

## Your Health Care – Be Involved

Your safety is our concern. In order to have the best health care become 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. You can download this book in many languages from [www.oha.com](http://www.oha.com)

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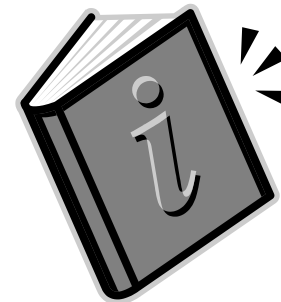
St. Joseph's  
Healthcare  Hamilton

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St. Joseph's Healthcare Hamilton  
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Healthcare  Hamilton

# Welcome to the General Surgery and Gastrointestinal Unit



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Providing Patient and Family Centred Care

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Visiting Hours: 9:00 a.m. to 9:00 p.m. daily

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Discharge Time: 11:00 a.m.

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Level 6 - Sister Mary Grace Wing  
St. Joseph's Hospital  
50 Charlton Ave. East, Hamilton, Ontario  
Telephone: 905-522-1155 ext. 33613

[www.stjoes.ca](http://www.stjoes.ca)





## Service Excellence

All of the staff, doctors, volunteers and learners at St. Joseph's Healthcare follow a set of "Standards of Behaviour". Our goals are to:

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

## The Health Care Team

You will meet many members of the Team. As you and the nurses identify your needs, other services will be added. **You** are a member of the Team. Your care involves you and your family. The Team will help you learn how to help yourself.

You will see your **Doctor, Surgeon, Specialist or Assistant Doctor** each day. This doctor discusses your care, plans your treatment with you and checks your progress each day.



The **Charge Nurse** is the day to day coordinator of unit activities. If you have any questions or concerns about your care, talk to your nurse or the charge nurse.

The **Nurse Manager** is responsible for all aspects of patient care and nursing on the unit. If you have any questions or concerns that cannot be managed by the charge nurse, ask to speak to the nurse manager.

## Your Comments are Welcome

We would like to know what we are doing well and where we can improve. You may get a 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.



## Comments and Compliments - Patient Relations

At St. Joseph's Healthcare Hamilton we expect everyone will treat each other with dignity and respect at all times. We invite you to contact our Patient Relations Department at 905-522-1155 ext. 33838 when you have comments, compliments or complaints about the care you had here.



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

When you call with a complaint, we will work with you and your health care team to try and resolve the problem using respect, compassion, confidentiality and fairness for all involved. If no one is available when you call, please leave a message.

You may be in St. Joseph's Hospital then go home with CCAC follow-up. A nurse or physiotherapist, for example, may need to come to your home to help you. The CCAC Manager will assess your needs before you leave. If you go home with CCAC care, please make sure you go right home so you will be there when they call you to arrange a visit.

## Before you leave

Your nurse will give you any medication prescriptions and appointment cards before you leave. You should also have arranged to rent or borrow any equipment you need when you are going to your home. A PT or OT will help you make these plans.

## Discharge Time

Please arrange to leave by 11:00 a.m. The person picking you up needs to bring a wheelchair to the unit for you.



Wheelchairs are found at all of the entrances. You should check at the Nursing Station before you leave.

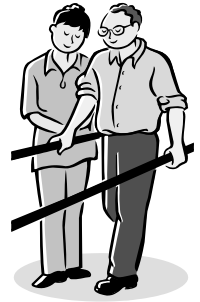
If you are not able to leave by 11:00 a.m., you may have to wait in the patient lounge so the bed can be prepared for the next patient.

**Registered Nurses and Registered Practical Nurses** look after all of your care. Your nurses keep the charge nurse informed about your care and progress. Nurses work 12 hour shifts.



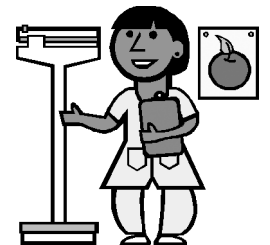
The **Physiotherapist (PT)** may see you to assess your chest or design an exercise plan with you to help you recover. Your plan of care may include:

- deep breathing and coughing exercises
- leg exercises to prevent blood clots
- walking to increase your independence after surgery



The **Occupational Therapist (OT)** may check to see if you need help improving skills such as dressing, washing and grooming so that you can manage at home.

The **Dietitian** may see you to help you meet your nutrition needs. You may learn about your diet and how to choose the right food for your medical condition. If you want to talk to the dietitian, talk to your nurse.



The **Social Worker** may meet with you and your family to help with concerns about:

- being in the hospital
- being away from your family or job
- money
- community support
- emotional concerns
- coping with discharge

The **Chaplain** can provide spiritual, religious, and emotional support for you and members of your family. If you would like to speak to someone from Spiritual Care, talk to your nurse. If you would like support from your own Clergy, the Hospital Chaplain can help you contact him or her. If you would like a visit from your own clergy or faith leader after leaving the hospital, this can be arranged as well.



The **Hospital Pharmacist** may talk with you about your medications and give you some written information. You can ask to see a pharmacist any time during your hospital stay. Ask your nurse to arrange for a pharmacist to see you.



