

# Welcome to General Internal Medicine (GIM)



**This book describes the members of your healthcare team and their roles. It also reminds patients and families what they need to know and how they can take an active part in 'Patient and Family Centred Care'.**



## Table of Contents

	Page
<b>About Our Organization and Hospital</b>	<b>1</b>
<b>Map of St. Joe's</b>	<b>2</b>
<b>About Our Program</b>	<b>3</b>
<b>Privacy and Confidentiality</b>	<b>3</b>
<b>Be Involved in Your Care</b>	<b>4</b>
<b>What happens on a Teaching Unit?</b>	<b>6</b>
<b>Planning for Discharge</b>	<b>7</b>
<b>My Healthcare Team</b>	<b>9</b>
<b>Partners in Care</b>	<b>9</b>
<b>Medical Team</b>	<b>10</b>
<b>Nursing Team</b>	<b>11</b>
<b>Allied Health Team</b>	<b>13</b>
<b>Other Team Members</b>	<b>16</b>
<b>Patient Safety and Infection Control</b>	<b>18</b>
<b>Hand Hygiene</b>	<b>18</b>
<b>Isolation</b>	<b>20</b>
<b>Preventable Falls</b>	<b>21</b>
<b>Keep Moving!</b>	<b>22</b>
<b>Around the Unit and Hospital</b>	<b>23</b>
<b>Patient and Partners in Care Etiquette</b>	<b>29</b>
<b>Other Important Information</b>	<b>30</b>
<b>Local Overnight Accommodations</b>	<b>32</b>
<b>Trillium Gift of Life Network – Organ and Tissue Donation Program</b>	<b>34</b>
<b>Notes</b>	<b>35</b>

## Contact People

Complete this information as you meet of members of your healthcare team.

<b>Role</b>	<b>Name and Contact</b>	<b>Name and Contact</b>
Contact Person / Next of Kin (page 9)		
Power of Attorney for Healthcare (page 9)		
Substitute Decision Maker (page 9)		
Nurse Manager (page 11)		
Nurse Practitioner (page 12)		
Dietitian (page 13)		
Occupational Therapist (OT) (page 13)		
Pharmacist (page 13)		
Recreation Therapist (RT) (page 14)		
Physiotherapist (PT) (page 14)		
Social Worker (page 15)		
Speech Language Pathologist (SLP) (page 15)		
Spiritual Care Staff (page 15)		

# About Our Organization and Hospital

## Teaching Organization

St. Joseph's Healthcare Hamilton (St. Joe's) is a teaching organization. This means that you may have students involved in your care. We welcome students from all healthcare professions.

## Research Centre

St. Joe's is a research organization. Many new treatments and improvements in healthcare 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 wish to be in a research study, your care will not be affected.



## Service Excellence

All of the staff, doctors, volunteers and learners at St. Joe's follow a set of "Standards of Behaviour".

Our goals are to:

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

# Map of St. Joe's



## DIRECTORY

DEPARTMENT	WING	LEVEL
Acute Mental Health	JIT	9&10
ALC-LTC	Marian	2
Anxiety Treatment & Research Centre	Fontbonne	6
Audiology Dept (Hearing Aid Clinic)	Bishop Dowling	0
BANA Clinic	Bishop Dowling	3
Bariatric Clinic	JIT	4
Birthing Unit	Bishop Dowling	2
Brain-Body Institute	JIT	3
Cafeteria	Mary Grace	2
Centre for Minimal Access Surgery	JIT	2
Chapel	Mary Grace	1
Chest, Head & Neck Unit	JIT	4
Clinical Teaching Unit Central (CTUC)	Bishop Dowling	4
Clinical Teaching Unit East (CTUE)	Bishop Dowling	4
Clinical Teaching Unit North (CTUN)	JIT	6
Clinical Teaching Unit West (CTUW)	Mary Grace	4
Community Psychiatry Services	Fontbonne	3
Complex Care	JIT	5&6
Convenience Store	JIT	1
Day Surgery	Surgical	2
Day Therapy Program	Bishop Dowling	0
Department of Medicine	Fontbonne	5
Diabetes & Stroke Prevention	Fontbonne	5
Diagnostic Imaging	JIT	0
Dialysis	Marian	1
Eating Disorders	JIT	9

