

## Supporting patients with appointments at the hospital

Usually, we ask that only the person with the appointment come to the hospital. However, we know that children and some people need help to attend and take part in medical and rehabilitation appointments.

These are the rules for those people supporting patients at appointments:

- Patients can have 1 person attend with them only if they need physical, emotional, and/or thinking (cognitive) support from a caregiver.
- Patients who are children can have 1 adult attend with them.
- The support person must follow all the rules for entry to the hospital.

If a support person is not vaccinated, we could allow them to attend with the patient (see Exceptions).

It is best to talk about any exceptions with the patient's care team or when booking the appointment.

## Complaints

If you feel we have not treated you fairly in this process, you are welcome to contact our Patient Care Quality Office and ask us to review your situation.

### Patient Care Quality Office

Phone: 1-877-880-8823

Email: [pcqoffice@fraserhealth.ca](mailto:pcqoffice@fraserhealth.ca)

Mail: 11762 Laity Street 4th floor  
Maple Ridge, BC  
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# COVID-19

## Visiting in the Hospital

[www.fraserhealth.ca](http://www.fraserhealth.ca)

This information does not replace the advice given to you by your health care provider.

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To order, visit [patienteduc.fraserhealth.ca](http://patienteduc.fraserhealth.ca)

Visitors are a very important part of health care. Your knowledge of the person in our care makes a difference. The comfort and support you offer makes a difference.

For reasons of public health and our patients' safety, there are rules and activities that everyone must follow while in the hospital.

### For entry to the hospital

You must be fully vaccinated (see Exceptions).

**You must show staff these 2 items each time you enter:**

1. proof of COVID-19 vaccination
2. valid government photo identification

You must be screened for signs of COVID-19 illness each time you enter.

### While in the hospital

You must wear a medical mask at all times while in the hospital.

You must do these things to protect yourself and others:

- Clean your hands often.
- Cover your coughs and sneezes.
- Try to stay at least 2 metres (6 feet) away from others.

### For visiting in most areas

Patients can have only 2 visitors at any one time.

If a patient shares a room, we might ask you to limit the number of people in a room at one time.

### For visiting patients in Critical Care, Emergency, or COVID-19 Care Areas

Patients in these areas are very sick. They might also be affected by COVID-19. Because of this, we have specific rules for these areas:

- Patients can have only 1 visitor at any one time.
- We might ask you to wear added protective equipment if the patient needs help to breathe.
- We might suggest that you have virtual visit instead of in-person.

### For visiting patients at the end of life

End of life is a sad and difficult time. We make every effort to make sure patients are not alone at the end of their life.

We could allow visitors who are COVID-19 positive. If we do, these are the rules:

- Patients can have no more than 2 visitors who are COVID-19 positive at one time.
- Visitors who are COVID-19 positive must follow directions of our staff and these rules:
  - Wear a medical mask at all times.
  - Clean their hands when entering and leaving both the hospital and the patient's room.
  - Wait at the hospital entrance for staff to escort them to the patient's room.
  - Remain in the patient's room until the end of the visit.
  - Wait in the patient's room for staff to escort them out of the hospital.

**Exceptions** - We could allow visitors who are not vaccinated in these situations:

- Visitors with proof of an approved medical exemption
- Visits related to the care of a child or a person giving birth
- Visits to patients in Emergency or Critical Care
- Visits to patients at the end of life
- Visitor is a young child too young for the COVID-19 vaccine
- Visits are essential to a patient's physical and mental wellness
- Visits to support patients deciding about essential medical care