

**RENOWN PATIENTS ENCOURAGED TO HAVE ONE SUPPORTER
ACCOMPANY THEM TO MEDICAL VISIT OR HOSPITAL STAY**

Embraces patient and family-centered care, enhanced safety measures and new visiting hours

RENO, Nev. (June 1, 2020) – Today, Renown Health announced the Patient Supporter program, recognizing the important role that family and friends play in the healing, recovery and care of patients and serve as integral members of the health care team.

With a continued decline in COVID-19 patients and the move to Phase 2 of Governor Sisolak's Silver State Stabilization program, and in alignment with the Nevada Hospital Association, Renown hospitals and medical practices are now allowing limited visitors for non-COVID-19 patients and have put extra safety measures in place to protect patients, visitors and healthcare employees.

One healthy adult Patient Supporter may now accompany a patient to their Renown medical visit or hospital stay.

Tony Slonim, MD, DrPH, President & CEO of Renown said, "We live by our values of caring, integrity, collaboration and excellence. We believe in 'person-centered care,' an approach that embraces the perspective of the patient and their loved ones, while promoting a healthy, encouraging environment for caregivers and addressing the health needs of our community."

At Renown, "family" is defined by the patient. The patient may designate anyone they choose as their Patient Supporter. The Patient Supporter may be asked to assist the health care team with communications to other family members and friends, participate in training and education activities and assist the patient with complying with care and medication instructions.

Jen Richards, PhD, RN, Chief Nursing Officer for Acute Services explained, "The partnership between patients, families and healthcare providers is based on the understanding that everyone's role is important. What we do together is greater than what any of us can do alone. Involving families in the patient's care supports the healing process and can improve the outcome. This belief shapes our work, our services and the care we provide."

Beginning today, each patient may be accompanied by one healthy adult Patient Supporter. Enhanced safety measures in place include across all Renown sites to safeguard health include:

- Wearing a mask at all times;
- Observing hand hygiene practices;
- Conducting health screenings upon each entry;
- Implementing strict social distancing protocols;
- Extra cleaning and disinfection of high-touch, public surface areas.

In alignment with the state-wide guidelines, visitors will be limited to one Patient Supporter per patient and be able to access hospitals as noted:

- **Renown Children's Hospital:** Open access. (Two parents and/or guardians may be designated as Patient Supporters, however, due to current space constraints, we ask that you visit one at a time).
- **Renown Regional Medical Center and Renown South Meadows Medical Center,** 3 pm-8 pm
- **Renown Rehabilitation Hospital,** 9 am-4 pm

Renown's approach to caring for patients, and the Patient Supporter program are based on the Core Concepts of Patient- and Family-Centered Care. These principles include:

- Healing partnerships; the importance of including trusted support people in your care;
- Nutrition; the nurturing aspect of food; <https://www.renown.org/find/renown-regional-medical-center/shops-at-renown/>
- Spirituality; wellness resources and the Spiritual Center & Estelle J. Kelsey Interfaith Sanctuary <https://www.renown.org/explore/spiritual-care/interfaith-spiritual-center/>
- Healing arts, including art, music, Fianna's Healing Garden and The John & Sue Dermody Children's Healing Garden, serene environment designed to promote patient healing and environments conducive to health <https://www.renown.org/about-us/healing-arts/>
- Physical, emotional safety, security and patient confidentiality.

There are multiple ways to support patients at Renown Regional Medical Center, South Meadows Medical Center, Renown Children's Hospital or Renown Rehabilitation Hospital. You can send a personalized message to a loved one and it will be hand-delivered to patients staying overnight. <https://www.uat.renown.org/interact/contact-a-patient/>. Staff are pleased to arrange video calls with loved ones. To speak with a patient, call 775-982-4100.

Renown Care Providers Are Fighting the Good Fight For You. You may send a Thank You note or make a donation to support their efforts at <https://www.renown.org/donations-covid-19/>.

For more detailed information on the Patient Supporter program visit <https://www.renown.org/interact/>

Please see b-roll to accompany this story [here](#).

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About Renown Health

Renown Health is a locally governed and locally owned, not-for-profit integrated healthcare network serving northern Nevada, Lake Tahoe and northeast California. Renown is one of the region's largest private employers with a workforce of more than 7,000. It comprises three acute care hospitals, a rehabilitation hospital, the area's most comprehensive medical group and urgent care network, and the region's largest and only locally owned not-for-profit insurance company, Hometown Health. Renown has a long tradition and commitment to continually improve the care and the health of our community. For more information, visit [renown.org](https://www.renown.org).