

Care Partner and Visiting Restrictions

Quinte Health Care (QHC) has created a “Care Partners and Visiting During COVID-19” policy, which provides a transparent approach to who is permitted to enter our hospitals during the COVID-19 pandemic.

The policy distinguishes between a visitor (someone who provides social support) and a care partner (a loved one and advocate who provides ongoing and essential social, emotional and physical support to a patient). We understand the important role that care partners play and our visiting policy is meant to balance the need for that support while limiting the number of people coming into our hospitals, in order to keep our patients, staff, physicians and communities safe.

All care partners and visitors are required to answer screening questions at the hospital entrance. If you fail screening, you will be denied entry into the hospital. **Care partners and visitors who reside outside of Canada or who have travelled outside of Canada within the past 14 days, will not be permitted to enter** (exceptions may be made in the case of patients at end-of-life, provided all other screening criteria is met).

All care partners and visitors will be provided a mask to wear at all times while in the hospital. Please do not take off your mask to eat or drink. Please remain with the patient you are here to support and refrain from moving about within the hospital.

Our policy offers a phased approach to care partner and visiting restrictions, allowing QHC to adjust restrictions transparently as a response to local COVID-19 activity, health system capacity, PPE supply and staffing/resources. Please refer to the chart below for a better understanding of the restrictions for the PHASE we are currently in — we are currently in PHASE 1 (GREEN).

In situations where care partners are deemed appropriate, patients determine who their care partner(s) are. Care partners will be provided identification by the hospital (either a badge, armband or sticker). Care partners must be screened for COVID-19 each time they enter the hospital.

Please note: With few exceptions, COVID positive patients or patients waiting for COVID swab results, cannot have care partners or visitors.

If you have concerns, please contact our Patient Experience team Mon-Fri, 8am-4pm at (613) 969-7400, ext. 2033 or feedback@qhc.on.ca. If you would like to arrange a virtual visit with your loved one, please contact the patient's unit or [click here](#). More information about our care partner and visiting policy can be found at www.qhc.on.ca.

| Category & Patient Population | Examples of patients | Care Partner/Visiting Policy | | |
|--|---|---|--|---|
| | | PHASE 3: Limited On-Site Access | PHASE 2: Moderate On-Site Access | PHASE 1: Greater On-Site Access |
| Major Life-Altering Event | | | | |
| Patients at end of life | Imminent death/High risk of dying (PPS score less than 20%) *no restriction to hours Palliative Patients (death not imminent) | No more than 2 care partners or visitors present at a time 1 consistent care partner | No more than 2 care partners or visitors present at a time 1 care partner at a time | No more than 2 care partners or visitors present at a time 1 care partner or visitor at a time |
| Child Birth | Includes labour/delivery and post-partum | 1 consistent care partner | 1 consistent care partner | See Appendix B for Maternal Child Visiting Restrictions Phased Step Down *no restriction to hours |
| Life Altering Diagnosis | Patients receiving difficult news | Exception Requests only | 1 consistent care partner to receive news and plan for further care | 2 consistent care partners to receive news and plan for further care |
| Critical Care Admission critical/imminent death | | 1 care partner at a time | 2 care partners or visitors at a time | 2 care partners or visitors at a time |

| Vulnerable Patients | | | | |
|---|---|---|---|--|
| Emergency Department Patients (vulnerable) *no restriction to hours | Imminent risk of dying; cognitive or significant mobility difficulties; paediatric patients | 1 consistent care partner | 1 consistent care partner | 1 care partner present at a time |
| Patient under 18 years *no restriction to hours | Includes care by parent and outpatient | 1 care partner | 1 care partner | 2 care partners Please see Appendix B for Quinte 7 specific info. |
| Patient with significant Developmental or Intellectual Disability | | 1 care partner present at a time | 1 care partner present at a time | 1 care partner present at a time |
| Patient with cognitive Impairment or insurmountable language barrier | Examples: severe dementia, brain injury, stroke, significant language barrier and <i>all means of remote communication failed</i> | 1 care partner present at a time | 1 care partner present at a time | 1 care partner present at a time |
| Outpatients and Pre-operative Patients Requiring Caregiver | Escort to appointment if required due to very frail/elderly, patient with cognitive impairment, non-verbal or severely disabled, support to receive news or plan for further care | 1 consistent care partner to accompany patient to outpatient appt | 1 consistent care partner to accompany patient to outpatient appt | 1 consistent care partner to accompany patient to outpatient appt |
| Patients Admitted to BSTU | | 1 care partner for scheduled visits | 1 care partner for scheduled visits | 1 care partner for scheduled visits |
| Long Stay Patients | | | | |
| Long Stay Patients | Rehab, Complex Continuing Care, Alternate Level of Care (ALC), Inpatient Psychiatry | 1 consistent care partner | 1 care partner at a time | 1 care partner present at a time |
| Low Acuity, Short Stay Patients | Medicine, Inpatient Stroke, Inpatient Surgery | No care partner or visitor | 1 consistent care partner | 1 care partner present at a time |
| Transition Support | Coordination of care (e.g. discharge home) | No care partner or visitor | 1 consistent care partner for scheduled discussions | |
| Stable ICU Admission | | No care partner or visitor | 1 consistent care partner | 1 care partner present at a time |
| Emergency Patients | Emergency patients not fitting in life-altering, guarded prognosis or vulnerable categories above | No care partner or visitor | No care partner or visitor | No care partner or visitor |

Care partners and visitors are not permitted to sleep in the hospital and are only allowed in the hospital between 8 am and 8 pm., (exceptions apply to care partners of maternity patients and care partners of patients under age 18). Care partners must keep masks on always and cannot eat or drink in the hospital (exceptions may apply for care partners of paediatric patients and labouring mothers).