DEPARTMENT	WING	LEVEL
ECT	JIT	10
Electrodiagnostic Services (EDS)	Martha	0
Emergency	St. Luke	1
Endoscopy	Mary Grace	3
ENT Clinic	Mary Grace	8
Express Unit	Mary Grace	4
Firestone Clinic FRH	JIT	1
FIRH Administrative Offices	JIT	2
Fracture & Orthopaedic Clinic	St. Luke	1
G.I. Motility Unit	Mary Grace	6
Gift & Flower Shop	JIT	1
Gynecology (Inpatient Unit)	Mary Grace	6
Hamilton Centre for Kidney Research	JIT	3
Imaging Research Centre	Fontbonne	1
IMRAC Internal Medicine Rapid	JIT	1
Information Desk	Mary Grace	1
Intensive Care Unit (ICU)	Bishop Dowling	1
Kidney Function Program	Marian	4
Mammography/OBSP	JIT	0
Maternal & Child Unit	Bishop Dowling	3
McMaster Institute of Urology	Mary Grace	3
Medical Step Down Unit	Bishop Dowling	4
Minor Procedures Suite	Surgical	2
Musculoskeletal Unit	Mary Grace	7
Nephrology Inpatient Unit	JIT	7
Nephrology Outpatient Clinic	Marian	4

DEPARTMENT	WING	LEVEL
Nuclear Medicine	Marian	0
Obstetrics / Gynecology Clinics	Fontbonne	2&4
Obstetrics / Newborn Family Centre	Bishop Dowling	2
Occupational Therapy Department	Bishop Dowling	0
Operating Rooms	Surgical	1
Outpatient Department (OPD)	Fontbonne	1
Parking Office	JIT	2
PES - Psychiatric Emergency Service	St. Luke	1
Pharmacy - Retail	Mary Grace	1
Physiotherapy Department	Bishop Dowling	0
Pre-Op Clinic	Marian	4
Recovery (PACU)	Surgical	1
Rehabilitation Unit	JIT	8
Renal Transplant Clinic	Marian	0
Renal Transplant Unit	JIT	7
Research Administration	Martha	3
Security Department	Mary Grace	1
Short Stay Unit	Mary Grace	4
Sleep Lab	JIT	4
Speech-Language Pathology	Bishop Dowling	0
Surgery Clinics	Mary Grace	8
Surgical Step Down Unit	JIT	4
Ultrasound-Obstetrics/Gynecology	Fontbonne	2
Urology Inpatient Unit	JIT	7
Women's Health Concerns Clinic	Fontbonne	6

## **About Our Program**

Our program is called the General Internal Medicine or GIM Program. Each Program at St. Joes has its own focus and an expert healthcare team. You may stay on the same unit while you are here or need to move to other parts of the hospital for care.

Patients often have complex medical conditions and need a lot of care while their needs are being assessed and treated. Patients who become medically stable while they are here may go directly home or may move to another area of the hospital to get stronger before they leave. We also have many outpatient programs to provide support in the community.

### **Our Vision Statement**

Our team strives to provide quality patient-centered care within a safe supportive and respectful environment. Our patients are in good hands!

### **Privacy and Confidentiality**

St. Joe's is 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 healthcare, it is important to understand that taking photographs or videos (by cell phones and/or 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 doctor or nurse.

## Be Involved in Your Care

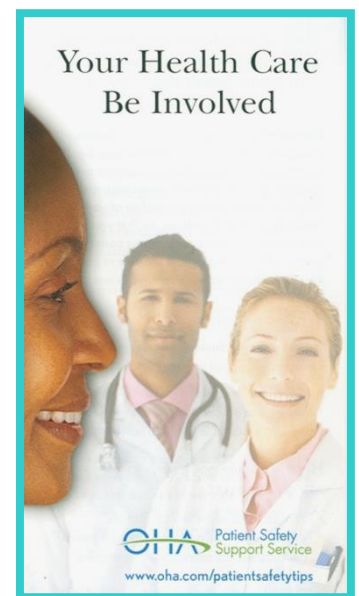
We encourage you to become an active member of your healthcare team.

Here are some ways to be involved:

- Ask questions and talk about any of your concerns.
- Know the medications you take and why you take them. Ask a healthcare team member if you are not sure.
- Carry a current list of medications, vitamins and herbal products you take. Share this list with all your healthcare providers.
- Carry a list of your current medical conditions, past problems and surgeries.
- Please tell a member of your care team of any allergies you have and the severity of the allergy.
- 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 pamphlet 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).

We encourage you to ask any question related to your care. You can use the 2 pages of this book to write your questions and the answers given as well as any notes.






## Patient Care Communication Board

In your room, there is a communication board called a 'Patient Care Board'. The next page shows a picture of this board. You and your partners in care may read and write questions on this board any time.

