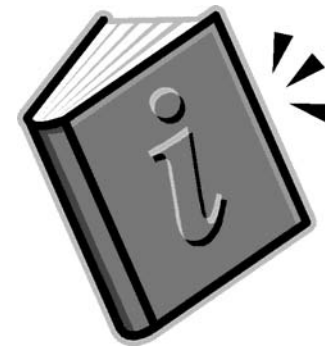


Welcome to the Renal Transplant Unit



Providing Client Centred Care

Visiting Hours: 2:00 to 8:00 pm daily

**Level 4 - Juravinski Tower
St. Joseph's Hospital
Hamilton, Ontario**

Telephone: 905-522-1155 ext. 34048

Your Health Care – Be Involved

Your safety is our concern. In order to have the best health care 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 doctor's office

When you are involved, you can make better decisions about your treatment plan. For more information there is a booklet called "Your Health Care – Be Involved" published by the Ontario Hospital Association. Ask a member of your health care team for a copy. You can download this book in many languages from **www.oha.com**

If you are a patient in the hospital you can watch the program "Your Health Care – Be Involved" on your bedside television. Turn on Channel 82 – the free patient education channel to learn more.

Your Comments are Welcome

We would like to know what we are doing well and where we can improve. You may get a satisfaction form to complete before you go home. Please leave it at the nursing station or mail it back to us.

If you do not get a form, ask your nurse or the unit clerk for one if you wish.



It's Your Call

We invite your comments, compliments or concerns.



Please call us at 905-540-567.

Be prepared to leave a message and someone will call you back.

Welcome

You have been admitted under the care of the Kidney and Urinary Program health care team. The goals of your care are to:

- provide physical and emotional care to look after you and your kidney transplant
- teach you what you need to know to recover and look after yourself
- teach your support persons how they can help

This is called 'Client Centred Care'.

During your stay you will get support and education from the team. You will also get a patient education binder to refer to at home. You can ask for information any time during your stay and after you go home.

Your Health Care Team

You may meet some or all of these members of the Kidney and Urinary Team.

Members of the team work closely with you, your family and support persons.



Your Nephrologist is a doctor who specializes in kidney problems. The nephrologists all share in your care and are on service for patients in the hospital, 2 weeks at a time. This means you may not see your own nephrologist on the unit while you are here. The nephrologist, on service, talks to your own nephrologist about your care regularly.

The Charge Nurse is the day to day co-ordinator of unit activities. The charge nurse works closely with members of the health care team to help plan for your care. You can talk to the charge nurse if you.

Registered Nurses look after you 24 hours a day. This includes planning with members of the health care team, giving medications and helping you learn about your care. Your nurse keeps the charge nurse and doctors informed about your care and progress.



Nurses work 12-hour shifts with changes at 7:00 am and 7:00 pm. Your nurses will also help you learn what you need to know to manage at home. Your nurse will help you talk to any member of the health care team and represent you in team meetings to make sure you get the care you need.

Information Resources for You and Your Family

Consumer Health Information Centre - 905-573-4810

The Consumer Health Information Centre is located at St. Joseph's Centre for Ambulatory Health Services. It offers health information from computer programs, books, videos, pamphlets self-help groups and agencies in the community. Information is available many ways:

Come to the centre: 2757 King St. East,
Hamilton, Ontario



Call: 905-573-4810

Email: chealth@stjoes.ca



Healthstyles Events

Healthstyles events are health education sessions about current health issues. They are offered 4 times a year and any member of the community can attend. Call 905-573-4810 for information about the next event.

The Health Extension – Call 905-573-7557

The Health Extension offers recorded health information over the telephone, 24 hours a day. This service is free and confidential. The messages are in English and French With special messages for children. Call 905-573-4810 for a list of messages **or** go to the Health Extensions section of the Hamilton Health Links website: www.stjoes.ca/extension

Pharmacy

The pharmacy at the front of the hospital can meet all of your medication and health care products needs. The staff offers professional advice, education, fast and friendly service. The pharmacy accepts all drug plans.



Chapel

The chapel is located near the main entrance.



It is a quiet, peaceful place where everyone is welcome. Daily mass and special services are posted on the chapel door.

Perfumes and Scents

Perfumes and strong odours can make it hard for some people to breathe.

