Keeping You Informed While Your Loved One is in Our Care

While we are caring for your loved one, we also need to protect against the spread of COVID-19, so we are not allowing visitors at this time. Compassionate exemptions are in place for:

• End of Life situations
• Parents/guardians of minors
• Labor and delivery support
• Essential bedside care to a patient with special needs or cognitive disabilities

We need our nurses to be at your loved one's bedside, but we also want you to be informed. We can do this, together:

✔ The patient needs to choose one contact person.
✔ The contact person will get a call at least once every 24 hours from the nurse OR the doctor / nurse practitioner / physician assistant.
✔ The contact person should update other family members and loved ones, as needed.
✔ Those calls will be made after 11 a.m.
✔ We will call if there is a change in the patient's condition.

If you want, we can set up FaceTime, Skype, or Zoom calls for your loved one to speak with you while he/she is in our care.

If the patient gives us permission, you can log into SPHP's patient portal for more information on your loved one's status throughout the day. To set this up, please call 518-525-1771.

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