

Patient Visitation Policy – effective December 21, 2021.

Appeal Process

Persons who are declined visitation may appeal the decision to restrict them. They can dispute a visitation decision made by the clinical team or at the Screening desk by following the appeals process, this includes dispute by the patient, the visitor, or another member who has connection with the patient. Consideration will be given to the patient's condition in determining the timing of the response to an appeal request.

It is expected that the initial dispute will be communicated to the Patient Care Manager in the specific area during regular working hours and after hours to the Hospital Service Coordinator/Administrator on Call. The Patient Care Manager will be responsible for leading the discussion, consulting with IPAC and Bioethics for advice, and liaising with the visitor throughout the process.

Contacts:

Person	Telephone
<i>First Point of Contact:</i>	
Quality Team	Ext. 2576
IPAC	Ext.2511
Bioethics	647 278 0965
Patient Care Manager	(Relevant to service area)