All staff involved in your care will be signing in on the board so you and your family will know who they are. The Board will also be used to help you know your discharge plan and when you will be ready to leave the hospital.

<b>Patient Care Board</b>		<b>Your Room #:</b>	<b>Your Bed #:</b>	<b>Your Phone Ext.:</b>
<b>Today's Date:</b>				
<b>Your Admission Date:</b>			<b>Doctor:</b>	
<b>Expected Discharge Date:</b>				
<b>Your Nurse today is:</b>		<b>Patient and Family Questions:</b>		
<b>Your Healthcare Team is:</b>		<i>(Please write here or speak with your Nurse any time. Is there something you want the staff caring for you to know?)</i>		
<b>Patient Goals (Staff please complete):</b>				
<b>Your CCAC/Homecare Case Manager is:</b>				
				

## What happens on a Teaching Unit?

Clinical clerks, who are medical students in training to be doctors, and medical residents who are doctors in specialty training, will assess you and gather information. They may need to come back to see you with the attending doctor who is the senior doctor in charge of the team for further assessment.



Various team members may ask you questions. This is important in helping them decide the best way to care for you.

Responsibility for your care may change as the doctors change every few weeks. Because of this, you may see several doctors during your stay. There is a formal process in place to make sure your information is shared with any new team members.

Patients admitted to our teaching units may spend their stay in mixed gender rooms. During your stay, you may need to change rooms or units depending on your care needs.

## Planning for Discharge

As a patient, discharge planning begins on the day you are admitted.

Members of your healthcare team begin planning the type of help you need to be able to leave the hospital.



Some of the things the team can do are:

- give you and your partners in care information and advice to help you manage at home
- arrange any equipment you need for going home
- arrange for support services in your community through the Community Care Access Centre (CCAC) or another community agency

There are many types of support services in the community. The type of services you can use depends on your needs. CCAC will try to match your needs with the services offered where you live.

You and your partners in care will be given as much notice as possible about the exact date and time of your discharge. However, some people are discharged on the same day they are told they are leaving.

If you or members of your partners in care have any concerns about discharge planning, ask to talk to a Social Worker as soon as you can. It is best to talk about your concerns to find solutions as soon as possible.

## Before you leave

- Tell your nurse the type of transportation you have arranged or need to have arranged to go home
- Have proper clothing and footwear
- Have a key to your home
- Make sure you know about any new medications you are taking
- Have a plan to have new prescriptions filled. Ask to talk to a hospital pharmacist before you leave if you have any questions
- Know the date and time for any follow-up appointments



## Discharge Time

Please arrange to leave before 11:00 a.m. The person picking you up is encouraged to bring a wheelchair to the unit for you. Wheelchairs are found at all of the entrances.



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.

Please remember to sign out at the Nursing Station before you leave.



## To All of Our Patients and Families:

**We wish you well and it has been our honour to serve you and our community!**



# My Healthcare Team

## Partners in Care

You, your family and chosen friends are part of your care team.

Each patient has his or her own healthcare goals and plan for care.

Patients and their families work together with members of the healthcare team to meet these goals.

## Please Remember:

Your Power of Attorney (POA) and Substitute Decision Maker (SDM) will only be contacted at your request or if you are too sick to help your care team make care plans.

## Your Care Team

The Care Team will help you:

- set goals around your healthcare needs
- make decisions about your health
- guide and help you with daily treatments
- develop a discharge plan

Your Care Team meets to talk about:

- your diagnosis and treatment
- your progress
- what you need to learn to manage your illness and recovery
- your plan for discharge



# Medical Team

## Medical Team

The medical team is made up of a Most Responsible Physician (attending doctor), senior medical residents, junior medical residents and medical students (clinical clerks). Some of our medical teams have a physician assistant. The medical team will assess your needs and manage your care while you are in hospital. The medical team may want to involve other specialists to help with your care.



## Attending Doctor

The attending doctor is the doctor who has the overall responsibility for your care.

## Medical Residents

Medical residents are licensed doctors who are getting more education in a specialty in health care.

## Medical Students

Medical students are students training to be doctors. They work under the supervision of a licensed doctor.

## Physician Assistants (PAs)

PAs work under the supervision of a licensed doctor to diagnose and treat patients. PAs perform assessments and carry out treatments in consultation with the attending doctors.

# Nursing Team

## Nurse Manager

A nurse manager is responsible for the administration of each unit in the GIM Program. If you have any compliments, concerns or comments you can ask to speak to the nurse manager.

