** are defined as family members or other persons of significance in the life of the patient.

A Designated Care Partner is determined by the patient or the patient's Substitute Decision Maker. They work with the patient and the healthcare team to ensure care, care planning and decision making are advocated for appropriately.

If you have been identified as a "Designated Care Partner" for a patient at HSN- please review this "[Care Partner Expectations](#)" document carefully.

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The table below explains the number of Designated Care Partners allowed for patients. These allowances are in place in order to ensure everyone’s safety, while still maintaining a compassionate and healing environment for our patients.

Type of Patient Visit	Number of Care Partners Allowed Per Patient
Emergency Department	One Designated Care Partner More information on being a Designated Care Partner for an ED Patient can be found here.
General Outpatient Appointments: (All care not requiring an overnight hospital stay)	One Designated Care Partner will be permitted in the following circumstances: <ul style="list-style-type: none"> • Patients with communication, physical or cognitive impairments. • Patients experiencing a mental health crisis. • Patients requiring a care partner to be involved with significant care decisions, disclosure of potentially traumatic test results/prognosis.
Inpatient: (Patients requiring an overnight hospital stay)	Two Designated Care Partners are allowed but only one may visit at a time. More information on this is available here- “Frequently Asked Questions for Inpatients and their Designated Care Partners”
Child or Youth Patient	Two Designated Care Partners. <i>Both may visit at the same time.</i>
Patients giving birth	One Designated Care Partner <i>Exceptions may be made to allow both intended parents in the case of a surrogate birth</i>
Patients who are at end of life	Two Designated Care Partners. <i>Where there is opportunity for physical distancing both may visit at the same time.</i>

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	<p><i>At no time are more than two visitors allowed at the bedside at the same time and this may be restricted to one where physical distancing cannot be maintained.</i></p> <p><i>Additional visitors may be considered, weighing the health and safety of all. Visits must be approved and scheduled in advance by contacting the patients unit directly.</i></p>
COVID-19 Probable or Positive Patient	<p>For safety reasons, there are NO in- person visits allowed.</p> <p><i>The unit will attempt to accommodate virtual visits. Patients may also use the phone in their hospital room.</i></p>
End of Life COVID-19 Positive Patient	<p>Visits will only be possible based on safety and patients fitting our visiting criteria.</p>

Important Reminders for Patients and Designated Care Partners:

WHEN YOU ARRIVE AT THE MAIN ENTRANCE of the Ramsey Lake Health Centre;

- Wear a mask to enter the building and keep it on for the duration of your visit. If you do not have a mask, one will be given to you.
- Wash your hands using the hand sanitizer provided.
- Answer screening questions to assess your risk of COVID-19.
- Practice physical distancing and stay 2 meters away from others. This includes when in lineups and elevators.
- Expect to be given a bag for essential patient belongings that you are bringing in.

*Please note that there may be specific unit or department level restrictions to hours and duration of visits, as each unit or department is unique with its physical layout and patient population. Adequate space for physical distancing and other safety practices are taken into consideration.

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Personal Belongings Restrictions

As part of efforts to maintain social distancing and reduce the risk of spreading any germs to our patients and staff, non-essential belongings are not permitted at HSN.

Essential personal belongings include:

- Medical aids (hearing aids, glasses, walkers, braces)
- Home medication
- Dentures & adhesive
- Clean clothing/belongings for:
 - Patients on the Rehab or CAMHP units
 - Patients being discharged
 - Patients giving birth
- One (1) electronic device with the charger
- Personal items (books, magazines, puzzle books, family photos etc.)
- Toiletries (toothbrush/paste, deodorant, shampoo, conditioner, grooming products, bladder control/feminine hygiene products)

Individuals must successfully pass the entrance screening to drop-off belongings for patients. Those who fail screening will not be permitted to drop-off belongings. Screeners will provide the family member one clear plastic bag to place the personal items in. Please keep drop-offs of personal belongings to a minimum.

HSN is not responsible for personal belongings that are dropped off at the screening desks during the pandemic.

Food Donations and Deliveries

As part of our ongoing efforts to protect the public, patients, staff and physicians from the potential transmission of the COVID-19 virus, HSN is **not** accepting the following:

- Donations of food, flowers or care packages from the public.
- External deliveries of food, flowers or care packages for patients currently in hospital.

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- Food deliveries for employees/physicians/staff/visitors.

Dialysis patients attending treatment may bring food for themselves but can't share with others. Visitors of ill children or youth, and visitors of patients giving birth may also bring food. Food delivery is not permitted.

Food is available for purchase at HSN's Tim Horton's, Rock Garden Café and vending machines.

Contact Information

If you have questions or concerns with any of the information above, please contact a member of you or your loved one's care team by calling 705-523-7100 or 1-866-469-0822 and ask to speak with the Charge Nurse or Clinical Manager (or Manager on call if you are requiring assistance after business hours, on the weekend or on a statutory holiday).

If you still have questions or concerns that cannot be addressed by your care team, please contact Patient Relations at 705-523-7100 ext. 3737 or patientrelations@hsnsudbury.ca.