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Patient Information – “Support” and “Visiting” on the Maternity Units Rockyview Hospital (June 2017)

Following a survey of patients and staff/physicians at the Rockyview hospital we are trialing new “support” and “visiting” guidelines.

Please note that the visiting guidelines may be subject to change based on patient and Unit circumstances.

“Support” and “Visiting” Guidelines:

- Designated “Support” people (identified by a green wrist band) may stay with the patient 24/7.
- **Antepartum:** General “visiting” is between the hours of 11 am to 9 pm. Only 2 people (in addition to the one “support” person) at the bedside at one time.
- **Labour and Delivery:** 2 visitors are permitted in the room at any one time.
- **Postpartum:**
 - Grandparents and children of the mother/father/partner may visit for short periods of time between the hours of 8 am to 9 pm.
 - Overnight stays for one “support” person may occur in private and designated semi-private rooms.
 - “Visiting” for other family members/friends can occur between the hours of 3 pm to 9 pm. Children are permitted.
 - Only 2 people (in addition to the one “support” person) can be at the bedside at one time. Larger groups can be accommodated in the patient lounge.

As you make your decisions about your “support” people/ visitors, consider:

- Who are the best people to provide you with “support”
- How you would like them to provide this support.
- Whether you would like other “visitors”.

Please turn page over for more information

We also encourage you to consider the following:

- Your hospital stay will be short and it is a time for you to start recovering from your labour and delivery as well as learn how to feed and care for your baby. If both you and your roommate have numerous visitors it will decrease the amount of time that you will have to rest.
- It is important to protect your new baby from coming in contact with others who might be ill or have been in contact with communicable diseases. For this reason you may choose to limit the number of people who you ask to come visit you.
- The majority of the rooms on the postpartum unit do not have a lot of space and are semi-private (meaning 2 patients and at least 2 babies in the room).
- If a “support” person plans to stay overnight there are no sleeping/shower facilities. The “support” person will be provided with a chair at your bedside.
- Some semi-private rooms will be designated for patients whose “support” persons will be staying overnight. If you choose to stay in one of these rooms it means that both you and your roommate will have someone staying with you.
- Once you are assigned to a room you will not be moved.
- If you don’t want “visitors” it is your responsibility to let your family and friends know this so they don’t show up at the hospital.
- Everyone needs to be mindful and sensitive to the needs of other patients and families by keeping noise and disturbances to a minimum. Disruptive behaviour or unsafe practices are not accepted and people who are acting this way may be asked to leave.



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Information for Support People/ Grandparents and Visitors

Maternity Units Rockyview Hospital (June 2017)

Following a survey of patients and staff/physicians at the Rockyview hospital we are trialing new “support” and “visiting” guidelines.

Our goal is to provide a safe and supportive environment for all our patients. Please be sensitive to the needs of all patients and families by keeping noise and disturbances to a minimum.

Newly delivered mothers need time to rest and learn how to care for, and feed their baby. The time in hospital is very short and visiting at home is more relaxing.

Disruptive behaviour or unsafe practices will not be accepted. Should behaviour become disruptive to any patient, family, staff or other visitor, or interfere with general comfort, care, care planning, or decision making of any patient, that person may be asked to leave Rockyview hospital by the care team and/or Protective Services.

Please note that the visiting guidelines may be subject to change based on patient and Unit circumstances.

Do not visit if:

- You are feeling ill or having any of the following symptoms: cough, runny nose, sore throat, fever, rash, diarrhea, nausea, are vomiting.
- You have a communicable disease or symptoms of a communicable disease or have been exposed to a communicable disease for which you have no immunity.

Please turn page over for more information

When visiting:

- You must clean your hands both before and after visiting, after using the washroom, and before and after eating. Hand hygiene includes washing with soap and water or applying alcohol based hand rub (e.g. Microsan) which is available in the containers on the wall.
- Public washroom are available off the unit and by the main elevators.
- Carefully follow all instructions and restrictions if the patient is in isolation.

“Support” and “Visiting” Guidelines:

- Designated “Support” people (identified by a green wrist band) may stay with the patient 24/7.
- **Antepartum:** General “visiting” is between the hours of 11 am to 9 pm. Only 2 people (in addition to the one “support” person) at the bedside at one time.
- **Labour and Delivery:** There is no “visiting”. Two Support people, in the labour room, at any one time.
- **Postpartum:**
 - Grandparents and children of the mother/father/partner may visit for short periods of time between the hours of 8 am to 9 pm.
 - “Visiting” for other family members/friends can occur between the hours of 3 pm to 9 pm.
 - Only 2 people (in addition to the one “support” person) at the bedside at one time. Larger groups may visit in patient lounge.

“Support” People

Please keep your green ID band on at all times

If you plan to stay overnight on the postpartum unit you:

- Can rest/sleep in the chair beside the patient’s bed. Please do not sleep on any patient beds or on the floor.
- Can access the public bathrooms down by the elevators
- Will need to shower and bathe at home.
- Need to remain fully clothed at all times.
- Are responsible for buying and accessing your own food and supplies from the cafeteria/Good Earth etc.
- Need to know that there can be many interruptions during the night when the nursing staff attend to the mother and the baby (and the roommate and her baby if you are in a semi-private room).
- Need to be mindful and sensitive to the needs of other patients and families by keeping noise and disturbances to a minimum. Disruptive behaviour or unsafe practices are not accepted and you may be asked to leave.