



Queensway Carleton
Hospital

Media Release

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Queensway Carleton Hospital introduces new 24/7 visitor hours policy for patient care partners

OTTAWA – Queensway Carleton Hospital (QCH) has announced new, expanded 24/7 visitor hours for patient’s designated Care Partners. As a patient and family centered hospital, the new visitor hours are intended to encourage and support on-going presence for up to two designated individuals at the patient’s bedside. Defined as Care Partners, these individuals are welcome to remain at the patient’s bedside 24 hours a day, according to a patient’s preference.

QCH recognizes the difference between Care Partners and visiting well-wishers and has collaborated with its Patient and Family Advisory Council, a group of dedicated volunteers with personal health care experiences at QCH, regarding the new visitor policy to ensure that it reflects patients’ and families’ needs.

“Our Patient and Family Advisory Council told us it was important to recognize the key people needed by the patient who will support them through their health care journey. This new policy reflects the need for patients to have support from a family member or close friend at their bedside whenever they need them,” said Tom Schonberg, President and CEO of Queensway Carleton Hospital.

“The development of this new policy was an important priority for the Council. As community members who have received care at QCH, it is comforting to know that Care Partners are prioritized and encouraged to support the healing process,” added Gene Szabo, Chair, QCH Patient and Family Advisory Council.

Care Partners are identified by the patient or Power of Attorney as individuals that will provide ongoing support and care for the patient during their hospital stay and after they are discharged from hospital.

Visitors are requested to be respectful of patient needs for treatment, therapies and required periods of rest to recover from illness. Visitors, different from Care Partners, are encouraged to visit between 10 am and 9 pm, and to consult with a patient’s Care Partner prior to visiting.

Queensway Carleton Hospital welcomes up to two Care Partners or visitors at any one time. However, due to space limitations, and the nature of care, only one (1) Care Partner is permitted in the Day Surgery Unit, Post Anesthesia Care Unit (PACU) and Intensive Care Unit (ICU).



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For patient safety and care, Care Partner presence and visitation policies are reviewed at times of increased risk, such as outbreaks.

About Queensway Carleton Hospital

Queensway Carleton Hospital is a patient and family-centered hospital providing a broad range of acute care services to the people of Ottawa and the Ottawa Valley. Employing over 2,000 health care professionals, the 264-bed, Queensway Carleton Hospital is the referral centre for the Ottawa Valley. Hospital staff focuses on maintaining and enhancing their cornerstone programs – Emergency, Critical Care, Childbirth, Geriatrics, Mental Health, Rehabilitation, Medical and Surgical Services.

Grounded on an environment of lifelong learning, Queensway Carleton Hospital is a teaching partner with the University of Ottawa, Faculty of Medicine and other healthcare programs and is committed to delivering a new standard of care for our community.

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