

After Hours Visiting (9 pm to 6 am):

There will be instances where visitors may be allowed to stay after hours. The nurse/ midwife in charge will discuss this with you.

Those family members and other visitors who can be present overnight need to be clearly identified to ensure a safe environment for all patients, families, and staff.

Examples may include:

- family of patients who are seriously ill or dying;
- family members or other designated visitors who can only visit during these hours due to their work and/or other family commitments.
- patients who wish their visitor to stay overnight, in appropriate circumstances in consultation with the nurse in charge
- Family member/ caregiver of a child are encouraged to stay
- Partner/ family member of a birthing mother are encouraged to stay.

Visitor Restrictions

If there is a need to impose a restriction on a particular visitor this will be explained to you and your family/carers.



A Florist is located in the reception area

Accessibility

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If you have difficulty reading a standard printed document and would like to receive this publication in an alternative format such as large print, please phone 13 22 81 or email HealthACT@act.gov.au



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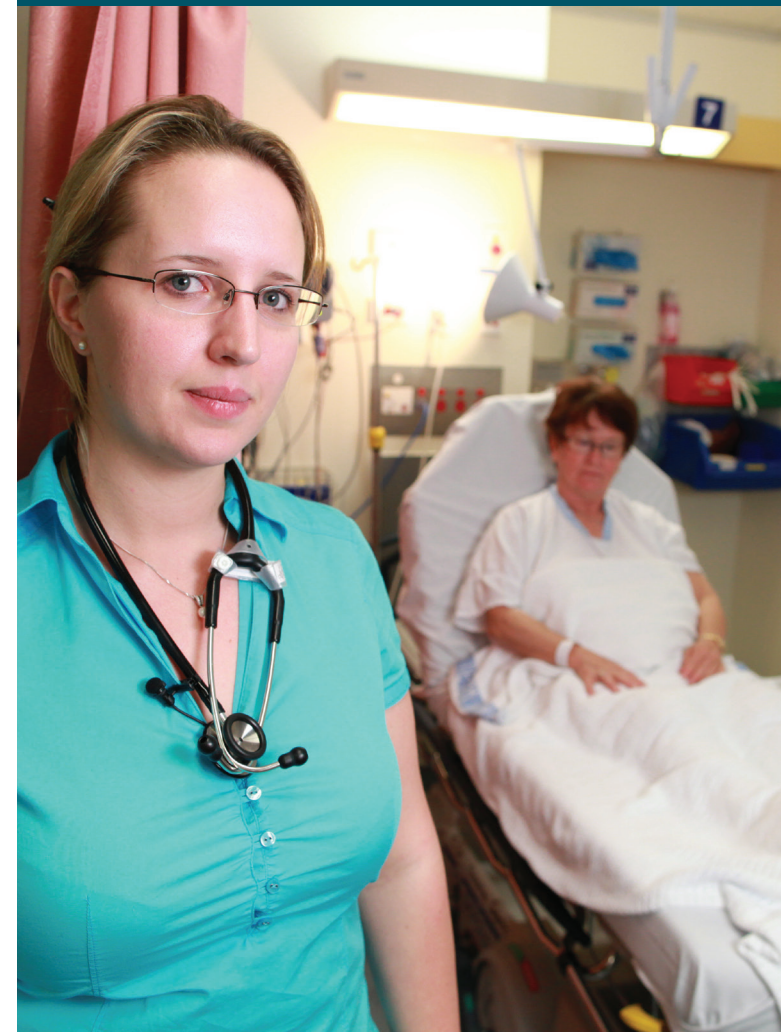
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Visiting Hours – Patient Guidelines



Visiting Hours

- Visiting hours are from 6 am to 9 pm (during which time the main doors to the hospital are unlocked)
- Signs about visiting hours will be in place throughout the ward/hospital

A visitor is any person who you wish to see or have with you during your stay in hospital.

At any time during your stay in hospital you have the right to choose/say who may visit you. This includes your husband or wife, domestic partner (including same-sex partner), other family members or friends.



A cafe in the reception area



The Aboriginal and Torres Strait Islander family resource room

What You Can Do

- Inform the clinical staff about your wishes in relation to your visitors, or ask a family member to convey your wishes;
- You may request not to have visitors at any time if you wish to rest, or for example, to have time for religious observance;
- In consultation with you, staff will ensure the number of visitors allowed at your bedside at one time (generally 2) is appropriate and meets your needs;
- If you are in a shared ward/patient care area, respect the needs of other patients for privacy, rest and quiet;
- Be aware of appropriate use of mobile phones and other electronic devices. In consultation with you, staff may ask you (or your visitors) to turn phones to silent and if possible leave the patient area if a call needs to be taken.

Privacy for all patients

In the shared patient care area (ward)

- Before any consultation you have with clinical staff, handovers between staff, and before you undergo any medical procedures, staff will ask whether you would like your visitor(s) to stay with you or leave before the consultation/handover/procedure occurs;
- Staff will support your decisions regarding the presence or absence of visitors during the above occasions;
- At these times, all staff, including doctors, will also ask *visitors of other patients* in the room to leave the patient area to protect your privacy and confidentiality.

If you are well enough, visitors can always spend time with you in other public areas of the hospital such as:

- The family lounge;
- the coffee shop/café's;
- George Gregan children's play area;
- the chapel;
- the room for Aboriginal and Torres Strait Islander people;
- the Veterans' Lounge;
- any outside space.

Canberra Hospital staff will support you in a way that allows you to be with family and loved ones and acknowledges that their presence can be an important part of your healing experience.