No perfumes, after-shave or cologne is to be used while in this hospital. Please tell visitors as well.



A Primary Care Nurse or PCN is a nurse who works closely with each nephrologist. Your PCN talks to your nephrologist about any concerns you may have.

The Physiotherapist will assess you and design an exercise plan with you. Your plan may include exercises to:

- prevent a chest infection
- prevent blood clots in your legs
- improve your muscle strength
- improve your exercise tolerance



The Dietitian may see you to help you meet your nutritional needs. If you are on a special diet and want to talk to a dietitian, ask your nurse to arrange a visit. If you are eating poorly or not able to eat, a dietitian can add nutrition supplements or other forms of nutrition into your diet.



The Social Worker will help you and your family, plan your return home. Being in the hospital can disrupt you and your family. The social worker can talk about any concerns you may have. These may include emotional, financial, social and physical concerns. A social worker can help you get back into the community with the support you need.

You may ask to see a social worker any time during your hospital stay or call the Social Work Department yourself at extension 33101.

The Occupational Therapist or OT may see you if you have problems doing your daily activities of living such as washing and dressing. He or she will help you learn ways to use any aids to tools that may help you stay independent.

The Spiritual Care Specialist or Chaplain provides spiritual, religious and emotional support for you and your family. If you would like support from your own clergy, the chaplain or nurse will help you make the contact.



The Community Care Access Centre or CCAC will assess your needs for community services after you go home. Professional services such as nursing, physiotherapy, nutrition follow-up or counseling will be arranged if needed. Any equipment and supplies you need to manage at home will also be arranged.



The Hospital Pharmacist will help you learn about your medications. He or she can come to talk to you about your medications and give you some written information. You can ask any questions you have. You may ask to see a pharmacist any time during your hospital stay.

Smoking

There is no smoking in any building. You need your doctor's written permission to smoke outside of the hospital in the smoking area by the cafeteria.

It is very dangerous to smoke on the unit because there is oxygen being used at all times. Do not smoke on the unit. Smoking could cause serious injury to you, other patients, staff and the hospital.



Food and Drinks



The cafeteria offers a variety of snacks, meals and food. There is also a coffee shop near the main entrance of the hospital and at the Fontbonne building entrance. You need to check with a nurse before eating any food brought into the hospital for you.

Gift Shop and Store

These are located near the main entrance on the first floor. You can get cards, flowers, gifts, magazines, books, snacks and much more here.



Protect Yourself and Others

Wash your hands well when you enter the hospital or before going onto a unit. Use the pump bottles placed at many entrances to clean your hands.

Do not visit with signs of an infection such as a cough, cold, fever, rash, open sores or feel unwell. It is best for everyone if sick people stay home.



Wash your hands before and after each visit.

When it is time to go home

You will know in advance when it is time to go home so you can make plans. Before you leave, let your nurse know you are leaving so he or she can make sure all arrangements have been made.

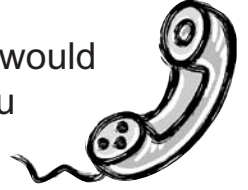
Around the Hospital

Parking

Follow the signs for parking. Visitor parking is off James Street South beside the Fontbonne Building. If you need to park for 1 month or more you can get a reduced rate by calling the Parking Office at 905-522-1155 ext. 32750. You can also call for a day pass to come and go all day.



A Peer Support Program is available through the Kidney Foundation. If you would like this support, talk to your nurse. You can also call 905-574-5222 yourself.



Each member of the **Kidney and Urinary Team** helps you get well and feel better. It is also up to you to help yourself. The team meets weekly to talk about:

- your progress
- what you need to learn to do
- when you can expect to go home

Other people you may meet . . .

Housekeepers will be in your room each day to clean.

A **Hairdresser** is available at the hospital. Ask the nurses for a request card to fill out and return to the nurses' station. Charges for these services are on the card.

Your Confidentiality

In order to keep information about you confidential, you will be asked to pick a spokesperson when you first come to the unit. This person will be the first contact for friends and family who are asking about you and how you are doing. Your spokesperson will communicate with you and the team and then contact the family and friends to pass messages along.

