

## CARE PARTNERS PROGRAM

While it is hard to have a family member who is sick or hurt, patients in the hospital feel better when family or friends help care for them. Patients can now choose one or two people for a special program called Care Partners. These adults are more than visitors; they are an active part of the healthcare team.

### HOW DOES CARE PARTNERS WORK?

- The patient signs a form naming you as a Care Partner.
- You will get an **orange ID band**. Please wear this on your arm at all time so hospital staff will know you are part of the team.
  - Care Partners for Infants, Children and OB/GYN patients wear a **green ID Band**.
- You will get a **security code** so you can get information about your patient when you call. Please do not share the code. Other members of the healthcare team will communicate with you and ask you to share information about the patient with other friends and family.

### WHAT CAN I DO TO HELP WITH CARE?

- As part of the healthcare team, we want you to ask questions, write down the answers and tell us your concerns or fears about the patient's health.
- You may be with the patient as often as you wish. After 9 p.m., you can only get into the hospital from the Emergency Department. You must show your ID band and sign the log book.
- Our staff wants to partner with you, so please let us know what you can or want to do to help care for the patient. Please tell our staff members if you can (or want to learn how to) do these tasks:

- |   |   |
|---|---|
| <input type="checkbox"/> Bathe in the bed                         | <input type="checkbox"/> Bathe in the shower        |
| <input type="checkbox"/> Help up to the toilet or bedside commode | <input type="checkbox"/> Help onto the bedpan       |
| <input type="checkbox"/> Walk in the hallways                     | <input type="checkbox"/> Turn in the bed            |
| <input type="checkbox"/> Dress and groom                          | <input type="checkbox"/> Feed and fill out the menu |
| <input type="checkbox"/> Use the phone                            | <input type="checkbox"/> Other:                     |

If you have any **questions**, please check the Patient and Family Handbook or call Patient and Guest Services (4-1122 or have the operator page PIC 9229 after 7 p.m.) for any cultural, communication or comfort needs. If you would like to better understand an illness, treatments or medicines, please call the UVA Health Resource Center at 924-5000.

### HOW TO PARTNER WITH THE HEALTHCARE TEAM

- All staff members wear **name tags** and will tell you who they are and what they are doing.
- We are here to take care of the patient. We give care all night, so there will be noise, movement and light throughout the night. Doctors come into the room by about 6 a.m.
- Staff members may ask you to leave the room when they give care or if the patient or their roommate needs quiet.
- Space in patient rooms is very limited, and staff members must get to all sides of the bed. At most, only one person may be at the bedside after 9 p.m.

- Please tell the patient’s nurse when you **arrive or leave**.
- Please **wash your hands** before and after spending time with the patient. If you are sick, please do not come to the hospital to help keep germs from spreading.
- **Tell us right away** if you see that the patient looks sick or is having any problems.
- State law describes who can make medical decisions for the patient. If you are not the “legal surrogate,” please let us know who is.

**THINGS TO REMEMBER**

- **Take care of yourself.** Plan breaks into your day. If you need any medicines or supplies, please ask your doctor or family.
- The **Cafeteria** is open 24 hours a day on the first floor near the West elevators.
- The **Chapel** is open 24 hours a day on the first floor across from the East elevators. The hospital operator can page the Chaplain on call if you need pastoral care.
- If you are parked in the hospital garage, ask for a pink parking exit card at the front desk in the main lobby to park for free.

**FOR EVERYONE’S HEALTH, SAFETY AND COMFORT WE ASK YOU TO FOLLOW THESE GUIDELINES:**

- **Smoking and cell phone use:** Smoking and cell phones are allowed only in designated areas. Cell phones should be placed on vibrate and answered away from the patient care area.
- Keep your **personal belongings** (purse, glasses, coat, etc.) with you.
- **Telephones:** For calls inside the hospital, dial only the last five numbers. For outside calls, dial “9” and then the full phone number. For long distance numbers, please use a phone card or call collect. Phones in patient rooms will be turned off at 9 p.m., and calls will be routed to the main nursing station.
- **Restrooms:** Only patients may use the bathroom in the patient room. All visitors must use the public bathrooms in the main hall on each floor near the elevators.
- **Showers:** You may shower at our Hospitality House from 10 a.m.-2 p.m. The Hospitality House has towels and supplies for your use. Please ask a member of our staff to arrange a visit and a shuttle ride.
- **Young visitors:** Before coming to a patient room, children younger than 12 years old must go to the Patient and Guest Services desk in the front lobby.
- **Privacy:** Please respect the privacy of all other patients and visitors and follow general hospital rules.

Thank you for being part of the Care Partners program. We are glad that you are here as part of the healthcare team.

**CONTACT INFORMATION:**

Nursing unit \_\_\_\_\_ Nursing unit manager \_\_\_\_\_

Unit Telephone No. \_\_\_\_\_

Patient room number \_\_\_\_\_ Patient room telephone number \_\_\_\_\_

Patient security code \_\_\_\_\_