## Registered Nurses (RNs) and Registered Practical Nurses (RPNs):

Throughout your stay, nurses will assess, plan and manage your nursing care. This includes talking to members of the healthcare team, giving medications and treatments and helping you and your loved ones learn about your care.



Nurses are your first point of contact for your questions or concerns.

Nurses work 12 hour shifts with shift changes at 7:00 a.m. and 7:00 p.m. At shift change, the nurses discuss each patient's care with the new group of nurses starting the shift. Nurses are always available for urgent needs during this report time. To make sure that all the important information about your care is shared, you may be asked to wait a few minutes for non-urgent requests such as a getting a clean blanket or help sitting in a chair.



Each unit has a charge nurse or a team leader who helps the unit run smoothly. Nurses on the team take turns as the charge nurse.

When you have questions or concerns talk to your nurse or ask to speak to the charge nurse.



### **Nurse Practitioners (NPs):**

NPs may also be involved in your care. NPs are registered nurses with additional education and experience who are able to order and interpret diagnostic tests, communicate diagnoses, prescribe medications and perform specific procedures. With the support of your doctor, the NP will manage your daily medical care.

### **Nurse Educator**

The nurse educator teaches staff and students the most current healthcare practice. The nurse educator holds teaching sessions and consults with staff on patient care issues. The nurse educator may ask to observe a procedure performed on the patient by a nurse or may ask the patient to volunteer for an education session.

### **Personal Support Workers (PSWs) and Healthcare Assistants (HCAs)**

PSWs and HCAs work closely with the nursing staff and other members of the team to help with personal care, feeding and mobility.





## Allied Health Team



### **Registered Dietitians (RDs)**

The dietitian may see you to help with your nutrition needs. You can also ask to see a dietitian if you would like some help with your diet or menus. Dietitians work Mondays to Fridays.

### **Occupational Therapists (OTs)**

The OT assesses your ability to participate in daily activities such as bathing, dressing, and meal preparation. The OT also assesses cognition, functional mobility and can help recommend equipment to make your home safer.

### **Pharmacists**

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 stay. Ask your nurse to arrange for a pharmacist to speak with you.

## **Physiotherapists (PTs)**

The PT may work with you on walking or moving as best as you can. If needed, you may learn how to use a wheelchair, walker, cane or crutches to get around safely. The PT will also work with you to increase your strength, balance and your ability to use your arms and legs. He or she may design an exercise program for you and bring you to an exercise class.



The PT may also help you with any breathing problems you may have.

PTs work closely with other team members to help you prepare for your discharge.

## **Recreation Therapists (RTs)**

The recreation therapist utilizes recreation to maximize independence and promote an optimal leisure lifestyle so that you can remain active and engaged. The RT can help families plan for discharge by arranging day programs, providing contacts for community leisure program and services, transportation, support groups and more.

## **Registered Respiratory Therapists (RRTs)**

RRTs are available for lung function tests and to treat your special breathing needs. You can ask your nurse to contact a RRT if you have questions or concerns about your breathing needs.

RRTs are available 24 hours a day.

## **Social Workers (SWs)**

The social worker is available to you and your family to provide support and guidance throughout your stay. The social worker will also help you with discharge plans, organize family meetings, make referrals to community agencies, and provide counseling or information about finances. If you would like to speak with a social worker ask your nurse or doctor to make a referral.

Social workers work Mondays to Fridays.

## **Speech-Language Pathologists (SLPs)**

A speech-language pathologist may see you and your family if you have problems swallowing or communicating. The SLP works closely with other members of the healthcare team.

SLPs work Mondays to Fridays.

## **Spiritual Care Staff or Chaplains**

The spiritual care staff or chaplain offers care for the human spirit including all spiritual beliefs and faiths. They are professionally educated to provide spiritual, religious and emotional support, grief and bereavement counselling for you and your family.

If you would like support from your own clergy or spiritual leader, the chaplain or spiritual care staff can help you with this.

The spiritual care staff or chaplain is available 24 hours a day.

## Other Team Members

### Community Care Access Centre (CCAC)

The CCAC has a care coordinator in the hospital who will work with you, your family and healthcare team to plan and arrange for supplies and services at home if you need them.

If you already have a CCAC care coordinator in the community, the hospital care coordinator will update them on your hospital stay at the time of your discharge.

Your healthcare team will refer you to CCAC. You can also refer yourself or a loved one for assessment in the community. You can contact them by calling 1-800-810-0000.



