

Emergency: If you talk with the patient's nurse or doctor and are still concerned, you can call 4-2222 and ask for the Emergency Response Team.

Intensive Care Units: Our first priority is to stabilize and focus on the patient's unique needs. We will involve others as much as possible. We may ask you to leave the room during a sterile procedure, complex care or emergency.

For information about the hospital or community services please ask for a copy of "**Friends and Family Guide**" or call 434-924-1122 (41122 from a hospital phone).

Notes:

Care Partner

#1: _____

Care Partner

#2: _____

Patient Security Code:

(To protect patient privacy,
please do not share)

Nursing Unit/Phone Number:

Patient Room Number:

Patient Room Phone Number:

UVA Care Partners Program

We value patient safety,
satisfaction and involvement.

We are proud to offer our
Care Partner Program.

CARE PARTNERS PROGRAM

During admission we ask all patients (or legal surrogate) if they would like 1 or 2 adult Care Partners (family or friends) to be an active part of the health care team.

FOR CARE PARTNERS

- Please wear your Care Partner **identification (ID Band)** at all times (orange band for adults, green for pediatrics).
- You will be given a **security code** so you can get information and updates when you call. Please do not share the code. We count on you to share information about the patient with others.
- As a Care Partner, you may **be with the patient** as often or as long as you wish. After 9pm you must enter the hospital through the Emergency department. You must show your ID band and sign the log book.
- Only a **legal** decision-maker or surrogate (as described by state law) can make medical decisions on behalf of the patient if he/she is unable (including signing consent forms).

WHAT CAN CARE PARTNERS DO TO HELP?

- Keep germs from spreading — **wash your hands** and ask health care providers to wash their hands before and after spending time with the patient. If you are sick, please do not come to the hospital.
- Please ask the patient's nurse if you want to learn how to help with any **daily patient care tasks**.
- Ask questions, write down the answers and share any concerns or fears. **Tell the nurse right away** if patient looks sick or is having any problems.
- Work with us to manage **calls and visits** from family and friends. We want to protect patient privacy and reduce the number of phone calls that pull nurses from care.
- Be sure there are only two people at the bedside at a time so the **patient can rest**. Staff must get to all sides of the bed at all times. We can help find places for friends and family to wait. All visitors must wear a visitor pass.

- **Take care of yourself.** Plan breaks into your day. If you need personal medicines or supplies, please ask your doctor or family.

AT THE BEDSIDE

Restrooms: Only patients may use the bathroom in the patient room. Everyone else must use the public restrooms near the elevators.

Signs: Please read and follow signs about care being given. We are happy to explain what is happening or answer any questions.

Semi-private rooms: Please be sensitive to a roommate's need for privacy and rest.

Showers: You may shower at our Hospitality House from 10am-2pm. Pediatric patient families can use Ronald McDonald House facilities from 9am-8pm. Both require a referral from the unit and have towels and supplies. You must show a photo ID.

After 9pm: There is limited space at the bedside. In some cases, one person can stay overnight. Staff must get to all sides of the bed at all times. Our nurse or social worker can help you with finding lodging.
