

# Family Presence at Horizon



HANDBOOK



RÉSEAU DE SANTÉ

**Horizon**  
HEALTH NETWORK

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*My husband and I both knew that he was losing his war with Parkinson's disease, but it will always be a treasured memory for me that I was able to be with him constantly during his last few days. I was there to hear his last words for me. That is a time that can't be predicted by visiting hours.*



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One of our  
Patient Experience  
Advisors

# Background:

Horizon Health Network sees family and friends as an important part of the patient's healing and emotional wellness. Family or Partners in Care are welcomed as part of the patients' health care team. We do not expect you to perform the duties of staff. Your main role is to provide emotional support and assist your loved one in understanding the treatment options and instructions of the health care team. The staff appreciates having someone as a source of information to support them in the care that they deliver to their patient. Family or Partners in Care play an important role in Horizon's goal of Patient and Family Centred Care.

# General Guidelines for Family/Partners in Care for Inpatient Units:

- Your main role is to provide emotional support for the patient and to assist them in understanding the treatment options and instructions of the medical/health care team.
- Patients need their rest. Our quiet hours begin at 9pm and continue until 7am daily. You may remain at the bedside, however, the use of cell phones and other electronic devices must be put on silent and not used inside the patient rooms. There are other public areas where cell phones can be used while not disturbing patients on the unit. This is very important if you are staying overnight with your loved one.
- Washrooms in the patient rooms are for the use of the patients only. We ask that you use the public washroom on the unit.



# Safety and Privacy

- Please do not visit if you are feeling sick. We will make every effort to be in touch with you if something happens or if there is a change in condition.
- Washing your hands is important to keep your loved one safe. Please wash your hands before entering and exiting the patient room and the patient care unit. Hand sanitizers are located outside patient rooms and outside each nursing unit.
- Space is limited in the patient room. Please keep the floor clear of purses, bags and other personal items. This will help to keep everybody safe.
- The following items are not allowed on Nursing Units for the safety and comfort of the patients and staff members: Matches, lighters, cigarettes, e-cigs, electrical appliances, firearms, knives, personal chairs, cots or other items that may pose a safety risk.
- There may be times when you may be asked to step out of the room if the staff need to talk to another patient in the room about their care or perform a sensitive test or procedure. This protects patient privacy.
- To honour patient privacy, confidentiality and comfort; the taking of pictures or videos is strictly prohibited in all patient care areas, clinics, and treatment rooms.

## If you plan to stay overnight or after quiet hours have begun

- If a family member or partner in care chooses to stay after quiet hours have begun, we ask that they make it known to the nursing staff and receive the proper identification tag.
- Respect others; disruptive behavior or unsafe practices are not tolerated
- Several units have quiet time in the afternoon for the patients. As a family member/partner in care, you are welcome to stay with your loved one. We ask that this rest time is respected for the health of all the patients on the unit.
- Family/Partners in Care are responsible for their own food and drinks. Food on the unit or in the fridge is for patients.

## Children and Pets Visiting

- Children are welcome to visit as long as they are supervised by an adult other than the patient. In critical care areas, the admission of children will be assessed on a case by case basis.
- Personal pets may visit while your loved one is a patient with us. Please make sure you talk to the Nurse Manager or nurse in charge to make the appropriate arrangements before bringing in your pet. We have to be mindful of patients who may have allergies or a fear of your pet.

# General Guidelines for Family/ Partners in Care for Clinic Appointments and Diagnostics:

- Your role is to provide emotional support to the patient and help them understand instructions of the staff during the appointment or test.



- During an appointment, you may be asked to step out of the treatment room for your safety. Once the test or procedure is finished you are welcome to be there to help your loved one understand any instructions or explanations.
  - To honour patient privacy, confidentiality and comfort; the taking of pictures or videos is strictly prohibited in all patient care areas, clinics, and treatment rooms.
- As Family/Partner in Care, you know your loved one best. If you have any questions or think there may be something that your loved one would like to ask, please feel free to make sure you both have the information you need to make an informed decision about treatment options.

- Washing your hands is important to keep everyone safe. Please wash your hands when you go into the room and when you leave the room. Hand sanitizers are located outside treatment rooms.
- The use of cell phones may be allowed in some areas. Please ask before using a cell phone or other electronic device in a treatment area.

Please Note: The staff and Physicians will make every effort to accommodate the wishes of our patients; however, for patient safety and comfort, the ultimate decision will be made by the care team.

Your Feedback is Important to us:

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