



Patient Education Guide

Four Counties Health Services site
1824 Concession Drive
Newbury ON N0L 1Z0
519 693-4441

Strathroy Middlesex General Hospital site
395 Carrie Street
Strathroy ON N7G 3J4
519 245-1550

www.mhalliance.on.ca

Family and Care Partner Guidelines while in The Emergency Department

*Thank you for accompanying your family or friend to the Emergency Department. At this time, Only **one** person is allowed to accompany a patient in the Emergency Department.*

While you are in the Emergency department please:

- Clean your hands.
- Wear a mask during the entire visit unless directed otherwise by the healthcare provider.
- Do not eat or drink.
- Stay with your family or friend during the visit. Do not leave the room or curtained area.
- Sit in the chair provided.
- Use the public washrooms; inquire with staff for locations.
- Adhere to any additional instructions as directed by staff.
- Exceptions may be granted by healthcare providers for additional support to assist with language barriers, confusion and mental health crisis.
- Pets are not allowed. Service animals will be assessed on a case by case basis.

These rules are to keep our patients and staff safe. If you cannot comply, you will be asked to leave the hospital. We will take your contact information so we can keep you updated.

These instructions are designed for informational purposes only. It should not be used in place of medical or rehabilitation advice or instructions.

If you have specific questions, please consult your health care professional or physician.