

Website: [Visitation Guidelines and House Rules - Groene Hart Hospital \(ghz.nl\)](https://www.ghz.nl/visiting-guidelines)

Visitation Guidelines/House Rules

Visiting hours may differ among the various units, so check [ghz.nl/bezoek](https://www.ghz.nl/bezoek) for specific times.

Every patient may receive **no more than two visitors** at a time. This number may be lower. The nursing staff will inform you about how many visitors are allowed.

The most important focus is on the patient's recovery, which is why we ask that visits are limited to one hour. This helps the patient to get enough rest. Talk to the contact person for the family about suitable visiting times.

The **patient's care and health** always come first. An examination or treatment may be necessary while a visitor is with the patient or has just arrived. Our nurses and doctors need to be able to do their work, so you may be asked to end your visit early or to visit at a different time.

A nurse or doctor may ask the visitor to leave the room because the patient or other patients in the room need **rest or privacy**. We expect your understanding and that you will leave the room.

There will be various examinations and conversations on the day of admission and/or operation, so we recommend that you **plan as few visitors, if any, as possible** on that day.

When patients are **very ill**, it is possible in some cases for their partner or parents (or other family members/friends) to spend the night at the hospital. This is only permitted in **consultation** with the head nurse for that unit.

For reasons of hygiene, plants and flower arrangements are not permitted in the nursing rooms. Cut flowers are allowed, with the exception of the Intensive Care unit, where no flowers of any kind are permitted.

For fire safety reasons, no electrical devices may be brought into the room, such as an electric kettle, coffee maker or lighting. Mobile phone and tablet chargers are allowed.

Designated contact persons

Is your partner, family member or friend staying in the hospital? Choose one or two designated contact persons. For reasons of **privacy**, the hospital will only share health-related information on the patient with the **two registered contact persons**. If possible, the patient decides who these contact persons should be. If the patient is

unable to do so, the family designates two contact persons, whose names are then registered. The contact person is present during consultations with the doctor.

Contact person requirements:

- Easily accessible
- Can come to the hospital when needed
- Speaks Dutch or English
- Has the 'right to speak'

Behaviour

A hospital stay can be a sad and emotional experience. We fully understand this and our care providers take this into consideration. Conversely, we also expect you to be considerate of our care workers. They are often responsible for several (very) ill patients at the same time. Together we can ensure the best possible situation.

If you are visiting a patient, you can expect our staff to behave appropriately towards you. Have you experienced otherwise? Let us know and we will work it out. If not, you can submit a complaint via our website www.ghz.nl.

Naturally, we also expect you, as a visitor, to treat our staff with respect. It goes without saying, for example, that you do not hit, push or use abusive language towards our staff members. If you do this or misbehave in any other way, our staff members will confront you about your behaviour. If you do not respect our House Rules, we may decide to deny you access to our hospital.

Photos/videos/sound recordings

Photos, video and sound recordings of care providers, as well as other patients or visitors, are not allowed without permission. Always obtain the person's consent beforehand.

Surveillance cameras have been installed in the hospital for your safety as well as ours.

Smoking, alcohol & drugs

The GHZ is a non-smoking hospital. Patients, visitors and staff may not smoke in our building or on the premises. This includes e-cigarettes. There is a smoking booth available to patients who wish to smoke and are allowed out of bed. Patients who are required to stay in bed or are bed confined due to medical equipment may not smoke. It is also prohibited to bring and/or use alcohol or drugs.

Did you lose something or suspect it has been stolen?

Have you lost something, has someone stolen or damaged your property, or have you been threatened? Contact the Security Department via the reception.

Reception phone number: [0182 - 50 5050](tel:0182-505050)

Our hospital cannot be held liable for loss or theft. We therefore strongly recommend that you leave your valuables at home. Also make sure to remove all valuables from your car when visiting our hospital.

Reporting an incident

It is very important that you report all negative incidents – both for yourself as well as our hospital. This helps us to take the necessary measures to avoid similar incidents in the future.