

November 25, 2015

RVH WANTS YOUR INPUT TO CHANGE VISITING HOURS

Royal Victoria Regional Health Centre (RVH) is eliminating traditional visiting hours as a way to further improve the patient and family experience. As RVH prepares to implement its Family Presence policy in the new year, it is seeking public input on the change and has posted a survey which is available on the home page of the website www.rvh.on.ca. The responses will help RVH address any questions or suggestions the public, patients or visitors may have.

“Every patient has the right to expect the best possible experience while in our health centre,” says Nancy Savage, executive vice president, Patient and Family Experience, RVH. “At RVH, we know how important family is to our patients and we want to ensure that when a patient wants their family present, we can make this happen for them while protecting the privacy and comfort of all.”

When RVH’s Patient Family Advisory Council (PFAC) formed in 2014, it made the elimination of traditional visiting hours its highest priority. Since that time, PFAC members have championed the Family Presence Policy and played a key role in its creation. RVH will implement the policy in early 2016 following staff and physician education, and the completion of construction at RVH’s Atrium entrance to allow for 24/7 access to the health centre.

There is a growing trend in hospitals across North America to eliminate visiting hours. Research shows the presence of loved ones actually helps in patient recovery and adds to a positive patient experience.

Please visit www.rvh.on.ca to complete the survey.

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For more Information:

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About RVH:

RVH is a regional health centre in Barrie, Ontario, located 80 kilometres north of Toronto. As the largest hospital in the region of Simcoe Muskoka, RVH’s team of over 350 physicians, 2,500 employees and 850 volunteers provides exceptional care and specialty services to almost half a million residents, including cancer care, stroke services, orthopaedics, intensive care, mental health and interventional radiology. RVH is focused on delivering high-quality, safe care that puts patients and their families first. For more information visit www.rvh.on.ca