

Care Partner FAQs



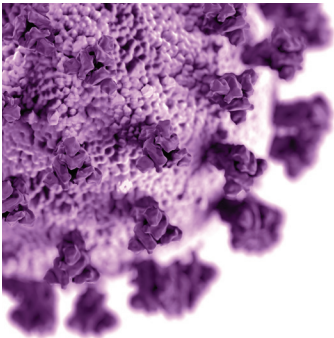
Thank you for serving as a Care Partner for your loved one. Please review the following information.

What is a Care Partner?

A Care Partner is designated by the patient and has a purposeful role in supporting the patient while receiving care at an Emory facility. **Designating a loved one as a Care Partner does not give that person the authority to make health decisions on behalf of the patient. An Advance Directive for Health Care Decisions would still be required.** For comparison, a visitor does not have an integral role in the patient's care and does not participate in care team activities.

How can I help as a Care Partner?

- Assist in discharge education, discharge planning and help maintain patient belongings.
- Serve as a primary point of communication and connection for the patient's family/friends.
- Provide a human connection for companionship, functional and emotional support.
- As possible, attend daily rounds, bedside shift report, and provide history relevant to the patient's care.
- Follow the instructions of the care team.



How can I protect myself and others from COVID-19?

- Monitor yourself for symptoms of COVID – 19 and other respiratory illnesses.
Symptoms: fever/chills, cough, shortness of breath, chest pain, congestion, headaches, muscle aches, sore throat, loss of taste or smell, nausea/vomiting/diarrhea.
- If you are symptomatic for COVID – 19 or not feeling well, do not come to visit. If a Care Partner develops any COVID – 19 symptoms after being screened while in a patient's room, we ask that the Care Partner leave campus.
- Wear a mask, **over your mouth and nose**, at all times even in the patient's room.
- If the mask is off for eating or drinking, distance **at least 6 feet from others**.
- Wash your hands and avoid touching your face.
- If you test positive for COVID – 19 or influenza within **three days** of your last visit, notify the care team so we can determine if your loved ones need testing or treatment.
- Take safety measures outside of the hospital: wear a mask in public, wash your hands, avoid touching your face, and avoid indoor gatherings, indoor dining at restaurants, bars and other social gatherings.



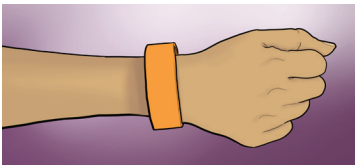
Do I have to stay in the patient's room?

- Please stay in the room and limit your movement throughout the facility.
- To **speak to a member of the care team**, use the call button in the room. Please do not stand at the nurses' station or walk the hallways.
- To **use the restroom**, please ask the staff for the location of the visitor restroom.
- To **get something to eat or drink**, you may visit our coffee shop or cafeteria. Please wear your mask, wash or sanitize your hands before entering and stand at least 6 feet apart in lines. We ask that you do not eat in cafeterias or lounge areas if you cannot ensure safe social distancing. Please take your food back to the patient's room.



Can I stay overnight?

We encourage you to go home for a good night's rest so you are better able to support your loved one while you're here. Please remember that you must **wear your mask at all times** while in the building. If you need to remove your mask to sleep, we recommend you do not stay overnight because your mask must be on whenever staff enter the room.



How will I be screened and identified as a Care Partner?

All Care Partners will be screened daily for fever and symptoms of COVID – 19. Additionally, all Care Partners will receive an wrist band identifying their role in the patient's care. Please wear the wrist band at all times and notify the care team if you need a replacement.



Do all patients have a Care Partner?

We are limiting entry into our hospitals to **approved Care Partners only** for the safety of our patients and care teams. **Care Partners are not allowed for COVID – 19 positive patients or anyone with COVID – 19 symptoms awaiting a test result.** Depending on the level of COVID – 19 in the community and the related risks to our patients and care teams, Emory Healthcare may periodically need to adjust the criteria allowing Care Partners for non COVID – 19 patients. Any changes will be communicated to our patients and Care Partners.



Can my Care Partner status be revoked?

Emory Healthcare is a healing environment, and behavior that compromises staff or patient safety will not be tolerated. Our employees have the right to be treated with dignity and respect at all times. Please respect their right to do their jobs without physical/verbal abuse or discrimination of any kind. We reserve the right to address the following behavior by revoking Care Partner privileges:

- Aggressive behavior, abusive or sexual language, verbal harassment, threats, physical assault
- Failure to respond to staff instructions
- Any behavior that jeopardizes the care or safety of the patient or safety of staff. This includes properly wearing a mask (covering the mouth and nose), washing hands frequently and practicing social distancing.