

Having family members involved in healthcare can improve how well patients do and the overall quality of care they receive.

"Partnering in care" means talking openly, understanding what patients need and working together with healthcare providers to achieve the best results.

Share your feedback

Your feedback matters and helps us improve care and services.

If you have feedback or concerns about the care or other services your loved one has received, we encourage you to speak to the healthcare team directly so they can address the concerns immediately.

If you still have feedback or concerns about your loved one's care, you can contact Patient Relations.

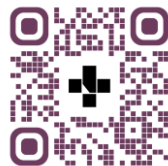
Phone: 1-855-550-2555

Fax: 1-877-871-4340

Web: ahs.ca/patientfeedback

Learn more

Find more information about family presence at ahs.ca/CarePartners, or scan the QR code:



Engagement & Patient Experience
Family Presence



Your role in patient care is vital

When patients have the support of their chosen family and friends, they feel better.





We are committed to moving away from “family as visitors” towards designated family and support people as partners and important care team members.

Your Presence Matters

We welcome a patient’s designated family and support person(s) as partners in care, together with the patient and healthcare staff.

Your involvement enables better care, safety and health outcomes.

How you’re involved in your loved one’s care will depend on their preferences and needs, and may change over time.

How you can help

Here are some suggestions to guide you in working with the healthcare team:



Ask questions and have the care team explain anything that you or your loved one doesn't understand.



Tell staff if something doesn't feel right.



Write down information about your loved one's care.



Be present, if possible, at times when care planning is being discussed.



Consider the needs of other patients, families and staff.



Stay home if you're feeling ill, it helps to keep the environment healthier for everyone.



Be aware that there are limits to the information that can be shared, based on what the patient prefers.



Support our shared responsibility of a respectful and safe healthcare environment for all.

What is a designated family and support person(s)?

A patient's **designated family and support person(s)** are individuals chosen by the patient who:

- Are recognized as a partner of the healthcare team and actively collaborate with the patient to support their healthcare needs.
- Provide comfort and support to patients receiving care.
- May or may not be biologically related to the patient and may be changed at their request.
- Are welcome to be present 24 hours a day, 7 days a week, unless limits are necessary.

These partners in care are encouraged to actively help with patient care activities like, washing, feeding and moving, in collaboration with the healthcare team.

Visitors provide short-term social support, which helps to relieve feelings of isolation and boredom and improve patient experiences.