



This handout will help you understand how you can best support the patient as a family member/partner-in-care. You are an important member of the patient's care team. We encourage you to tell the healthcare team who you are. Your role as a family member/partner-in-care is decided by the patient and can be changed at any time. The healthcare team may ask the patient how they want you to be involved.

Your role as a family member/partner-in-care may include:

- Participating in the care and the planning of care for the patient
- Supporting the patient physically and/or emotionally
- Asking the patient and the healthcare team what you can do to help
- Being a spokesperson to share information between the healthcare team and other family members and friends.
- Writing down questions the patient wants to ask the healthcare team about his or her care
- Writing down information about the patient that you want to tell the healthcare team

The patient's permission is needed before any healthcare information can be given to you. The role of a family member/partner-in-care is different from the role of the substitute decision maker/Attorney for Personal Care. Talk to a member of the healthcare team if you have questions about this.

Your role in patient safety

- Do not come to see the patient if you don't feel well or if you have a cough, fever, runny nose, sore throat, diarrhea, vomiting or a new rash.
- Clean your hands with the hand sanitizer each time you enter or leave the patient's room.
- You may be asked to leave the patient's room during some procedures and treatments.
- You may be asked to leave the patient's room to protect the privacy and wishes of other patients in the room.
- Visiting children who need supervision must be with an adult at all times. This adult cannot be the patient.
- You may be asked to limit the number of people visiting in the patient's room.
- Do not use any product that has a perfume or scent before you come to the hospital.
- Talk to a member of the healthcare team about what you need to do if you bring in food from home.

Your role in supporting quiet time at the hospital

Quiet times in the hospital are from 10pm until 7am. Rest and sleep are important for our patients. During this time, you will need to enter the hospital through a specific entrance. Ask your healthcare team about this as it is different at each hospital site.

Some patient care areas may have policies in place that limit or do not allow the presence of family members/partners-in-care.

Please talk to a member of the healthcare team if you have questions or if you do not understand any of the information in this handout.