### Housekeepers

Housekeepers keep the unit and your room clean.

### Porters

Porters are hospital employees who assist with transporting of patients to and from tests and procedures. They will move you on a stretcher or in a wheelchair. Your porter will work with your nurse and physiotherapist to assure the safest, most comfortable method of transportation for you.

### Unit Communication Clerks (UCCs)

The UCCs greet and direct visitors, answers telephones, organizes hospital records and does many other activities to keep the station running smoothly.

## **Volunteers**

Volunteers play a vital role in the delivery of excellent patient care at St. Joe's. Volunteers give of their time and passion to assist hospital staff in the delivery of your care. A volunteer may provide you with fresh water, tidying the hospital room or offer support, attention and compassion.

## **Geriatric Team**

This is a consult service for older persons who are at risk of falls, have memory changes, or changes in function. Your doctor or nurse will consult the geriatric team if needed.

## **Palliative Care Team**

Palliative care is an approach to disease management that focuses on improving quality of life for individuals and families facing life-limiting illness.

The palliative care team at St. Joseph's consists of doctors, clinical nurse specialists, volunteers and trainees. Members of the palliative care team work with your medical team to address pain and other symptoms associated with your illness, provide education and help with planning the next steps in your care. The team will provide support for you and your loved ones.

Please ask your nurse or your doctor if you could benefit from consultation with the palliative care team.

## **Wound Care Team**

The wound care team consists of registered nurses with training in advanced techniques for wound prevention and treatment. Your doctor or nurse will consult the wound care team if needed.

# Patient Safety and Infection Control

## Patient Safety is Important

Some of our units have a key pad near the door to be used when leaving the unit. This helps us encourage patient mobility and avoid unwanted exits from the unit.

We encourage all visitors to be watchful when leaving so patients do not leave the unit behind them.

## Confidentiality is Important

Due to confidentiality and patient safety, visitors are respectfully asked to communicate with staff outside the hours of change-of-shift reporting, unless it is an emergency. Change of shift occurs between:

- 6:30 a.m. to 7:30 a.m. and
- 6:30 p.m. to 7:30 p.m.

## Hand Hygiene

It is important for you and visitors to wash hands often.

Hand hygiene is important because:

- Germs live on people and the things they touch.
- Sick people get infections more easily.
- Infections can keep patients in the hospital longer.

If your hands are visibly soiled, you must wash them with soap and warm water. Otherwise, you can use the alcohol hand rub.

**Each time you enter and leave the hospital use the hand pumps to clean your hands. Before you enter and when you leave the unit follow the hand washing directions posted and clean your hands well.**



## Clean your hands well for 15 seconds:

- Each time you enter or leave a patient's room
- After you sneeze or blow your nose
- After using the toilet or bathroom
- After touching something on the floor or other surfaces
- Before you put on a gown or gloves and after you take them off



## Steps to cleaning hands



## It is OK to ask if we have cleaned our hands

During your stay, everyone on your care team should clean their hands before and after caring for you. If you do not see your health care providers clean their hands with soap and water or use alcohol hand rub when entering your room, **it is OK to ask them to clean their hands before touching you or objects in your room.** Our staff knows you may ask and appreciate the reminder.



Remind your visitors to wash their hands before and after each visit as well.

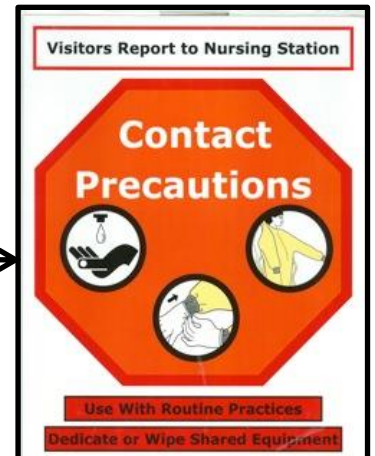
Remember to clean your hands often while in the hospital.

## Isolation

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. Your nurse will help you and your visitors as well.

This is an example of a sign you may see before you go into a room

If you are visiting a patient in isolation, please speak with a nurse, before you enter the patient's room. The nurse will show you what to do before you visit.



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 sores

## Personal Protective Equipment (PPE):

- Examples of Personal Protective Equipment include gowns, gloves, and/or masks.
- When needed, members of the health care team will advise you when to wear PPE and how to put it on and take it off.
- When leaving the room, everyone needs to take off any PPE, if used, and clean their hands.

