**Visiting Guidelines**

The Queen Elizabeth Hospital has visiting hours and guidelines to ensure that we are able to balance our patients' needs for both visitors and rest, with our health care team's responsibilities to provide timely medical care.

To assist us in providing a safe and healthy environment for our patients, their families and visitors, we ask that you comply with the following:

- Please follow visiting hours as outlined and visit only if you and your children are feeling well.
- Before coming to hospital, inquire with the nursing unit or department regarding specific visiting restrictions that may be in place on that nursing unit.
- Where possible, only close family members or friends should visit a patient.
- No more than two (2) persons should visit with a patient at one time.
- Children under the age of 12 are to be accompanied by an adult at all times and should remain in the patient’s room during the visit.
- Keep visits short (15 minutes at a time) and coordinate your visits with other family members and friends to ensure patients are not overwhelmed with too many visitors.
- End a visit early should the patient feel tired or require special medical care or treatment.
- Support the hospital’s scent-free policy by avoiding the use of all scented perfumes, cologne, after shaves, lotions, etc.
- Be respectful of other patients and their property, especially those who share a room with the patient you are visiting.
- Help us to maintain the privacy and healing environment of all of our patients and their families.
- Please refrain from smoking on hospital grounds as the QEH is a completely smoke-free environment.

**Other Services**

**Cafeteria:** open from 9:00 a.m. to 5:45 p.m. daily (cash only)*.

**Crema Coffee:** open from 6:45 a.m. to 9:15 p.m. daily (cash only)*.

**Royal Pantry:** open Monday to Friday from 8:00 a.m. to 9:15 p.m. and weekends from 1:00 p.m. to 9:00 p.m.

**Lillibet’s Gift Shop:** open Monday to Friday from 9:00 a.m. to 8:45 p.m. and weekends from 2:00 p.m. to 8:45 p.m.

*A bank machine is located in the front lobby.

**Contact Us**

For more information, please contact:

Queen Elizabeth Hospital
60 Riverside Drive
Charlottetown, P.E.I.
(902) 894-2111
Welcome to the Q.E.H.

Dear visitors;

At the Queen Elizabeth Hospital we welcome the comforting presence of visitors and value the important role you play in a patient’s healing process. We know that having loved ones nearby while in hospital makes our patients more comfortable and speeds up the healing process.

During your visit there are a few guidelines that we kindly ask you to follow to ensure your safety and the safety and well-being of our patients. Please review the enclosed information about our visiting hours and guidelines. Should you have any questions, please contact staff on the nursing unit for more details.

Thank you for your co-operation and understanding.

Sincerely,  
Queen Elizabeth Hospital Administration and Staff

General Visiting Hours

- General visiting hours are from 11:30 a.m. – 1:30 p.m. and from 2:30 p.m. – 8:30 p.m. daily, except in specialized nursing units*.

- There should be no more than two (2) visitors per patient at one time (this includes children).

- Children under the age of 12 are welcome to visit patients in general nursing units and must be accompanied by an adult (someone other than the patient) while in hospital. There are visiting restrictions on some specialized nursing units*. Please note that a child is considered as one (1) visitor.

Specialized Nursing Units*

Exceptions may be made to the specialized nursing unit visiting guidelines outlined below. Any exceptions will be made on an individual patient basis in collaboration with the patient and their health care team.

Labour and Delivery

A patient may have up to two (2) support persons at one time. No children under the age of 12 are permitted to visit this unit.

Maternity (Unit 4)

A newborn’s parents, siblings (of any age) and grandparents may visit at any time.

Gynecology (Unit 4)

General visiting hours and guidelines are to be followed.

Neonatal Nursery

Parents are asked to identify a maximum of four (4) visitors over the age of 12 who may visit – with no more than two (2) visitors at one time. Siblings of any age may visit the nursery.

Pediatrics (Unit 5)

Parents, siblings of any age, grandparents and/or another caregiver (at the direction of the parents) may visit at any time. All other visitors may visit during general visiting hours, with no more than two (2) visitors at one time. No other children under the age of 12 are permitted to visit patients on this unit.

Emergency Department

Two (2) adult visitors may be with a patient at any time. For admitted emergency patients, please follow general visiting hours.

Intensive Care (ICU)/ Coronary Care (CCU)/ Progressive Care (PCU)

Only immediate family members are permitted to visit a patient. Visitation will depend on the patient’s condition and be at the recommendation of the health care team. No more than two (2) visitors per patient at one time. Children (of any age) may visit when accompanied by an adult and at the discretion of the health care team. Visiting hours are from 9:00 a.m. - 1:30 p.m., 2:30 p.m. - 7:15 p.m. and 8:15 p.m. - 11:00 p.m. daily.

Before entering ICU and CCU, visitors should contact the nursing unit staff using the telephone in the designated visitor lounge or the telephone located on the wall next to the ICU entrance.

Psychiatry (Unit 9)

Visiting hours are Monday to Friday: 4:30 p.m. – 8:30 p.m. Saturday, Sunday and statutory holidays: 11:30 a.m. – 1:30 p.m. and 2:30 p.m. – 8:30 p.m. Special consideration is given to personal caregivers and/or persons the patient’s care team identifies to participate in meetings, conferences, education sessions, therapy sessions, etc.