

Care Partners at QHC

To reduce the spread of COVID-19 and protect the health and safety of residents, patients, physicians, staff, and volunteers, QHC is taking steps to limit the number of individuals entering our facilities. An important step is the adoption of the role of Care Partners and a phase based approach to visiting restrictions.

What is a Care Partner?

A Care Partner is a support person whose presence is considered essential to the safety and well-being of a patient while they are inside the hospital. Care Partners are encouraged to be involved in the patient's care and health matters. A Care Partner might be a family member, friend, neighbour, paid private caregiver, or someone else. It is up to the patient to choose their Care Partner. QHC encourages all Care Partners to be part of a patient's "safe social circle".

How do I designate a Care Partner?

If you would like to have a Care Partner support you during your hospital stay or appointment, please discuss your situation with the inpatient unit or clinic manager. Often, hospital staff and the health care team are able to provide appropriate support in these situations as well.

What is a visitor?

A visitor is someone whose time with the patient is discretionary and usually temporary. Visiting for purposes that are more social in nature and visitors are not involved in the patient's health care. A visitor may have limitations placed on when they are able to visit.

During a pandemic such as COVID-19, restrictions may be placed on existing visitation policies. It is important that these restrictions be proportionate to the current environment (change with the current state of the pandemic) so as to avoid unnecessary harm. The decision to place or remove restrictions must balance public protection, staff safety, patient and family well-being, stewardship of resources and fairness.

All persons will be screened and provide contact information at the hospital door and must pass the screening questions in order to be allowed entry.

Each visitor/Care Partner must bring their own mask and comply with any requirements for additional Personal Protective Equipment identified by the hospital or care area. If the individual does not have a mask they can be provided with an unrated mask and are to be reminded of the need to bring a mask next time. While visiting, all visitors must make every reasonable effort to maintain social distancing space (2 metres) and complete hand hygiene frequently. While in the hospital, visitors/Care Partners are to remain with the patient and refrain from moving about within the hospital.