

For Families: To Stay Connected to Your Loved Ones

Visitor restrictions have had a major impact on staying connected to your loved ones. We recognize this is a difficult time for everyone and we want you to know the safety of our team members, patients and communities is our top priority.

Tips to keep connected about your loved one's (patient's) care while they are in the hospital:

- 1.** The patient and/or their decision maker will choose **one person** to be the **main contact** for their care team. Make sure that **phone number is written down or accessible** in the patients mobile device.
- 2.** Discussion with the care team will occur regarding the **frequency of updates** related to your loved one's care.
- 3.** If you have questions after your call with the care team, **write them down so they may be asked during the next call.**
- 4.** Should the medical condition of your loved one change, **the care team will contact you.**
- 5.** **Share** updates with others.
- 6.** **Visit [spectrumhealth.org](https://www.spectrumhealth.org)** for more resources to help you stay connected.