

**Policy Applies to:** All Mercy staff working with patients and their visitors.

**Related Standards:**

- Health & Disability Service Standards 2008 8134.1.1.12
- Australian Council of Healthcare Standards EQuIP Standard 1.6.2

**Rationale:**

Mercy Hospital embraces the principles of partnership, participation & protection inherent in the Treaty of Waitangi and welcomes the presence and participation of a patient's whanau/family as integral to their wellbeing. We support the right of patients to determine who whanau is /family and the role they will play in their care while recognising the need for rest to facilitate recovery.

**Objectives:**

- To welcome the patient's whanau/family as participants (according to the patient's preference) in their care.
- To ensure the patient's rights to safety and privacy are respected.
- To ensure appropriate care is given in a timely manner.
- To reduce transmission of infections.
- To ensure the safety and wellbeing of patients, visitors and staff.

**Implementation: Hospital**

- The Patient Information Booklet – is available in hardcopy from the McAuley Ward, Coolock Day Surgery Unit (DSU), Reception area and Pre-admission clinic waiting rooms.
- The visitor information from the Patient Information booklet is on the website
- Patients admission details outline who information can be given to
- A patient has the right to choose who is involved in their care and who may visit them.
- In discussion with the patient who has requested no visiting or restricted visiting, nursing staff will notify the ward / unit Administrator and the main reception desk.
- The patient's wish will be documented in the clinical record.
- A sign will be placed on the door to the room or on closed curtains (if the patient is in a shared room) to advise family / friends of their wish for privacy / rest and for messages to be left at the ward reception desk.

**Implementation: Manaaki by Mercy**

- The Manaaki by Mercy brochure is sent out to all patients and is found on the Mercy Hospital website.
- Is verbalised to all patient and visitors on arrival.

### Evaluation

- Patient feedback- via Cemplicity
- Patient complaints
- Incident forms

### Associated Documents

#### External

- Code of Health & Disability Services Consumer Rights Act 1994
- Privacy Act 1993
- Human Rights Act 1993

#### Internal

- Patient Information Booklet
- Manaaki by Mercy Brochure
- Incident Policy
- Social Media Policy
- Cultural Policy
- Security Policy
- Health & Safety Policy
- Consumer Engagement Policy
- Isolation Policy
- Emergency policy
- Fire policy
- Roles & Responsibilities in the event of a fire
- Smoke and Vape Free and Non-Prescribed Drug Policy
- Reception Work Manual
- Mercy Hospital ICU: Information for visitors
- Isolation Policy appendix 9 , *Information for Patients, Family and Whanau*

### References

Institute for Healthcare Improvement (2011). Achieving an Exceptional Patient and Family Experience of Inpatient Hospital Care. *Innovation series 2011*.

Institute for Patient and Family Centred Care (2010). Changing Hospital “Visiting” Policies and Practices: supporting family presence and participation.