

Visiting Hours

Information for Patients

Visiting hours
6am – 9pm
every day



Canberra Health
Services

health.act.gov.au

Visiting Hours – Information for Patients

After hours visiting (9pm to 6am):

Sometimes visitors may be allowed to visit after visiting hours. To do this, we must be able to easily tell who they are. This helps us keep the hospital safe for all patients, families, and staff.

Examples of visitors who may visit after visiting hours include:

- family of patients who are very unwell or dying
- family visitors who cannot visit during normal visiting hours
- family member/caregiver of a child who is a patient
- partner/family member of someone giving birth.

Speak to the nurse/midwife in charge if you would like a visitor to come after visiting hours.

Visitor restrictions

There may be times we need to stop someone from visiting, or make sure they only come at certain times. If this happens, we will explain the reasons to you and your family/carers.

We value your feedback

If you have a suggestion, talk to one of our staff or fill in a consumer feedback “Listening and Learning” form.

Accessibility

If you have difficulty reading a standard printed document and would like an alternative format, please phone 13 22 81.



If English is not your first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.

For further accessibility information, visit:
www.health.act.gov.au/accessibility



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Visitors

A visitor is any person you would like to see or have with you during your stay in hospital.

At any time during your stay, you have the right to choose who can visit you.

This includes your spouse, domestic partner (including same-sex partner), other family members or friends.



Please note: During a pandemic, visiting times and limits might apply. For more information, go to health.act.gov.au

Things we need you to do

- Tell the nurse/midwife who you would like to visit, and who you would not like to visit. You can also ask a family member to tell your nurse/midwife for you.
- If you would like some time to rest, pray, or just be by yourself, you can ask your nurse/midwife to not allow visitors for that time.
- Your nurse/midwife will make sure you don't have too many visitors at one time. Usually up to two visitors are allowed at one time. You may be able to have more visitors if you are well enough and other patients aren't disturbed.
- If you are in a shared room, you and your visitors need to respect the privacy of other patients and keep noise low.
- Mobile phones should be put on silent. This helps patients who are trying to sleep. If you need to take a call and can leave your room, please take the call away from patient bed areas.



Privacy for all patients

We respect your right to privacy and confidentiality.

Before any of the staff talk to you about your condition, and before any medical procedures are done, they will ask if you would like your visitors to leave the room.

You can also ask that visitors of other patients in the room leave while you are talking with staff about your condition.

If you are well enough, you can spend time with your visitors in other areas of the hospital including:

- the family lounge on your ward
- the coffee shop/café
- George Gregan children's play area
- the chapel
- the Wamburrang room for Aboriginal and Torres Strait Islander people
- the Veterans' Lounge
- any outside space.

While you are a patient, you should only leave the Canberra Hospital grounds if you are well enough. Talk about this with your nurse before making any plans.

We know that spending time with family and friends can help your recovery. We will support you and arrange, where possible, for you to be with family and loved ones.