

Information for Care Partners at St. Mary's

St. Mary's General Hospital recognizes the importance of Care Partners to enhance patient care and patient experience. Please read this information carefully to understand how you can actively support your loved ones care and help keep yourself, our patients and staff safe during your visit.

Care Partners support patients who are:

- Admitted to an inpatient floor or unit at St. Mary's.
- Treated in the Emergency Room.
- Accompanying a patient to an appointment, surgery or outpatient procedure.

A Care Partner's role may include:

- Support a patient's physical care, mental and emotional well-being.
- Provide assistance with meals, mobility or personal care.
- Provide communication assistance with hearing, visual, speech, cognitive, intellectual or memory impairment.
- Assist persons with disabilities.
- Support decision making.
- Support discharge and discharge planning after an inpatient stay or following a medical or surgical procedure.

Expectations for Care Partners at St. Mary's:

- Enter through the main entrance between 6:00 a.m. and 6:30 p.m. Monday-Friday. Before 6:00 a.m. or after 6:30 p.m. or on weekends, Care Partners should enter St. Mary's through the Emergency Department.
- Identify yourself and the patient you are here to see, and provide your name and contact information to screening staff.
- Wear the mask and Care Partner name tag they are given at the door at all times.
- Sanitize hands often, including when entering and exiting the hospital and a patient's room.
- When using elevators, wear the mask and respect the maximum of six people in the elevator at a time.
- Proceed directly to the patient room; or proceed directly to the department for the outpatient appointment.
- Do not leave the patient's room for cigarette breaks.
- Use the public restroom on the patient's floor only or the public restroom in outpatient areas.
- Subway or Tim Hortons inside St. Mary's are available for quick pick up and Care Partners should proceed directly back to their role with patients. Use of cafeteria seating is discouraged.
- Understand that a patient can receive visits from two Care Partners each day but only one Care Partner can be present at a time. Care Partner exchanges must be made outside the hospital.
- Care Partner presence, duration and involvement may be re-evaluated by the clinical team in an effort to support patients and ensure everyone's safety.

Please visit www.smgh.ca for the full care partner guidelines.

Contact Us

For questions about our Care Partner policy, please ask a member of the care team or contact Patient Experience at 519-749-6578, ext. 6867 or patientrelations@smgh.ca.