Visiting hours at Blacktown Hospital
8am to 8pm

From Monday 11 April 2016, visiting hours in most wards in Blacktown Hospital will be 8am to 8pm.

The change is part of a number of new initiatives to improve the experience of hospital for patients, carers and visitors.

Please limit the number of visitors to 4 per patient or for larger groups, use the patient lounge or Hospital Street seating areas.

Some special wards, such as the Intensive Care Unit and Emergency Department, have restricted times and limits on the number of visitors.

Please check with your ward for more information.

To help improve visiting for patients and carers, please read the visitor information on the back of this sheet.

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General visitor information

Visiting 8am - 8pm
General visiting hours are 8am to 8pm, but some wards have restricted hours and limits on visitor numbers. Check with your ward to be sure. We know you will understand that you may be asked to leave the room if there is a medical emergency or if your patient needs a procedure. We will let you know when you can return to the room.

Always wash your hands
Please use the handwash or sanitiser rub provided before entering a ward.

Please keep it down
For the comfort of other patients and visitors, please be quiet and keep the number of visitors to a minimum.

Making Meals Matter
To make meal times more comfortable for patients, meal times are quiet times in our hospital.

Ward guidelines
Check the signs in your ward and be aware of the general visitor information in that unit.

Special wards
Some wards have special visiting guidelines which are displayed at the entrance to the ward. If you are unsure please ask one of the nursing staff.

Visiting with kids
Children under 12 must be with a responsible adult at all times.

Use the patient lounge
If your ward has a patient lounge and your patient can leave the bed, we encourage you to make use of the lounge areas. Patient lounges have comfortable seating areas and are more convenient for visiting.

Patient info board
Every patient in our hospital has an information board next to their bed. This board lists the names of the doctors, nurses and other staff (such as physios and dietitians) who are looking after the patient. The board also includes other information to make a patient’s stay more comfortable, for example, the name they prefer to be called, reminders or the activities planned for that day. Check the board every day – it helps improve communication between carers, patients and staff. You can also use the board to leave messages for the nurses, doctors or other hospital staff.

In an emergency
In the very unlikely event of a hospital emergency such as a fire or bomb threat, please follow instructions from hospital staff. Do not leave the ward until asked to do so and do not leave the ward with a patient. Nursing staff will be responsible for your safety and there are strict emergency procedures in place to protect you.

Are you worried about a patient? REACH out.

No-one knows the person you care for as well as you do.
We recognise that you know yourself or the person you care for best.
Are you worried about a recent change in your patient’s condition?
Have you spoken to your nurse or doctor about this worrying change?
Have your concerns been followed up? Are you still worried?

If you’re concerned, ask your nurse for a ‘clinical review’.
If you are still concerned you can call the Emergency Team on 111 on the bed-side or ward phone and ask for the REACH Team.
For more information, ask about the REACH program.
Staff will be happy to give you a brochure.
REACH out. Together we make a great team.