

# Frequently Asked Questions – Family and Visitor Policy

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

Bluewater Health currently has a Restricted Family Presence and Visitor Policy in effect during the pandemic. Family/Care Partners are being identified for visiting. This will vary by unit. **There continues to be no access for visitors or caregivers who have not been pre-approved by the care team at our hospitals or the general public.**

## How Do I Become a Designated Care Partner?

The care team will identify with the patient who the family/care partner is. This care partner must be consistent throughout the entire stay. The hospital will contact you if you have been named as a designated care partner for your loved one.

Exceptions are made in certain circumstances such as a patient at end of life. If your loved one is dying please speak to their care team.

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

Due to COVID-19, Bluewater Health has restrictions in place limiting family support and visiting in the hospital – but that doesn't mean you can't 'connect' with a friend or loved one. Please let us know if you would like to schedule a virtual visit with a loved one in hospital, by completing an online [form](#) on the Bluewater Health website.

## 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 or still have a concern about the Restricted Family Presence and Visitor Policy call the Patient Experience Office at 519-464-4436 or email [patientexperience@bluewaterhealth.ca](mailto:patientexperience@bluewaterhealth.ca).

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