

Care Partner Guidelines

Thank you for being a Care Partner!

As a Care Partner, you are more than just a visitor – you serve as a designated member of a patient’s support system and care team. Care Partners are crucial to the patient’s physical and emotional well-being. Care Partners work with the hospital staff and the patient and ease the transition to the hospital and back home again.

Please adhere to the following guidelines which are strictly enforced:

- ▶ **Two Care Partners** are allowed for any patient unless they are in isolation for any of the following:
 - COVID-19
 - Suspected COVID-19
- ▶ Patients admitted from a congregate living facility, who have tested negative for COVID-19 and show no symptoms of the virus, are allowed to participate in the Care Partner visitation program.
- ▶ **The two Care Partners must remain the same throughout the patient’s stay.**
- ▶ **When social distancing can be effectively practiced, the two Care Partners may visit together.**
- ▶ **Hospital staff will limit the Care Partners to one at a time when space restrictions do not allow for effective social distancing.**
- ▶ **Care Partners are required to practice appropriate hand hygiene and wear a cloth or surgical mask while in the hospital or they will be asked to leave.** If a Care Partner has their own mask they may wear it.
- ▶ Hours for visiting are 5 am – 8 pm daily. **Care Partners will not be allowed to enter the building after 7 pm and cannot stay overnight.**
- ▶ Care Partners may enter through the **East entrance at Elmhurst Hospital** and either the **North or South Entrance at Edward Hospital.**
- ▶ Care Partners must be screened at the entrances.
- ▶ **Care Partners will be given a wristband that must be worn throughout the patient’s admission.**
- ▶ Care Partners entering the hospital without the patient should check in with a Guest Services Associate for direction.
- ▶ In the inpatient areas, Care Partners should stay in the patient’s room but are welcome to use the hospital cafeterias and coffee shops.
- ▶ **If you start to feel sick:**
 - Please do not come to the hospital to visit your loved one.
 - Please notify the care team if you develop symptoms.
 - Symptoms that should keep you from coming to the hospital are fever, cough, shortness of breath, nausea or diarrhea.
 - If you develop these symptoms, you should call your primary care physician immediately.
 - If you are sent for a COVID test, please inform the patient’s nurse immediately.

Thank you for serving as a key member of your loved one’s care team. If you have any questions you can contact our **Patient Experience line at (331) 221-1115.**