

**Partners in Care Welcoming Guide
ATTACHMENT**

Welcome to Contra Costa Regional Medical Center. Our purpose is to create optimal health for all through respectful relationships and high quality services. The safety and health of our patients is important to us. Their care requires teamwork, not only from staff, but from family and other loved ones. Our staff is skilled in acknowledging how family members and/or Partners in Care are part of the support system and supporting collaboration. Please feel free to talk with us about these guidelines, and any special requests that you have. We will do our best to meet your needs, while ensuring the safety of all our patients in a restful, healing, and safe environment.

- Our patient and family-centered approach welcomes families as vital participants in a patient's care. Family and other Partners in Care, as defined by the patient, are welcome at the patient's bedside 24 hours a day 7 days a week. Our staff will work with you to ensure comfort, health, safety, quality care, privacy and confidentiality for all patients.
- There are no specified visiting hours. However, in the hospital, quiet time has been designated for the hours of 10 PM until 7AM every day to promote a restful healing environment for our patients.
- Please ensure that all minors are supervised at all times by an adult to ensure safety.
- It is helpful to maintain minimal personal belongings due to space constraints and safety.
- Public restrooms are located in a variety of convenient locations and are clearly marked. Please note that bathrooms in rooms are to be used by patients to meet their care needs.
- CCRMC Hospital's main entrance is now accessible at all hours.
- Should you have a medical emergency or need immediate medical attention, go to the Emergency Department. Otherwise, 911 will be called.
- Respecting the privacy, comfort and rest needs of all patients is a high priority.
- To keep our patients safe, please observe all posted safety placards and directions.
- To ensure a safe environment for all, visitation may be limited or restricted if and when it impacts the care of the patient and/or the care of other patients.