

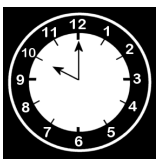
Visiting at Monash Health

Visitors are always welcome at Monash Health as they play an important part in the recovery and comfort of patients.

Patients may nominate a support person(s), someone who plays a key role in the patient's care and are significant to their well-being. Support person(s) are partners in care, not visitors and are encouraged to participate as members of the care team to create a familiar care giving environment to enhance the care experience and to act as a key contact person.

Children supervised by a responsible adult are welcome at Monash Health.

Visiting hours



Visitors are welcome during general visiting hours which are from **10am to 8pm**.

Monash Health supports open visiting hours where visitors may be able to stay with a patient outside general visiting hours. Please ask the Nurse Unit Manager or nurse in charge about visiting after hours.

Rest periods

Some areas across Monash Health have rest periods. During this time visitors are asked to leave the ward/unit to allow patients to rest. Contact Patient Enquiries for ward rest period details.

Privacy

Visitors must be respectful of all patients, visitors and staff.

There may be times when visitors will be asked to leave the patient to enable staff to attend to a patient's care or to provide appropriate patient privacy. Visitors will be advised when they can return to the ward/unit.

Please keep noise to a minimum and use radios, televisions, mobile phones, etc quietly.

Infection control



Visitors are asked to always wash their hands before and after spending time with a patient. Please use hand cleaner pumps provided.

Visitors who feel unwell or who have experienced fever/chills, sore throat, cough, vomiting or diarrhoea in the previous 48 hours are asked not to visit until they are well.

Behavioural expectations

Patients, support person(s), visitors and staff have a right to feel emotionally and physically safe, to be listened to and treated with respect and dignity. It is a requirement that patients, support person(s), visitors and staff behave in accordance with community and legal expectations.

The following behaviours are not acceptable and will not be tolerated:

- Aggressive behaviour, harassment and intimidation
- Threatening language towards patients, support person(s), visitors or staff
- Physical attacks to people or property
- Obscene, racist, sexist or demeaning language

For more information on visiting at Monash Health please contact Patient Enquiries



Casey Hospital:	(03) 8768 1200
Dandenong Hospital:	(03) 9554 1000
Kingston Centre:	(03) 9265 1000
Monash Medical Centre:	(03) 9594 6666
Moorabbin Hospital:	(03) 9928 8111