



Banner Baywood
Medical Center
Heart Hospital



Partner in Caring

At Banner Heart Hospital and Banner Baywood Medical Center, we pride ourselves on providing five-star service to our patients. Our goal is to make your stay with us as pleasant as possible during your healing process. With this in mind, we've developed the Partner in Caring Program which encourages you to select a family member or friend to provide additional support during your hospital stay. This person would be your Care Partner.

What does a care partner do?

The Care Partner becomes involved in activities that support your emotional, physical, educational and spiritual needs during the healing process. The Care Partner's duties may include, but are not limited to:

- Accompany you to tests and treatments
- Keep your family members and friends informed of your progress as desired

- Read to you or write letters for you
- Assist with your personal care such as bathing, grooming and oral hygiene
- Provide emotional support and encouragement so that your emotional needs are met
- Provide comfort measures for you such as back rubs, foot rubs, manicures and music or relaxation tapes
- Provide companionship and assist in maintaining your therapy and safety
- Help you be prepared for discharge by helping you gather your personal items and provide a ride home

The role of the Care Partner will largely be determined by the patient's needs, physical condition and their desires.

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Benefits of the Program

The Partner in Caring program provides benefits for both the patient and the Care Partner.

For the patient, your Care Partner can help enhance your healing process while in the hospital and after discharge by performing some of the tasks or comfort measures you might have difficulty completing alone. He or she also serves as your advocate and works in partnership with you and the hospital's health care team in planning your treatment and recovery process.

For your family and friends, serving as a Care Partner gives them the opportunity to enhance the quality of care their loved ones receive at the hospital. Providing direct support for a patient at a time when he or she needs it most can be a very rewarding and satisfying experience.

Serving as a Care Partner is an important responsibility.

To thank those who participate in the program, Care Partners receive a 20-percent discount in the Banner Baywood Medical Center Broadway Café or Banner Heart Hospital Heart Smart Deli and a 10-percent discount in either hospital's gift shop. To receive the discount, Care Partners must wear their Partner in Caring pin.

Who can participate?

Any Banner Baywood Medical Center or Banner Heart Hospital patient has the option to request a Care Partner. This person can be a family member or friend who can assist you with certain tasks while you receive care on the Banner Baywood Campus.

How do I sign up or get more information?

If you are interested in having a Care Partner or are interested in becoming one, talk with any unit nurse to learn the specific responsibilities of a Care Partner.

Each Care Partner will also receive a complementary gift bag.