If you need services at home, the **Community Care Access Centre (CCAC) Case Manager** and nurses will work with you, your family and members of the team to plan and arrange for this before you leave the hospital.

## Parking

Follow the signs for parking. Visitor parking is off James Street South beside the Fontbonne Building. You can call the Parking Office at 905-522-1155 ext. 32750 to get a reduced rate to come and go all day, or a reduced rate 2 week pass or monthly pass.



The parking lot off Charlton Avenue is premium parking. No in and out privileges, coupons, passes or validations are accepted here and it cost more to park here.

There are also local parking lots in the area if you do not mind walking.

## Discharge Plans

Before you come into St. Joseph's Hospital, you may have already discussed your plan for leaving. All along, you and your family will take part in discharge planning.



There are many discharge plans available for patients based on each person's needs.

You may be in St. Joseph's Hospital then go home with no extra care.

## 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.



## Gift Shop and Store

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



## The Sherman Library

The Sherman Library is on the 2nd floor of the Juravinski Tower. You can ask the librarian for help finding information. You can read the information in the library or you may be able to pay for a copy to take home.



## Pharmacy

The Pharmacy in the main lobby can meet all of your medication and health care product needs. It offers professional advice, education and fast and friendly service. The Pharmacy accepts all drug plans. Any patient or visitor may use the Pharmacy.

## Other people you may meet

The **Unit Clerk** is the first point of contact for patients, visitors and staff. The unit clerk answers call bells when you need help from a nurse or other member of the team. The unit clerk will also help arrange any follow-up appointments you may have before you are discharged.

**Housekeeping Staff** keep the unit and rooms clean.

A **Hairdresser or Barber** can come to the hospital to do your hair for a fee. Ask your nurse or unit clerk to request this service for you.

**Volunteers** help all over the hospital.

## A Teaching Centre

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

## A Research Centre

St. Joseph's Healthcare is a research centre. Many new treatments and changes in health care have come from research done here. You may be asked to take part in a study.



Be sure you understand the details of the study and how you would be involved before you sign a consent form for research. If you do not want to be in a research study, your care will not be affected.

## Violence in the Workplace

St. Joseph's Healthcare 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 by anyone will not be tolerated.

## Fragrance Free

Many patients, staff and visitors are allergic to scented products. For everyone's safety, please do not use any scented products such as perfume, cologne and aftershave.



## Patient Safety – Preventing Falls

One of our goals is to make sure that everyone is safe all of the time. A fall can happen any time but there are ways to prevent falling.



When you arrive on the unit and are able to answer questions, your nurse will take a history. Some questions ask about your history of falling and your risk of falling in the future. Please tell the nurse if you have a history of falling. Your therapist may also ask you about falling as well.

## Leaving the Unit

You need a doctor's order to leave the unit. Please tell your nurse when you are leaving.

Your doctor may not want you to go off the unit and therefore will not write an order for you to leave. Without a doctor's order, you need to sign a special form each time you leave the unit.

## Food and Drinks

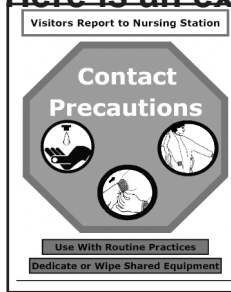
The cafeteria, on Level 2, offers a wide variety of snacks, meals and food. There is a coffee and snack shop on Level 1 by the main entrance and Level 1 of the Fontbonne Building. There are also vending machines around the buildings.



If you are on a special diet, please talk to the staff before you buy food off the unit. Check with a nurse before eating food brought into the hospital for you.



## Here is an example of an Isolation Sign:



Wash your hands



Put on a gown



Put on gloves

## People should not visit if they do not feel well or have:

- chills or fever
- diarrhea in the last 48 hours
- nausea or vomiting
- signs of an infection such as a rash or open sore

**Tell your visitors to clean their hands before and after each visit using the hand sanitizer outside the room.**



**JUST CLEAN YOUR HANDS**

## Smoking

There is no smoking at St. Joseph's Healthcare Hamilton. This means there is no smoking anywhere on the property inside or outside.

If you would like help to quit smoking talk to member of your health care team. We can help.



Plans to prevent a fall may include:

- asking for help before you get up the first time after surgery
- making sure you are wearing a good pair of walking shoes or non-slip socks when you are up
- helping you learn to use a walking aid such as a walker
- walking with a family member, friend or visitor around the unit



You can also help yourself from falling. Around the unit and the buildings you may see signs and posters with helpful hints to follow.

If you go outside, be careful when it has rained, snowed or there is ice on the ground. Always wear shoes. Use your walking aid if you have one.

Some medications may make you feel dizzy. To prevent a fall when you get out of bed, sit up slowly. Sit on the bed for a minute, then stand up. If you feel dizzy or like you may fall, sit down right away – on a chair, a bed or on the floor. Ask someone for help. Tell a member of your care team about what happened.

## Items to bring to the hospital

You will need to bring soap, a toothbrush, toothpaste, shampoo, tissue, comb or brush and any other personal care items you use.

