

Patient Relations – Compliments and Complaints

At St. Joseph's Healthcare Hamilton we expect that everyone will treat each other with dignity and respect at all times. We invite you to contact us if you have comments, compliments or questions about the care you received.

You can call 905-522-1155 ext. 36838 and leave a message.



When you call with a compliment, we will pass this message on.

When you call with a complaint, we will try to resolve the problem using respect, compassion, confidentiality and fairness for all involved.

For questions or information about health problems, talk to:

- a Registered Nurse, 24 hours a day, 7 days a week at Telehealth Ontario
- Toll free: 1-866-797-0000



For more information about St. Joseph's Healthcare, Hamilton:

www.stjoes.ca



Ontario Region Poison Control Centre:
1-416-813-5900

Welcome to the Emergency Department at St. Joseph's Hospital

50 Charlton Avenue East
Hamilton, Ontario L8N 4A6
Telephone: 905-522-1155 ext. 33997

Welcome

Most people do not know when they will need to come to an Emergency Department. This booklet describes what will happen when you are here.

What happens when you arrive?

Infection Control – Patient and Visitor Safety

To protect yourself and others, clean your hands for 15 seconds using the hand pump. If you have a cough or cold, you will be asked to put a mask on right away.



When you come by ambulance:

If you have a problem that needs attention right away, you will go to a patient room. Members of the health care team will assess you right away. If your problem is not urgent, you see the Triage Nurse and wait in the waiting room.

When you walk in the door:

You need to pull a number and the Triage Nurse will call you by this number. The nurse will ask you questions about your problem and medical history and assess you.

The nurse may take your temperature, heart rate and blood pressure.



Valuables

Please leave your valuables with your family or friend. **St. Joseph's Healthcare, Hamilton is not responsible for any items lost or stolen.**

Giving You the Best Care:

These guidelines are for all of our patients and families. We want to be sure each person gets the best care possible. We work hard to provide the care you need as quickly as we can. If you need to stay in the hospital after being seen in the Emergency Department this will be explained and arranged as soon as a bed is ready for you.

Your Health Care – Be Involved

Your safety is our concern. In order to have the best health care you should be an active member of your health care team.

Here are some ways to **Be Involved**:

- Ask questions and talk about your concerns
- Know the medications you take and why you take them
- Carry a current list of medications and herbal products you take to share with all health care providers
- Carry a list of your current medical conditions, allergies, past problems and surgeries
- Make sure you know what to do when you leave the hospital, clinic, program or office; for example how to look after your cast.
- For more information go to: www.oha.com

Visitors:

- In order to provide you with the care you need, **you can have 1 visitor in a patient room.**
- A visitor must stay with you or wait in the waiting room. Halls need to be clear.
- A visitor may be asked to leave a patient area or room at any time.
- A visitor should not stay if he or she has any signs of infection such as:
 - chills or a fever
 - diarrhea in the last 48 hours
 - nausea or vomiting
 - rash or open sores

Contact Person:

While you are here, ask one member of your family to be the contact person. With your permission, the health care team will talk to this person about how you are doing. Your contact person can then call other members of the family and friends.

Violence in the Workplace:

St. Joseph's Healthcare Hamilton is working to prevent violence in the workplace. The goal is to provide a healthy, safe, secure and violence-free place for patients, staff and visitors. Violent or abusive behaviour will not be tolerated.

After the nurse sees you, the Registration Clerk asks your name, address, health insurance, next of kin's name, family doctor's name, allergies and other questions. The clerk types this information into the computer.

You may go right into a patient room or you may sit in the waiting room. This depends on how urgent you need to be seen. A nurse will come and get you when it is your turn.

If you are seeing a special doctor, you will stay in the waiting room until the doctor is ready for you.

Why do some patients get in before me?

The triage nurse decides what order patients are seen based on each person's condition.

There are also many types of treatment rooms with special equipment made for each room.

You may need to have a special room and will go in when one is free.

If you start to feel sicker while you are waiting, tell the nurse at the desk right away.

When you are in a patient room:

The nurse may check and monitor your blood pressure, temperature, breathing and heart.



The doctor will ask you some questions and examine you. The doctor may order some tests such as blood tests and x-rays.

If you have tests done these will take time to do. It also takes time for the results to be ready for the doctor. You may wait in the patient room or you may wait in the waiting area for the results of these tests.

When your exam and tests are done:

The doctor will talk to you and tell you what your treatment plan is. Each person's plan will be different.

You may need to follow a treatment plan at home and the nurse or doctor will explain this to you. You may get some written information to read and follow at home. You may get an appointment to see a special doctor. You may need to go to the pharmacy and pick up some medication to take.

You can ask any questions before you leave.

While you are here:

- Talk to your nurse before having anything to eat or drink or giving your child anything to eat or drink.
- Check with your nurse before you go to the bathroom. You may need to give a sample.
- Do not leave without talking to your nurse first.

If you decide to leave before being seen by a doctor, please tell the nurse that you are leaving.

What to bring to the Emergency Department:

When you know you are coming bring:

- Ontario Health Insurance card
- other health insurance information such as Blue Cross or Great West Life
- medical records or letters you keep at home
- current list of medications you take
- current list of allergies you have
- book, quiet toy, extra diapers if you are bringing a child – check with a nurse before feeding a child

