



STAYING CONNECTED WITH YOUR FAMILY + FRIENDS DURING YOUR HOSPITAL STAY

Due to the COVID-19 outbreak and in order to protect you, your family, hospital staff, and the public, your family and friends will not be able to visit you in the hospital. However, we want you to be supported by them during this time. And we want to help to make that happen.

Things you can do at the time of hospital admission:

- Tell your hospital team who will make decisions for you if you are unable. This is your legally authorized health care representative (or health care power of attorney). Give the person's name and phone number(s).
- We can only give information to your family members with your permission. We know there are many people who care about you. **Please choose one person who will talk to your hospital team during your stay.** It is best if this is your legally authorized health care representative. That person can then share the information with your family and community.
 - Give the name and phone number(s) for a back-up person.
 - Talk to your family and community about **how much** information you want shared about your illness, **how** it should be shared, and **who** should get information about you.
- Let your hospital team know what kind of technology your primary contact person has. Does that person have a smartphone (like an iPhone or Android), tablet (like an iPad or Chromebook), or computer with a camera and internet?
- Give your hospital team a copy of your advance directive / living will, if you have one. (You can also have a family member mail it or drop it off later if you don't have it now.) Most importantly, talk to your hospital team about your values and what is important to you.
- Plan how you will stay in touch with family and friends while you here. You can use the hospital's phone at your bedside. If you have a smartphone, tablet, or computer, we can help you use it to video-chat with your family and friends. **Be sure that you have a charging cord and that both your device and the charging cord are labeled with your name.** We can also help you connect your smartphone, tablet, or computer to our free hospital internet.

Things you can do for your loved ones and yourself during the hospital stay:

- Keep a diary or journal.
 - Write down the names of your hospital team members to keep things clear. It's okay to ask them their role on the team.
 - Write down the name and phone number for your hospital ward or floor.
 - Write down any questions you have for your hospital team or for your family that way you can ask them all at once, when they are available.
 - You may want to write down your thoughts and feelings to help you process what is going on and perhaps to share with your family and friends.



- Tell your hospital team about yourself! This will help them to take the best care of you.
- **Ask your family not to send food or flowers. We may not be able to deliver you cards or other items during this time.**
- Reach out to your community outside of the hospital so that you don't feel as alone during this hard time. Many faith leaders and community organizations are able to connect with you by phone.
- Contact our pastoral care support team at XXX-XXX-XXXX. These individuals are available not only for spiritual support, but also to work closely with your hospital team to be sure you feel supported.
- Make a plan for keeping your family and friends up to date. You or your family can set up a CaringBridge (www.caringbridge.org) or similar webpage that many find to be helpful for staying connected with their community. Family and friends can leave you messages of support and you can provide updates on how you are doing.

Hospital ward: _____

Phone number of ward: _____

My bedside phone number: _____

Hospital team: _____

This policy is strict to keep our patients safe during the COVID-19 outbreak. If you feel you have a unique exception to this policy, please explain this to your hospital team. Any exceptions would require following strict guidelines while in the hospital. Thank you for your support and understanding.