

Frequently Asked Questions – Family and Visitor Policy

My Loved One Is in the Hospital – Can I Visit?

Bluewater Health has a Family Presence and Care Partnerships during COVID-19 policy in effect due to the pandemic. Care Partners are being identified for patients for visiting. **There continues to be no access for casual visitors or caregivers who have not been pre-approved by the care team at our hospitals.**

How Do I Become a Designated Care Partner?

The care team will identify with the patient who their family/care partners are. The care partners must be consistent throughout the hospital stay. The hospital will contact you if you have been named as a designated care partner for your loved one in hospital. We understand there are exceptional circumstances, you can speak to your care team about potential accommodations.

What if I Want to Visit but Am Not an Approved Care Partner?

For those not able to visit in hospital, other options are available. Please let us know if you would like to schedule a virtual visit or patio visit with a loved one in hospital, by completing an online [form](#) on the Bluewater Health website, or call 519-328-9780.

I Have Not Been Notified to Be a Care Partner – What Do I Do?

- Contact the patient’s healthcare team and discuss this with them.
- If you need more information about the Family Presence and Visitor Policy call the Patient Experience Office at 519-464-4436 or email patientexperience@bluewaterhealth.ca.

We recognize the effects isolation can have on patients and their families. We appreciate your patience as we welcome family presence in the hospital in the safest way possible.

What If My Loved One is a Patient in the Intensive Care Unit?

Four Designated Care Partners will be identified by the patient or substitute decision maker in the Intensive Care Unit (ICU), with two visitors per day. If end of life is expected within 48 hours, immediate family will be allowed to visit daily, please contact the care team for more information.

What If My Loved One is an Outpatient with an Appointment or Procedure?

Outpatients in Ambulatory Care, Diagnostic Imaging and Day Surgery who meet the following may have one Designated Care Partner, per appointment visit.

What if My Loved One is Visiting the Emergency Department?

Those visiting the Emergency Department may have one Designated Care Partner. We understand there are exceptional circumstances, you can speak to your care team about potential accommodations.