## When you have questions or concerns about isolation:

If you are visiting a patient in isolation and are not sure what to do, talk to a health care provider before going into the room. The health care provider will show you what to do.

If you have any other questions or concerns, please feel free to contact us at 905-522-1155 extension 33385. Be prepared to leave a message and we will call you back.



## Preventable Falls

A fall can happen any time but there are ways to reduce the risk of falling.

To prevent falls please:

- ask for help before you get up
- make sure you are wearing a good pair of walking shoes or non-skid socks when you are up
- let staff help you learn to use a walking aid such as a walker



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 reduce the risk of falls, follow these steps when getting out of bed:

- Sit up slowly.
- Sit at the side of the bed with feet on the floor for one full minute before standing.
- 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.

If you fall, please call for help. Please report to the nurse that you have fallen.

## Keep Moving – Stay active while in the hospital

You will feel better if you move. Every little bit of activity helps.

If you are not sure how you can move safely, please ask a member of your healthcare team.



*Sit up with visitors*



*Walk around*



*Sit up to eat meals*

### **Remember...If you do not use it, you will lose it!**

- Staying in bed too much can slow your recovery and your ability to move around and take care of yourself.

### **The benefits of moving and being active in the hospital include:**

- better breathing
- better able to fight infections
- better appetite
- better sleep
- better mood
- better able to manage at home
- less skin breakdown or bedsores
- less weakness and fatigue
- less dizziness
- less falls
- less pain
- less confusion

## Around the Unit and the Hospital

### Meals

	<b>Breakfast</b>	<b>Lunch</b>	<b>Dinner</b>
CTU Central	7:35 a.m.	11:30 a.m.	4:30 p.m.
CTU-East	7:50 a.m.	11:50 a.m.	4:45 p.m.
CTU-West	8:15 a.m.	12:15 p.m.	5:15 p.m.
CTU-North	7:45 a.m.	11:30 a.m.	4:35 p.m.

### Call Bells

Each bed and bathroom has a call bell. If you need help, press the red button. The UCC at the Nurses' Station can talk to you through your room speaker. If you do not need help right away, tell the person on the speaker. The nurse will come to help you when available. If you need help right away, please tell the person on the speaker who answered your call.

### Washrooms

Washrooms in the rooms are for patients' use only. This will help control the spread of infections. Ask a nurse for the visitor washroom location on your floor. There are also visitors' washrooms available on:

- The first floor of the Sister Mary Grace Wing close to the information desk
- The second floor of the Sister Mary Grace Wing near the cafeteria
- The 4th floor of CTU-C (Central) across from the lounge
- The 4th floor of the Sister Mary Grace Wing in the patient lounge on CTU-W (West)



## Television

There is a television at many bedsides. Cable TV 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 pm and 7:00 pm. each day. Fees must be paid in advance to the television person or cable will not be started.

If you are discharged before your purchased time is up, you can get a refund. If you are moved to a new room, your television service will be moved to that room.

We encourage you to use head phones when watching TV.

To activate this service please contact extension 33458.



## Telephones

You can arrange to have a telephone by paying a service charge at the Patient Accounts Office in the front lobby of the hospital.

To activate this service please contact Patient Accounts Office at extension 33208 or in person at the front lobby of the hospital. If you choose to pay for this service, please tell your nurses so they know you have this service.



Ask a member of the staff to tell you where the nearest pay phone is.

There are also taxi phones and pay telephones at each building entrance.

If you are discharged before your purchased time is up, you can get a refund from Patient Accounts.

If you are moved to a new room, your telephone service can be moved to that room by calling Patient Accounts.

## Education for You and Your Partners in Care

You will find patient education brochures in the holders around the buildings. Help yourself to any information on display. You can also ask your nurse for written patient education handouts we have. Feel free to discuss the information with any member of the healthcare team.

When you are home, you can also find many patient education handouts posted on our website. Go to the Patient Education Quick Links at: [www.stjoes.ca](http://www.stjoes.ca)



## Language Access Program Translation Services

When a patient or his/her Substitute Decision Maker (SDM) does not speak or understand English well, or uses sign language, we offer translation services in a few ways:

### **Staff or the patient's family member or friend:**

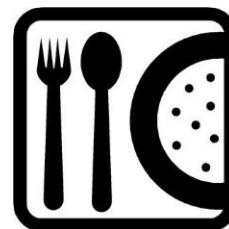
- Many times a member of the health care staff or a family member or friend can translate with the patient's permission.

