



## Limits to visitation

We always try to have patients and families visit when it works best for them. But sometimes visits need to be limited. Reasons for this include:

- the patient's wishes
- the patient's health needs
- privacy issues
- safety concerns
- an illness or contagious disease
- legal reasons

Visits and family presence will only be limited after the healthcare team looks carefully at the situation and tries to find other solutions.

Speak with the charge nurse or manager if you have any concerns about visits being limited. They'll work closely with you and your family to help you understand the reasons for limiting visits, and help to find a solution that everyone agrees on.

## Questions? Contact us.

If you have a concern that has not been resolved, you can contact the Patient Relations Department directly.

If you have brought your concern to Patient Relations and it has still not been resolved, you may be able to access the AHS Visitor Management Appeal Panel.

Patient Relations will coordinate your appeal, and the panel will work with everyone involved to find a solution.

For more information on resolving concerns or the Visitor Management Appeal Panel, contact the **Patient Relations Department**:

➤ **Phone:** 1-855-550-2555

➤ **Email:** [patientfeedback@ahs.ca](mailto:patientfeedback@ahs.ca)



# Visitation and Family Presence





## What is family presence?

Patients and their families are welcomed as full partners in care. They're essential members of the care team.

Having family with the patient, working as partners in care—"family presence"—means better communication, a better care experience, and stronger relationships between patients, families, and healthcare providers.

Anyone visiting a loved one in a healthcare facility will be welcomed by staff and treated with respect and dignity.

We also aim to create a respectful and supportive workplace for staff, so they can deliver safe, quality care.



## How to partner with your healthcare team

Alberta Health Services is committed to a culture of Patient and Family Centred Care. We welcome family presence in all acute care settings.

Patient and family centred care includes respect, dignity, information sharing, participation, and collaboration.

Here are some tips on how to partner with your healthcare team:

- Learn the names of your healthcare providers and understand their role in your care.
- Tell your healthcare team what's important to you and your family. Tell them how you and your family want to be involved in the care plan and in making decisions.
- Share important information about your medical history with your healthcare team.
- Ask questions and make sure you understand everything you're told.
- Write down information. Ask staff to explain things in words you understand.
- Speak up. Let us know if you have any concerns or if something changes during your stay.