



Visitor & Care Partner Guidelines

At Edward-Elmhurst Health, we are committed to providing a safe, seamless, and personal experience for our patients, families and team members.

Because we know how important visitors are to our patients' healing process, we are proud to support a Care Partner or visitor presence while practicing important COVID-19 precautions. A **visitor** may be a partner, relative, friend or other person the patient welcomes to accompany them during their hospital stay. A **Care Partner** is a designated member of a patient's support system who helps the patient feel comfortable, safe, and prepared to return home.

All visitors and Care Partners must adhere to the following guidelines.

- ▶ Observe the patient-directed visitation hours of **7am – 8pm**.
- ▶ Be 18 years of age or older.
- ▶ Maintain six feet of social distancing and wear face masks **at all times** unless actively eating or drinking. Immediately put mask back on if a staff member enters the room.
- ▶ Refusal to comply with guidelines related to masking or six feet social distancing will be asked to leave. **No exceptions.**
- ▶ Staff may limit the number of visitors present in any hospital area to accommodate six feet social distance.
- ▶ Up to one visitor or Care Partner may stay overnight in a non-COVID patient's room.
- ▶ Visitors experiencing a fever or other symptoms of acute illness will not be allowed to visit.

Care Partners for patients with COVID-19 or being ruled out for COVID-19 must be screened by the patient's nurse over the phone prior to arriving at the hospital and are required to follow strict guidelines.

OUR PROMISE to our patients and their families

- ▶ To keep you safe by adhering to guidelines regarding infection control, security, and clinical best practices
- ▶ To provide clear, concise, and consistent communication
- ▶ To care for everyone with compassion and empathy
- ▶ To treat everyone with courtesy, respect, and provide individualized care
- ▶ To invite and empower Care Partners to be active participants on the patient's care team
- ▶ To promote a healing and caring environment

OUR EXPECTATIONS of our patients and their families

- ▶ Adhere to the visitor and Care Partner guidelines
- ▶ Support a healing environment and interact with employees, physicians and staff with courtesy and respect
- ▶ The following behaviors will not be tolerated:
 - ▶ Foul or inappropriate language
 - ▶ Yelling or verbal abuse
 - ▶ Physical abuse or unwanted contact of any kind

If you have any questions please contact our patient experience line at **(331) 221-1115**.