### **3-Way Telephone Translation:**

- This uses a special telephone where the patient (or SDM) holds one phone and the health care provider holds the other phone. They can talk back and forth using a translator on the other end. Over 200 languages are offered.

### **Face-to-Face Translation:**

- When a face-to-face discussion is better for the patient's care, a translator or sign language translator can be booked.



## **Food and Drinks**

### **Cafeteria:**

The cafeteria, on Level 2 of the Mary Grace Wing, offers a wide variety of snacks, meals and food. You need to have 'off floor' privileges to leave your floor and go to the cafeteria. The cafeteria offers a wide variety of snacks, meals and food. It is open:

- 7:30 a.m. to 5:00 p.m. Monday to Friday

### **Convenience Store:**

There is Convenience Store on Level 1 by the main entrance of the hospital off Charlton Avenue East. It is open:

- 8:00 a.m. to 8:00 p.m. Monday to Friday
- 10:00 a.m. to 5:00 p.m. Saturday
- 12:00 p.m. to 5:00 p.m. Sunday

### **Tim Hortons:**

There is full Tim Hortons service on Level 1 by the main entrance open 6:30 a.m. to 11:00 p.m. every day.

There is a Tim Hortons snack and refreshment stop on Level 1 of the Fontbonne Building. It is open 7:00 a.m. to 3:30 p.m. Monday to Friday.

### **Vending Machines:**

There are vending machines around the buildings.

### **On the Units:**

There is ice water, water and juice on the units all the time. Ask a member of the staff for directions. If you are on a special diet, please talk to the staff before you buy food off the unit. Family and friends can also bring you food. We encourage your family and friends to help you during meals. Please check with a nurse before eating food brought into the hospital for you.

If you are on in isolation, any food brought into your room must be on disposable dishes. Signs are posted in the patient kitchen on what friends and family should do with food before bringing it into your room.

## 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.

If you are unable to attend mass in person, you can watch it on channel 82 on your television.



## Gift Shop and Convenience Store

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

They are open: 10:00 a.m. to 8:00 p.m. Monday to Friday  
12:00 p.m. to 5:00 p.m. Saturday and Sunday



## 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 may be able to pay for a copy to take home. You can also get the wireless internet code from the library free of charge.



## Out-Patient Pharmacy

The out-patient 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.

It is open Monday to Friday 9:00 a.m. to 7:00 p.m.



## Parking

Follow the signs for parking. Visitor parking is off James Street South beside the Fontbonne Building.



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

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

You can call the Parking Office at **extension 32750** to get a reduced rate for long term parking (see next section).

The Parking Office is on the 2<sup>nd</sup> floor of the Juravinski Tower beside the library.

## Long Term Parking Rates

A 2-week pass can be purchased. The pass is valid for 14 consecutive days from the date of purchase. First time purchase price is \$50.00.

The renewal cost for another 14 consecutive days is \$45.00.

Full Month Passes can be purchased. First time purchase price is \$95.00.

The renewal purchase price is \$90.00.

Please note that prices may change.



# Patient and Partners in Care Etiquette

## How to be a Partner in Care

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:

- Help with personal care such as brushing your hair or dressing
- Help with eating meals
- Help with moving around such as going for a walk if allowed
- Read a newspaper, book or magazine to you
- Help you socialize by doing something like playing cards or solving a puzzle together



## Visiting

Visiting hours are 9:00 a.m. to 9:00 p.m.

You should not have more than 2 visitors at a time as the rooms are small and other patients are disturbed. As a patient you 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.**

If you are visiting a patient in isolation, please speak with a nurse **before you enter the patient's room**. The nurse will show you what to do before you visit.



## Other Important Information

### Fragrance Free Policy and Allergies

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

Please remember that many people are also allergic to latex balloons and flowers:

- Mylar (foil) balloons are the only balloons allowed on the units.
- Before you bring flowers in, please ask the nurse to check if any patient in the room or area is allergic.

### Leaving the Unit

If you want to leave the unit please talk to your nurse as your doctor needs to approve this. 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 and sign back in when you return.

### Smoking

There is no smoking at St. Joe's. 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.



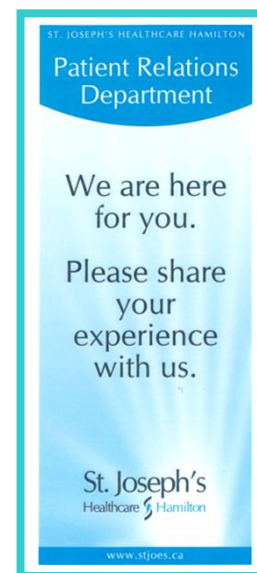
## **Compliments, Concerns or Comments – Patient Relations**

At St. Joe's, we expect everyone will treat each other with dignity and respect at all times.

