

What to Expect at Your Hospital Visit

Bluewater Health is gradually re-establishing services and programs at the hospital to meet the community's healthcare needs and protect the health and safety of patients and staff. Several changes have been made at the hospital in response to the COVID-19 pandemic, and procedures may be different from your last visit.

You will see physical changes to protect the health of patients and staff, such as how people move through and wait in the hospital physically distanced, as well as increased cleaning. All hospital staff are wearing masks unless alone in a room with the door closed or in a designated eating area, appropriately distanced.

Mandatory Mask Use

If you did not bring a mask with you, you will be provided one on entering the hospital. Please wear it for the entire time you are in the hospital unless directed by a healthcare professional.

Moving through the Hospital

Please follow marked routes on the floor and visit only the areas needed for your appointment/procedure. Please ensure there are no more than four people per elevator.

STOP: Clean Your Hands

Your safety is important! Patients expect safe, high-quality care, and we have many programs to keep you safe. You have a role too. Wash your hands: One of the simplest ways to stay free of infection is to wash your hands frequently using soap and water or hand sanitizer. Clean your hands when:

- You enter or exit the hospital
- Your hands are visibly dirty
- Before you eat or drink
- After you use the washroom
- After you cough, sneeze or blow your nose
- After you handle garbage

Alcohol-based hand sanitizer is available throughout the hospital, with instructions for proper hand hygiene.

Waiting Room Capacity

The capacity in waiting rooms has been adjusted to allow for physical distancing. This may mean you will wait in another designated area until you are called or there is capacity in the waiting room for your clinic.

Enhanced Cleaning Underway

Please be patient as cleaning is undertaken between patient appointments and procedures. The extra time spent is for everyone's safety. For infection control, please take this handout with you or dispose in a recycle/garbage receptacle.