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Visiting your family member or friend on Alex Ward or Day Unit

From 12 April patients in the admitted care areas are able to receive ONE named family member, friend or carer for a daily visit. This must be the same person each day.

Please read this visitor agreement as Hospital staff will ask you to sign it to confirm that you have read and agree to the conditions it sets out for your visit.

Having a friend or relative in hospital can cause a lot of anxiety and worry for everyone. However,

- We expect all visitors to treat staff and patients with dignity and respect.
- We expect all our staff to treat visitors with dignity and respect.
- Any visitor that shows aggressive or violent behaviour will be asked to leave.

On booking a visitor appointment:

- You have agreed with the person being admitted to New Victoria Hospital that you are their designated visitor and that you are not currently self-isolating or quarantining.

On arrival at the Hospital please:

- Enter the Hospital via the main entrance
- Comply with the Hospital's screening process for all people entering the premises
- Wear the surgical mask given to you at all times while you are in the Hospital
- Sanitise your hands when you arrive and leave the Hospital and regularly while moving around
- Ensure your visitor badge is visible on your clothing

On arrival at Alex Ward/Day Unit please:

- Wear any additional PPE that you are asked to on entry to the clinical area
- Keep PPE on during the time you are with your family member or friend
- Stay at the bedside with your family member or friend, but please do not sit on the bed
- If you see that another patient is in need of assistance, please tell a member of staff rather than offering to help. This is to ensure infection control measures are complied with.
- In the Day Unit, if you need the toilet, please ask a member of staff to direct you to the one you should use
- Put any additional PPE you've been asked to wear in the 'yellow clinical waste bin' when you leave the room/bay. Ask a member of staff if you are unsure about this
- Sanitise your hands before you leave the clinical area.

Other considerations

Health professionals on the ward must prioritise the delivery of patient care and won't necessarily be available to update you on your family member / friend's condition.

- Please tell the nurse in charge that you would like an update, and they will arrange for a health professional to phone you.
- Your family member or friend may require an intervention or test during the visit and while we will make efforts to avoid this, it will be a priority for this to go ahead and may unavoidably shorten your visit.

Many people want to bring food, presents or personal belongings for their family member or friend and we understand why this is important.

- Please only bring in small food items that can be eaten that day and do not need to be kept in a fridge.
- If you want to bring a gift, please bring something small that is not of high value.

If you have any questions about visiting, please ask to speak to the Nurse in Charge on the Ward/Day Unit.

I have read this Visitor Agreement and agree to the conditions stipulated.

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| Print name | Signature: | Date & Time: |
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This will be filed in the patient's medical records.