

Patient Information

Patient Connect

Information for patients

During the COVID-19 pandemic, it is often not possible for family and friends to visit people who are admitted to hospital because of the risk of infection with the coronavirus. We know that this can cause worry and distress for families who want to know what is happening, and for the person in hospital who might be concerned about how their family is managing, especially if the family member is on their own. Sometimes it is not easy to communicate with people outside the hospital.

The Trust is working to help patients communicate with their family and those close to them while they are in hospital.

If you would like them to, a member of the Patient Connect Team will be able to:

- Help you to connect to the hospital Wi-Fi or internet so that you can use your own device to make calls.
- Help you to make voice or video calls to your family using a Trust or UHCW Charity iPad.

If you are admitted as an In-patient a member of the Patient Connect Team will come and talk to you about this some more and if you would like to use the Patient Connect service they will arrange it. Alternatively, you can ask a member of the Ward Staff about how to access this service.

The Trust has access to interpreting and translation services. If you need this Information in another language or format please contact PALS on 0800 028 4203 and we will do our best to meet your needs.

The Trust operates a smoke free policy.

Document History	
Department:	Quality
Contact:	0800 028 4203
Updated:	April 2020
Review:	April 2021
Version:	1
Reference:	HIC/LFT/2422/20

