



VISITOR INFORMATION

Designated Care Partners

MICs Group of Health Services



To ensure the safety of our patients, staff and physicians and in compliance with the Ministry of Health, visitation at the MICs Group of Health Services is operating with additional precautions in place. Effective June 29, 2021, only Designated Care Partners are permitted visitation within the hospital. By entering our hospital as a Designated Care Partner, you are agreeing to follow the guidelines listed and service as a partner for the safest possible hospital experience.

What is a Designated Care Partner (DCP)?

DCPs are more than visitors, they are crucial members of the care team, providing essential physical, emotional, social and spiritual support. These individuals are defined as a family member and/or person of significance in the life of the patient. All DCPs are identified by either the patient or Substitute Decision Maker (SDM).

Emergency Department, Diagnostic Imaging and Telehealth

One Designated Care Partner will be permitted in the following circumstances:

- Patients with communication, physical or cognitive impairments
- Patients experiencing mental health crisis
- Patients 75 years of age and older
- Patients requiring a care partner to be involved with significant care decisions, disclosure of potentially traumatic test results/prognosis, and/or
- Patients under 18 years of age

Inpatient and Alternate Level of Care (ALC/CCC)

Two Designated Care Partners will be selected by the patient and/or SDM. Only one DCP will be permitted to visit the patient at a time, but both can visit daily. Visiting is permitted only between the hours of 11:00 AM and 6:00 PM. ALC/CCC designated care partners must show proof of negative COVID-19 swab on a weekly basis or proof of being fully vaccinated (2 doses of a 2 dose COVID-19 vaccine and second dose was given at least 14 days ago).

Patients at End of Life

Two Designated Care Partners are permitted and where there is opportunity for physical distancing, both may visit at the same time.

At no time are more than two visitors allowed at bedside at the same time. Additional visitors may be considered, weighing the health and safety of all. Additional visits must be approved and scheduled in advance by contacting the manager of the unit.

COVID-19 Probable or Positive Patients

For safety reasons, no in-person visitation is permitted.

The unit will attempt to accommodate virtual visitation in addition to the use of the phone located in patient rooms. Exceptions for end of life and exceptional circumstances will be considered.

We understand the burden that this places on patient and their families and appreciate your patience and understanding as we continue to provide quality patient care during these unprecedented times.



VISITOR INFORMATION



What do I need to know?

MICs Group of Health Services

The safety of our patients, staff and physicians remains our top priority. Here's some additional information you need to know to keep everyone safe during and after your visit:

WHEN YOU ARRIVE AT THE MAIN ENTRANCE

- Masks are required for the duration of your visit.
- Please sanitize your hands using the stations located at the main entrance.
- Proceed to the screening window; our screeners will complete the COVID-19 screening prior to entry to the building.
- We ask that all Designated Care Partners practice physical distancing for the duration of their stay.

Designated Care Partners who are visiting Alternate Level of Care (ALC) patients will be required to show proof of a negative COVID-19 test within seven (7) days of their visit to the screeners or proof of being fully vaccinated (2 doses of a 2 dose COVID-19 vaccine and second dose was given at least 14 days ago).

*Please note that only Designated Care Partners will be permitted visitation. General visitation is not permitted.

DURING YOUR VISIT

- When arriving on the clinical unit, please check in with the nursing station and proceed directly to the patient's room.
- Please remain in the patient's room for the duration of your visit. Visitors will not be permitted in common areas, waiting rooms, cafeteria or washrooms for the duration of their visit.
- Follow the direction of MICs staff and physicians for the duration of your visit.

AFTER YOUR VISIT

- Notify nursing staff that you are leaving.
- Please proceed directly to the Main Entrance after your visit. Visitors are asked to limit movement within the hospital as much as possible.
- Practice physical distancing while in elevators, hallways and other common areas.
- Please wash your hands before leaving the hospital using the sanitization station located in the main entrance.

QUESTIONS?

Contact the AGH Ward Clerk at extension 3306; BMH Reception at extension 1000; LMH Ward Clerk at extension 2212

We are asking all Designated Care Partners to:



**Respect Physical
Distancing**



**Wash your
hands often**



**Wear a mask while
in the hospital**



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Frequently Asked Questions

MICs Group of Health Services



What is the difference between a Visitor and a Designated Care Partner?

Visitors have an important social role but don't participate as an active partner in the care of the patient. Designated Care Partners provide physical, psychological and emotional support, as deemed by the patient. Designated Care Partners can include family members, close friends or other caregivers and are identified by the patient or their substitute decision maker.

Why is there a limit on visitors at the MICs Group of Health Services?

The safety of our patients, staff and physicians remains our top priority. The decision to limit visitors within the hospital has been made in compliance with Ministry of Health guidelines and with an abundance of caution.

Am I required to wear a mask in the hospital?

Yes, to ensure the protection of all patients, staff and physicians, and in compliance with the provincial mandatory masking order, everyone is required to wear a mask while in hospital. This includes all outpatients, Designated Care Partners and others.

How can I become a Designated Care Partner for my loved one?

Upon admission to hospital, patients (or their Substitute Decision Maker) identify the names of their Designated Care Partners. One to two Designated Care Partners will be assigned, contacted and permitted to visit for the duration of the patient's stay.

Aside from the Designated Care Partners, are there exceptions for additional visitors to the hospital?

Exceptions may be made for patients at end-of-life as requested by the patient and/or their Substitute Decision Maker. These requests would be considered weighing the health and safety of all and would be scheduled in advance.

Can a patient change who the two Designated Care Partners are?

No. Designated Care Partners cannot be changed once selected. In the event of extenuating circumstances, including a Designated Care Partner being required to self-isolate due to COVID-19, a request to change Designated Care Partners may be submitted.

Can I come to the hospital to visit my family/friend without being an approved Designated Care Partner?

No, only Designated Care Partners are permitted for visitation. All Designated Care Partners are identified by the patient and/or Substitute Decision Maker. We highly encourage individuals to reach out to the patient or Substitute Decision Maker directly.

How can I contact my loved one if I'm not a Designated Care Partner?

1. Connect by phone – Each patient room is equipped with a landline. Individuals can contact the switchboard: Anson General Hospital – 705-258-3911; Bingham Memorial Hospital – 705-273-2424; Lady Minto Hospital – 705-272-7200
2. Connect virtually – Patients can utilize personal devices to stay connected with their loved ones through FaceTime, Skype, Texting or Calling. Wi-Fi is available for patients to use.