

Benefits

Patient and family participation in care means better experiences for patients and families – and better overall health outcomes.*

This includes:

- Better coordination of care
- Fewer falls
- Fewer readmissions
- Fewer medication errors

Limitations

Staff may limit family or guests in situations where patient care or safety is impacted.

Examples of limitations include:

- There is an outbreak or crisis
- Family or guests are noisy or disturbing other patients
- Family or guests refuse to follow safety protocols

**Thank you for being a
partner in care!**

* <http://www.cfhi-fcass.ca/WhatWeDo/better-together/pledge>

Questions?

Patients and families who have questions or concerns can speak with a nurse or staff member.

**OPEN
FAMILY
PRESENCE**

we are **BETTER
TOGETHER**



*Families are more than visitors
– they are partners in care.*



What does Open Family Presence mean?

It means that a patient can choose a family member or loved one to be present while they are in hospital or long-term care.

There are no longer “visiting hours” or time limits. Families are welcome 24 hours a day according to patient preference.

“Family” is defined by the patient.

“When my father was in hospital, I was with him in the mornings and evenings. In the afternoons he wanted time to rest. He was in a shared room so we asked relatives and friends to visit in small groups, when he was up for it. We also asked them to avoid visiting when he was receiving personal care or treatment.” – Family, RQHR

Partners in Care

In order for Open Family Presence to be successful, patients, families and staff need to work together to create a safe, quiet environment for everyone.

We encourage patients and families to tell their guests if and when is a good time to visit. Staff can help communicate this message if needed.



Everyone Plays a Role

- Keep voices low (quiet)
- Turn cell phones/devices to vibrate
- Give patients privacy – step out of the room or close curtains during personal care or private conversations
- Follow patient safety and security protocols. You may be asked to:
 - Use hand sanitizer when you enter or leave the patient’s room
 - Wear a mask and gown
- The number of people welcomed at the bedside at any one time will be determined with the patient, family and staff
 - Large groups may be asked to split up or use lounge areas
- In shared rooms, be respectful of other patients and families’ needs and privacy