

Patient Experience and Family Presence

Why Can't I Have a Visitor in Ambulatory Care?

At this time, Bluewater Health is allowing a very limited number of approved family/care partners. These restrictions are aligned with provincial emergency directives striving to keep patients, staff and visitors safe.

The COVID-19 situation requires staff to use very narrow criteria to allow a family member to be present and it depends on the unique patient experience.

You might be wondering why some people are allowed a family member/care partner in Ambulatory Care and you are not. We are very sorry we cannot allow your family to support you in the hospital at this time. The staff are making very difficult decisions in this matter.

One care partner may be permitted in specific circumstances:

- Patients who require the support of a care partner due to a disability or significant disease/injury/illness;
- Paediatric patients;
- Patients with a language barrier who require the support of a translator;
- Patients receiving difficult news or undergoing a test or procedure that may not have a positive outcome; and
- Frail elderly patients who require the support of a care partner.

Thank you for your patience during this difficult time. We recognize your experience of care would be better if your support person were able to be with you. Unfortunately, the high risk of COVID transmission in a hospital setting has very dangerous consequences and we are taking extreme measures to track and limit people accessing the hospital at this time.

Porters are available for patients who need assistance getting to Ambulatory Care and back to the entrance to be picked up.