

Visitors and Support People

Information for Visitors and Support people –

He pārongo mā te hunga toro mai me te hunga tautāwhi



Visiting Hours and Visitor Numbers

- Visiting hours are designed to make sure patients have the chance to enjoy the company of family and friends, whilst recognising the need to maintain the comfort and safety of all patients. See HVDHB or CCDHB hospital internet page for details of visiting hours.
- Visiting hours in the ward are from 2pm – 8pm daily to promote rest and healing. Exceptions may be made based on individual patient and family situations.
- When a patient is in the Intensive Care Unit (ICU), family members are welcome to sit with the patient at any time.
- Occasionally, in shared rooms, the number of people or length of time spent with a patient may be limited out of consideration to other patients nearby.
- Due to the limited space in the Day Surgery Unit, we invite no more than two whanau/family members remain with the patient.
- For the Mental Health, Addictions and Intellectual Disability Service visiting hour and visiting number information please see their access website.

On the rare occasions, when there are high levels of illness in the community, the Infection Prevention & Control Nurse and/or the Director of Clinical Services may limit the presence of whanau/family and friends.

Supporting your family/whanau member or friend during their hospital stay

We encourage you to visit your loved one. We know that having family/Whānau nearby helps to reduce anxiety and isolation and also improves healing and recovery for our patients. Patients their families are an important part of our care and team.

Patients have a right to have a support person with them in most circumstances during their hospital stay and it is recommended that patients:

- Arrange for a least one trusted family/Whānau member or friend to be their support while they are in hospital
- Tell their nurse who their support person or people are.

The role of the support people can be very important. We encourage our patients and their support person to ask us about how they can be involved in the help with their care.

Visiting seriously ill patients

Family may visit seriously ill patients at any time with the approval of the nurse in charge. If your friend or family member is very unwell, or English is not their first language, you may be able to stay with them.

We do encourage visitors to keep to visiting hours whenever possible to give patients time to rest. See HVDHB or CCDHB hospital internet page for details of visiting hours.

If family members are likely to be away from home, it is important to leave contact telephone numbers with ward staff.

Responsibilities of Whanau/Family and Friends

- DHB staff ask that when you are visiting patients on the hospital that you are respectful of other patients and their right to privacy.
- There may be times when you are asked to temporarily leave the room to ensure the privacy and safety of the patient(s) during certain procedures or discussions.

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- You are asked to work together with staff so that their presence does not limit safe access to any patient at any time.
- If you have a cold, diarrhoea, viral illness or are generally feeling unwell we ask that you do not visit, to prevent the spread of infection. Please gel your hands when entering and exiting the ward or Day Surgery Unit. This helps to minimise the spread of infection and keep patients safe.
- Rarely, the hospital may need to limit family presence (in response to public health and / or hospital safety or security concerns); e.g. If a patient is being nursed in contact isolation, access to the patient may be limited and they will be provided with personal protective equipment to wear. The hospital will keep patients and families informed and ensure that these limitations are kept to a minimum. Children supervised by a parent/caregiver are welcomed. They should remain with the supervising adult, whose responsibility it is to ensure a safe and restful environment for patients is not compromised by their presence.
- Please don't touch any equipment or tubing associated with the patient's treatment or care. If you have concerns, please ring the bell for the nurse.
- Any incidents or accidents must be notified to staff who will complete an incident report.
- Where a person's behaviour creates a direct risk or threat or is disruptive of the functioning of the ward, they will be asked to leave the premises. Security and/or NZ Police will be informed and may be asked for support, depending on the situation.
- All our Hospital is a smoke and vape free campus.

In the event of an emergency

- On the activation of the fire alarm, visitors in the ward or DSU will be asked to remain with patients unless they have a mobility impairment. In this case they will be assisted by non-nursing staff to leave the building.
- Following activation of the fire alarm, no one is permitted to enter the hospital until the 'All Clear' has been given.

We thank you for supporting your whanau/family member during their stay in hospital and for working with staff to ensure the safety and privacy of all patients.