We invite you to contact our Patient Relations Department at extension 33838 when you have compliments, concerns or comments about the care you had here.

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

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



## **You and Your Valuable Possessions – Working Together to Keep Them Safe**

As partners in your care, you can help us by:

- Leaving all valuables and things you value at home. It is best to have your family or friends bring in money as you need it.
- Sending personal items that are valuable to you home with family or friends.
- Asking about storing items that you value in the hospital vault during your hospital stay. You will get these back when you are discharged.
- Keeping valuable items in your room out of site,



Please remember that you are responsible for any mobile devices and valuables you bring and keep with you.

**St. Joseph's Healthcare Hamilton is not responsible for any lost, damaged or stolen items or anything you value that is not locked in the hospital vault.**

## Local Overnight Accommodations

<p><b>Durand Seniors Residence 905-525-0338</b></p> <p>10 Herkimer St., Hamilton ON L8P 2G2</p> <ul style="list-style-type: none"><li>• offers rooms for short periods of time, if available, including breakfast and private bath</li></ul>
<p><b>Crown Plaza 905-528-3451</b></p> <p>150 King St. East, Hamilton ON L8N 1B2</p> <ul style="list-style-type: none"><li>• offers a “compassionate rate” for patients’ families</li></ul>
<p><b>Sheraton Hotel 905-529-5515</b></p> <p>116 King St. West, Hamilton ON L8P 4V3</p> <ul style="list-style-type: none"><li>• offers a "compassionate rate" for St. Joseph’s patient’s families</li><li>• offers an “emergency rate” for families in extreme emergencies</li></ul>
<p><b>Visitors Inn 905-529-6979</b></p> <p>649 Main St. West, Hamilton ON L8S 1A2</p> <ul style="list-style-type: none"><li>• offers a “compassionate rate” to St. Joseph’s patients’ families</li><li>• free parking</li></ul>
<p><b>Admiral Inn 905-529-2316</b></p> <p>149 Dundurn St. North, Hamilton ON L8R 3E7</p> <ul style="list-style-type: none"><li>• offers a “compassionate rate” for St. Joseph’s patients’ families</li><li>• has efficiency suites including microwave, mini frig, coffeemaker, iron, free wireless</li><li>• free parking</li></ul>
<p><b>Days Inn 905-528-3297</b></p> <p>210 Main St. East, Hamilton ON L8N 1H3</p> <ul style="list-style-type: none"><li>• offers a “compassionate rate” for patients’ families</li><li>• limited free parking, complimentary continental breakfast, free wireless internet</li></ul>
<p><b>Court Yard by Marriott Hamilton 905-383-7772</b></p> <p>1224 Upper James Street, Hamilton ON L9C 3B1</p> <ul style="list-style-type: none"><li>• offers a “compassionate rate” for patients’ families</li><li>• courtesy shuttle (7:30 a.m. to 10:30 p.m.) transport to hospital</li><li>• free parking</li></ul>

**A Quiet Place (for Adults only) 905-388-3966**

11 Perthshire Court, Hamilton ON L9B 2H1

- 3 bedroom choices: 1 single bed, 2 single beds, or 1 queen bed with ensuite
- free parking

**YMCA (for Adult men only) 905-529-7102**

79 James Street South, Hamilton ON L8P 2Z1

**YWCA (for Adult women only) 905-522-9922**

75 MacNab Street South, Hamilton ON L8P 3C1

## Trillium Gift of Life Network – Organ and Tissue Donation Program

Trillium Gift of Life Network is a not-for profit agency of the Government of Ontario. It looks after planning, promoting and coordinating organ and tissue donation across Ontario.

As of January 2014, a member of the health care team must call the Trillium Gift of Life Network for any patient who is 79 years of age or younger and:

- meets the criteria for high risk of imminent death
- has died – this call must be made within 1 hour of the patient's death

If the patient is eligible for tissue donation, the Trillium Gift of Life representative will ask to speak with the next of kin.



### Important facts:

- One donor can save up to eight lives and enhance as many as 75 more.
- Everyone has the potential to be an organ and/or tissue donor regardless of age or health.
- To learn more or to register, visit 'BeADonor.ca' or call 1-800-263-2833.

To register or to learn more,  
visit [BeADonor.ca](http://BeADonor.ca)  
or call 1-800-263-2833.