You will also need shoes that have good support and non-slip soles. You will be up walking in your own shoes and clothes so bring easy care, easy wear clothes.



St. Joseph's Healthcare is not responsible for lost or stolen items. Please **leave all valuables at home**. You can bring a small amount of money if you want a newspaper or magazine. It is best to have your family or friends bring in money as you need it. Valuables kept at the hospital will be locked in the hospital vault until you leave.

## Around the Unit

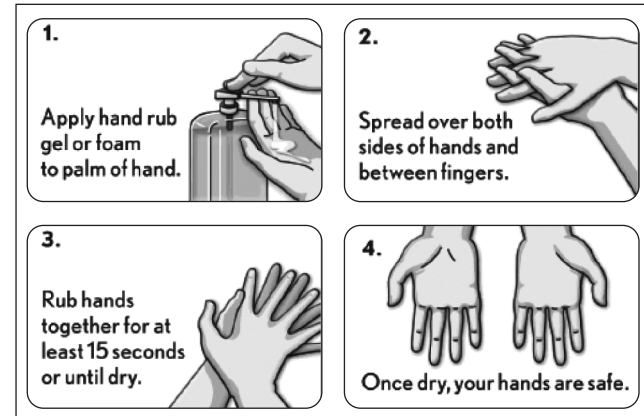
### Meals

Breakfast comes around 8:30 in the morning, lunch around 11:30 a.m. and dinner about 5:00 p.m. Please check with the staff before eating food brought from home.



### Call Bells

Each bed and bathroom has a call bell. If you need help, press the red button. The unit clerk at the Nurses' Station can talk to you through your room speaker.



## Why is handwashing important?

- Clean hands reduce the spread of germs.
- Germs, like cold or flu, can make you sick.
- Clean hands can save lives.

## While you are here, do not be shy:

Help our staff remember how important it is to wash their hands by asking any member of your health care team, "Did you clean your hands?"

**Remember to clean your hands often while in the hospital.**

## Isolation and Visitors – Patient Safety

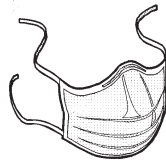
If you are in isolation there will be a special sign on your door. The sign will show your visitors what they need to do to visit with you safely.

## Visiting

You should not have more than 2 visitors at a time as the rooms are small and other patients are disturbed. Patients need care, treatment, therapy and rest. Visitors should not get in the way of your treatment plan.



Please tell your visitors the best times to visit you. Children must be with a responsible adult at all times.



We would be pleased to show your visitors how they can help you while you are in the hospital. There are many ways they can help you get better.

## Patient Safety – Protect Yourself and Others

Each time you enter and leave the hospital use the hand pumps to clean your hands.



**JUST CLEAN  
YOUR HANDS**

Before you enter and when you leave the unit follow the handwashing directions posted and clean your hands well.

If you do not need help right away, tell the person on the speaker. The nurse will come to help you when available. This should be within 10 minutes. If not, please call again as the nurse may be looking after other patients when you call.

If you need help right away, please tell the person on the speaker who answered your call. Urgent calls are answered first. Your nurses will routinely check you throughout the shift.

## 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 88 then the number. If you need to change rooms in the hospital, your telephone service will go with you at no extra charge.

## Pay Phones

There is a pay phone on the unit. It uses quarters. There are also taxi phones and pay phones at each entrance of the buildings.

## Privacy and Confidentiality

We are committed to protecting the privacy of all patients, visitors and staff. We want to make sure everyone is comfortable and safe.



While we encourage the participation of our patients and families in their health care, it is important to understand that taking photographs or videos (cellphones and cameras) is prohibited unless those involved have given consent to having their pictures taken.

If you want to take pictures and/or record an event, please talk to your health care provider or the manager, supervisor or person in charge.

## Television

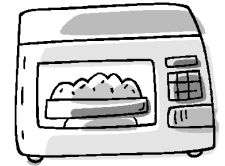
There is a television at each bedside. Cable TV can be rented by filling out a television rental card found on the wall outside the Nurses' Station. Cable service is usually started between 3:00 and 4:00 p.m. daily. Fees must be paid in advance to the television person. You cannot bring a television from home even if it uses batteries. If you do not have a TV guide at your bedside, ask the television person for one. There is also a television in the patient lounge.

## Nurses Station, Resource Room and Kitchen

When you go around the unit, you will find the Nurses' Station in the centre. The Patient Lounge and Resource Room is in Room G 610. Take a walk to this room to see the patient education materials.



There is a small kitchen with snacks and drinks such as coffee, tea, milk, juice and bread. A patient refrigerator, microwave oven, kettle and toaster are also here.



**Before eating anything from home, check with your nurse to make sure that the food is allowed on your diet. If you are on Isolation Precautions, food brought from home must be put on disposable dishes found in the unit kitchen.**

**Label all food brought from home with your name and date.**

## Washrooms

**Washrooms in patients' rooms are for patients' use only.**



There are 2 visitors' washrooms. One is on the second floor beside the cafeteria. The other is on the first floor across from the Patient Accounts Office.