

Canberra Hospital visiting hours

Information for visitors

Visiting hours
6am – 9pm
every day



Canberra Health Services

health.act.gov.au

The CARE for Patient Safety program

The CARE for Patient Safety program is a way to call for immediate help when you are worried about a patient's medical condition while they are in hospital.

- **Step 1:** If you are worried the patient's medical condition is getting worse, talk with the nurse/midwife or doctor caring for the patient.
- **Step 2:** If you are still worried, ask to talk with the nurse/midwife in charge of the shift.
- **Step 3:** If you are still worried, phone (02) 5124 3337. You can ask staff for a phone to make this call. The CARE for Patient Safety nurse will talk with you and discuss your concerns.

Visiting after hours

When someone is very unwell, or when you cannot make it to the hospital during visiting hours, you may be allowed to visit after hours. Only approved visitors are allowed between 9pm and 6am. If you would like to visit during these times, please speak with the nurse/midwife caring for the person you are visiting. Once you have approval to visit, you will need to come to the Emergency Department and see staff at the security office. You will need to have identification so security staff can easily see who you are. This helps us keep the hospital safe for all patients, families, and staff.

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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About visitors

Visitors play an important part in helping patients feel comfortable and recover. A visitor is any person the patient wants to see during their stay in hospital.

A family is a group of people with an ongoing legal, biological and/or emotional relationship. It is important that a patient can choose to have their family or other support people involved in their care. With family support, patients can recover faster and feel less anxiety and stress during their stay.

Good communication between patients, families and staff is very important. Please tell the nurse/midwife caring for the person you are visiting if there is something you think we should know.

Confidentiality and privacy

- We do our best to protect the privacy and confidentiality of our patients. This means we cannot give you information about the patient unless we have their permission.
- So that we can keep the patient's privacy, there may be times when we ask you to leave the room.

Things we need you to do

- **Before visiting**, please check with the ward reception or the nurse/midwife before visiting a patient. Some wards have set rest times which are important for the recovery of patients. If you visit during a rest time, we may ask that you come back later. There may be times we ask you to leave the room so that we can give the patient the care they need.

- **At all times during your visit** please treat all staff, volunteers, patients and visitors with respect and courtesy.
- **Young children** must always be cared for by a responsible adult. Staff cannot care for children who are not patients.
- **Don't bring in germs and don't take them home.** Please use the antibacterial hand rub when you get to the hospital and as you leave. You can also use this whenever you feel you may have touched germs. There are hand cleaning stations at all main entrances to the hospital. You will also find pump bottles around the hospital, on wards and at the end of hospital beds. There are posters around the hospital that show you how to safely use hand rub. You can remind staff to use the hand rub if you haven't seen them use the rub or wash their hands. Please do not visit if you have a cold, flu or gastro symptoms. Please wait until your symptoms have been gone for 48 hours before visiting.
- **Smoking** is not allowed anywhere on Canberra Hospital grounds. You may be asked to leave if you are found smoking.
- **Illegal drugs and alcohol** are not allowed anywhere on Canberra Hospital grounds. You may be asked to leave if you are under the influence of alcohol or illegal drugs.

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

The number of visitors that can see a patient at one time is different in different parts of the hospital. Usually two people can visit at the patient's bedside at a time. We may allow a patient to have more visitors or ask they have fewer visitors, depending on the needs of all the patients in the room. There are many family spaces in the hospital where other people can wait to visit. Ward staff can show you where the nearest family space is.

If the person you are visiting is well enough, you may be able to spend time with them 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.

Please talk with the nurse/midwife caring for the person you are visiting about the patient leaving the ward. Please don't take the person you are visiting off the hospital grounds unless the person's nurse/midwife says it is ok.

- **Mobile phones** should be put on silent. This helps patients who are trying to sleep. If you need to take a call, please take it away from patient bed areas. If you need to speak loudly on the phone, please go to one of the lounge areas.
- **Other patients** may be sharing the room with the person you are visiting. Please respect their privacy and keep noise low.
- **Potted plants and flowers** cannot be taken into some areas of the hospital. Please ask staff on the ward you are visiting whether it is ok to bring in potted plants or flowers.