

# Caring Together



Caring Together Programme



We Welcome  
We Serve We Serve We Inspire We Serve  
We Inspire We Inspire  
We Care  
We Inspire We Inspire  
We Serve We Inspire

## Programme Outline

At Alexandra Hospital, we see family members and caregivers as sharing the common goal of helping their loved ones restore their health. Our "Caring Together" initiative engages the primary caregiver\* of a patient as a Care Partner. This initiative is our commitment to provide safe and high quality compassionate care to our patients - which extends to their family members and visitors.

\*A primary caregiver is an individual whom a patient or patient's family has identified as a collaborative care partner of the healthcare team.

### What Are Our Visiting Hours?



#### General Visiting Hours

Visiting hours are from 12pm to 8pm\* for general visitors.



#### Overnight Stay

Overnight stay is extended to designated Care Partners of the healthcare team in caring for the patient from 8pm to 8am.



#### Virtual Visits

Virtual Visits are from 2pm to 8pm, for patients to connect with their loved ones virtually if a physical visit is not possible.

\* Visiting hours may be subject to change during a pandemic. Please refer to our website for updates in such situations.

# We Welcome You, Our Care Partners!

Families and caregivers are an integral part of patients' lives, and this connection must not be compromised when patients need them the most - when they are in the hospital.

As our Care Partner, you play a key role in supporting your loved one in their healing journey while they are in the hospital. You will take on an active participatory role in caring for your loved one through your physical presence - in providing comfort, encouragement, and facilitating communications.

## During Your Visit, Please Observe The Following For Your Safety And Well-being:



Always wash your hands or use the hand sanitizer provided in the wards. Protect yourself and others from the spread of diseases.



Please stay away from the hospital if you are unwell or have flu-like symptoms. You can connect with your loved one over a virtual visit.



Out of respect, we seek your understanding and cooperation not to photograph or video record our patients and staff. Please accord them the privacy they need.



We are a smoke-free hospital. Please refrain from smoking within the compound including, gardens, carparks, and nearby bus stops.



Keep your volume down to respect others who may be resting.



Use the toilets meant for the general public instead of using bathrooms dedicated for the patients' use.



Inform our nurses prior to you leaving the ward.



Approach our healthcare team anytime your loved one is unwell.

## Important Information For Your Overnight Stay



### Parking:

You may wish to park at the visitor carpark directly in front of our hospital's main building. Overnight parking fees apply.

Other carparks that are within walking distance are at Queensway Shopping Centre, and at Alexandra Food Village.



### We Will Provide You With:

- A care pack with light refreshments.
- A foldable recliner bed for you to rest overnight (8pm to 6am).
- A Care Partner identity tag which you are required to wear at all times within the hospital.



### Items You Can Bring:

- A change of clean clothes.
- A laptop for personal use.

Please take care of your valuables. The hospital will not be held responsible for the loss and/or damage to any of your personal belongings.

### Other Things To Note:

- We seek your understanding if the nurses need to remove the foldable recliner bed during emergency situations.
- We strongly encourage you to get adequate rest away from the hospital, such as taking a shower and a nap at home. This is important for the well-being of our Care Partners.
- Please inform the nursing team if there is a change of Care Partner.

**We Don't Just Serve,**  
*We Inspire*