Stronger TOGETHER



Delray Medical Center encourages our family members and visitors to also care for themselves while their loved one is hospitalized. This can be a very stressful time for everyone, so remember to take care of yourself.

Visitor Guidelines

Family Presence and Participation Guidelines

Delray Medical Center welcomes:

- One partner in care for inpatients
- Two partners in care for pediatric patients
- One partner in care for emergency room patients
- One partner in care for patients undergoing surgery or a procedure
- One partner in care for patients having an outpatient or therapy visit

We kindly ask that you follow the check in guidelines that include:

- Care partners will check in at entry points (main lobby, outpatient surgery, or emergency room)
- Care partners will remain in the unit/area with their loved one

Better Together Partnering with Families

As a family member or friend who has been identified by a patient as a care partner, you are an integral member of the health care team. TOGETHER with the patient, doctors, nurses and other staff, your involvement will ensure better care, safety and outcomes. You have an important role as a spokesperson, advocate and supporter, especially if your loved one or friend, the patient, is too sick or overwhelmed to "speak up" for themselves.

Trust your knowledge and insights about your loved one's values, daily life and medical history. How you participate will be based on their preferences and needs, and will vary from situation to situation. The following suggestions are offered to guide you as you work TOGETHER as part of the team.

Talk about your role with your loved one. Introduce yourself to staff and describe your relationship to the patient and how you'd like to participate in their care.

Observe change (physical, behavioral, emotional) in the patient and report them to health care providers. Ask staff what observations they would like you to share.

Gather helpful information (current medications, medical history, other healthcare providers and insurance) and bring it all to the hospital.

Ensure that you are present, if possible, at times when information will be shared and decisions need to be made. Keep your schedule for coming to the hospital manageable. Let staff members know how to reach you and be sure you know whom to contact for information when you are away from the bedside.

Tell staff if you have any concerns about the patient's condition or safety or if you are uncomfortable because "something just doesn't feel right".

Help with decision-making about care and treatment. Be a second set of eyes and ears for the patient. Ask questions and take notes. Encourage your loved one to participate in decision-making to the extent he or she chooses.

Enlist help from staff members with whom you are comfortable so they can support you and your loved one as you participate in care and decision-making.

Ready yourself for the transition to home or community care. Before you leave the hospital, make sure your questions and those of the patient have been answered. Know what will be needed afterwards (medications, treatment, equipment, follow-up appointments) and what changes in the patient's condition should be reported to health care providers.