



# Care Partner Policy

Care Partners serve as designated members of a patient's support system and care team and are crucial to 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.

## While in our hospitals, Care Partners must adhere to the following guidelines which are strictly enforced:

- ▶ **One Care Partner**, 18 years of age or older, is 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.

### Please note these exceptions:

- ▶ Two Care Partners are allowed for **pediatric patients**.
- ▶ **Critically ill/end of life patients** – the number of visitors will be managed by the care team.
- ▶ **Cancer Centers – Infusion:** One Care Partner is allowed in the infusion area for the first chemotherapy/immunotherapy appointment only and for all provider appointments. All other infusion patients should be dropped off at the Cancer Center door and picked up afterward, unless patient assistance is required. **Radiation Oncology:** One Care Partner is allowed at the time of consultation/follow-up with the provider, but is not allowed to accompany a patient during their daily treatment, unless patient assistance is required. Patients receiving radiation treatment will remain in the car until notified by phone to enter the building for treatment.
- ▶ **Labor and Delivery** patients are allowed one care partner who may be present to provide support throughout the labor and delivery process, and may remain with the patient on the **Mother-Baby unit**, including overnight. Certified doulas are not allowed *in addition* to the care partner at this time.

All Care Partners will undergo a temperature screening and symptom check when they enter the building and must use **ONLY** the East entrance at Elmhurst Hospital and the North or South entrances at Edward Hospital. Care Partners who have COVID-like symptoms will not be allowed to visit patients.

- ▶ Once screened, the Care Partner will be given a wristband that must be worn throughout the patient's admission.
- ▶ **The Care Partner must remain the same person throughout the patient's entire stay.**
- ▶ **The Care Partner is required to practice appropriate hand hygiene and wear a surgical mask during the entire hospital visit or they will be asked to leave.**
- ▶ **Visiting hours are 5 am to 8 pm. Care Partners cannot spend the night.**
- ▶ In the inpatient areas, the Care Partner should stay in the patient's room all times. Care Partners are asked to use the hospital cafeteria at mealtime in order to ensure the safety of patients and staff.

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