

**Policy Applies to:** All Mercy staff dealing 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 give clinical staff guidance on the management of visitors.
- To help in the provision of restful non-disruptive nursing care.
- To ensure the safety and wellbeing of patients, visitors and staff.

**Implementation: Hospital**

- The Patient Information Booklet - a copy is on the website and also available in hardcopy from the McAuley Ward, Coolock Day Surgery Unit (DSU), Reception area and Pre-admission clinic waiting rooms.
- The patient information booklet forms appendix 1 of this policy.

**Implementation: Manaaki by Mercy**

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

**Evaluation**

- Patient feedback
- 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
- Incidents Policy
- Social Media Policy
- Cultural Policy
- Security Policy
- Health & Safety Policy
- Consumer Policy
- Infection Control Policies including:
  - Specific Disease Management
  - Isolation Policy
  - Blood & Body Fluid
- Emergency policy
- Fire Programme
- Roles & Responsibilities in the event of a fire
- Smoke free Policy
- Patient Information Pamphlet – “Your Hospital Experience”
- Reception Work Manual
- Mercy Hospital ICU: Information for visitors
- Patient Fee Schedule
- Methicillin Resistant *Staphylococcus aureus*, *Information for Patients, Family and Whanau*
- Contact Isolation, *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.