



# *Welcome to the Emergency Department*



CREDIT VALLEY  
THE CREDIT VALLEY HOSPITAL

## **Information for our Patients and their Families**

The emergency department care team recognizes the value of having family/significant others available to support our patients while they are in the emergency department. In keeping with this philosophy, please review the following information to help us maintain a safe and caring environment.

- One support person per patient is allowed. For both safety and confidentiality reasons, we ask that the support person stay at the patient bedside. During the patient's stay in the emergency department or while diagnostic tests are being done, the support person may be asked to leave the room. If so, please go directly to the emergency department waiting room.
- Children under the age of 12 should not accompany patients to the emergency department.
- The support person at the patient bedside should act as the key contact between the staff and family members at home.
- The hospital is not responsible for lost or stolen objects. Send all valuables and belongings home. If this is not possible, safekeeping envelopes are available. Please request one from your nurse.
- Hand washing is the best method to decrease the spread of infection. Please wash your hands frequently.
- When a patient is admitted to hospital they may need to wait in the emergency department for a bed on the nursing unit. When this occurs the support person is asked to follow the general hospital visiting policy: One visitor per patient between 2 p.m. and 8:30 p.m. other than in exceptional circumstances.
- If you have questions or concerns please feel free to discuss them with any member of our team.

**We sincerely appreciate your understanding.**