Your family and friends will contact the spokesperson first to keep up-to-date on how you are doing and if you are ready for visitors. This helps control the number of telephone calls coming into the hospital and protects all of our patients' private information. You also need treatment, care and rest to recover and this helps you meet these goals.

Teaching Centre

St. Joseph's Healthcare is a teaching organization. This means that you may have students involved in your care. We welcome students from all health care profession colleges and universities.

Research Centre

St. Joseph's Healthcare is a research organization. Many new treatments and changes in health care have come from research done here. You may be asked to take part in a research study. Be sure you understand the details of the study and how you would be involved before you sign a consent form for the research.



If you do not want to be in a research study, your care will not be affected.

Make sure your name is on anything you bring to the hospital.

At all times, rubber sole walking shoes are safer to wear than slippers. If you wear slippers, they must be non-slip. Do not walk barefoot or with socks only as this is not safe.



Leaving the unit

Your doctor must write an order on your chart for you to leave the unit while you are a patient in the hospital. Each time you leave the unit, you must sign out at the nursing station so we will know where to find you.

Visiting

Visiting hours are 2:00 pm to 8:00 pm. There are only 2 visitors allowed at a time. Other visiting hours can be arranged by talking to the charge nurse.



For everyone's safe recovery, no visitors are allowed on the unit with an infectious disease such as a cold, cold sore, flu and measles. Please tell your visitors to only visit if they are healthy.

Washrooms

Washrooms in the rooms are for patients' use only. There are visitor washrooms:

- on the unit
- on the first floor of the Sister Mary Grace Wing close to the information desk
- on the second floor of the Sister Mary Grace Wing near the cafeteria

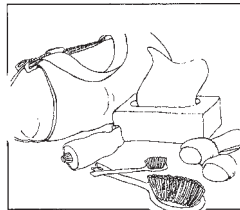


Education Room

Everyone is welcome to visit the education room. This room has pamphlets on health care topics. You, your friends and family should feel free to relax and read here.

Items you will need here

You should bring personal care items, shaving equipment, makeup and tissues. You should also bring any things you use such as a walker or cane. You cannot bring any electrical equipment. You may bring battery-operated items.



You will wear hospital clothes when you have drains or tubes. You can wear your own clothes when these come out. Bring easy care and easy wear clothes such as track suits. Nightgowns, bed shirts and housecoats should be well above the ankle so you do not trip on them.

Service Excellence

All of the staff, doctors, volunteers and learners at St. Joseph's Healthcare follows a set of "Standards of Behaviour."

Our goals are to:

- treat everyone with dignity and respect
- work together to provide great care and service

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.

Around the Unit

Meals

Breakfast is served about 8:30 am, lunch around 12:30 pm and dinner about 4:30 pm.



Please check with your nurse before you eat food brought in from home.

If you have any questions about your food, ask your nurse or ask to see a dietitian.

Call Bells

Each bed and bathroom has a call bell. If you need help, press the red button at your bedside or pull the chain in the bathroom. A nurse will come to help you as soon as possible. The staff at the nurses' station can talk to you over the intercom. Your nurse will also make routine checks in your room.

Storage

Each patient has a closet in the room to put personal items in. You should keep valuable items at home. St. Joseph's Healthcare is not responsible for lost or stolen items. You should only keep a small amount of money with you if you wish. If you keep any valuables at the hospital, they will be locked in the hospital vault.

Telephones

Telephones are hooked up each day in the afternoon. You can arrange to have a telephone by paying a service charge at the Patient Accounts Office in the front lobby of the hospital. If you have a telephone at your bedside, dial 8 or 88 and then the number.



There is a pay phone on the first floor. There are also taxi phones and pay telephones at each building entrance.

Television

There is a television at each bedside. Cable T.V. can be rented by filling out a television rental card found on the wall outside the nurses' station.



Cable service is started between 3:00 and 4:00 pm each day. Fees must be paid in advance to the Television person or cable will not be started. You cannot bring a television from home even if it uses batteries.

Patient Education Television

Channels 82, 84 and 85 are free on all bedside TVs. There are many educational programs for patients and family members on this channel. You do not need earphones.

To get these channels, turn on your TV and select a channel. If the voice does not come on, talk to the television person. He or she will adjust your set and give you a TV guide. The television person comes around in the afternoon.