



Title: Hospital Support Person_HHC

Original Effective Date: 1/8/2024

Review Date: Enter date

Approved by: Elizabeth Begley, MS, RN, LNC - System Director Customer and Patient Relations

Approval Date: 11/30/2023

Effective Date: 1/8/2024

Purpose:

The purpose of this policy is for a patient with a disability requiring a support person to accompany them while they receive care and treatment at the Hospital.

Scope:

This policy applies to patients with disabilities.

Policy:

1. Patients with disabilities who receive care at the Hospital may have a designated support person(s) present with them to support their disability needs as set forth in this policy.

Procedure:

1. Patients with disabilities may have one designated support person with them at any time they are in the Hospital for care or treatment to physically or emotionally assist them or to ensure effective communication during their stay at the Hospital.
2. At the time that the patient requires a hospital stay longer than one day (24 hours) such patient, family member or caregiver may designate up to two support people, with only one support person present at a time. This restriction must be explained to the patient and support person in plain terms, upon arrival or, ideally, prior to arriving at the Hospital. Hospital staff should ensure that the patient or his or her family or caregiver fully understands this restriction, allowing the patient to decide whom they wish to identify as their support person.
3. The support person shall comply with all reasonable requirements imposed by the Hospital to minimize the potential spread of infection. Any such support person must be asymptomatic for COVID-19 or other communicable diseases. Any support person suspected of having contracted or been exposed to COVID-19 or any other communicable disease may be denied access.
4. The Hospital shall provide appropriate Personal Protective Equipment (PPE) to be worn by the designated support person as instructed by the Hospital for the duration of the visit.
5. Every effort shall be made to support the patient with disabilities employing virtual communication options whenever possible and when this is the patient's preference. Nothing in this order should be interpreted as altering the Hospital's obligations to provide patients with effective communication supports and/or other required services, regardless of the presence of a designated support person or other reasonable accommodation, consistent with applicable federal or state law and regulations.
6. Notice of the Hospital's support person policy including the requirements contained

herein shall be posted at patient entry points in the Hospital, on the Hospital's website and be provided to the patient at the time services are scheduled or initiated.

Definitions:

1. **Patients with disabilities:** may include, but is not limited to, altered mental status, physical, intellectual or cognitive disability, communication barriers or behavioral concerns, who need assistance due to the specifics of their disability.
2. **Designated Support Person:** means be a family member, personal care assistant, similar disability service provider, or other individual knowledgeable about the management of their care, to physically or emotionally assist them or to ensure effective communication during their stay in the facility.
3. **Hospital:** means Hospital or Medical Center.

Keywords: none listed

Appendices: N/A

Required information for Administrative documents:

Content Expert/Department: Office of Customer and Patient Relations- Liz Begley

Related Documents: Patient Visitation_HH

Patient Pet Visitation_HH

Regulations of Connecticut State Agencies Section 19-13-D3

Replaced Documents:

Backus Hospital

Hospital Support Person_BH

Charlotte

Hospital Support Person_CHH

Hungerford

Hartford Hospital

Hospital Support Person_HH

HOCC

Hospital Support Person Policy_HOCC

MidState Medical

Hospital Support Person Policy_MMC

Center

Windham Hospital

Hospital Support Person_WH

St. Vincent's

Hospital Support Person Policy_SVMC 100-42

Hospital

St. Vincent's

Hospital Support Person Policy 100-42 (SVMC)

Hospital

References:

Review

Three Years

Period: