

# Patient Information Booklet



This booklet is provided to make you familiar with our policies and services. We hope that it will help answer any questions that may arise during your hospital stay.

**We look forward to helping you.** We will do everything possible to speed up your recovery and make your stay with us as safe and as pleasant as possible.

If there is anything you need or do not understand, **please ask** your doctor or your nurse.

Our Patient Relations Representative is here to help you with any questions, concerns, or compliments. Please call: 705-647-1088 ext. 2518. Your nurse will arrange a visit for you with our representative at your request.

## **TEMISKAMING HOSPITAL**

421 SHEPHERDSON ROAD  
NEW LISKEARD ON P0J 1P0  
TEL: 705-647-8121 BUS. LINE: 705-647-1088 FAX: 705-647-4154

## About Temiskaming Hospital

Temiskaming Hospital is a 59-bed large community hospital that cares for the residents of the Temiskaming Shores serving the healthcare needs of approximately 17,000 and district-wide population of 30,000 for the provision of obstetrical and level 1B nursery services, stroke services, laboratory and medical imaging (including CT scan). TH is staffed by 257 employees, 24 Physicians and 2 Midwives. Our staff includes Regulated Health Professionals providing inpatient and outpatient services including Occupational Therapy, Physical Therapy, Social Work, Speech Therapy, Respiratory Therapy, and Clinical Nutrition.

In partnership with Sudbury's Health Sciences North (HSN), we provide Virtual Critical Care Program, satellite dialysis, chemotherapy and Cardiac Rehabilitation. The hospital works closely with three local Family Health Teams and Health Unit including 9 Nurse Practitioners.

Temiskaming Hospital is a teaching centre for students in medicine, nursing and the allied health professions. We are proud to be affiliated with the Northern School of Medicine (NOSM), Nipissing University, Northern College and several other Ontario colleges and universities.

## Our Mission Statement and Values

### Mission

Temiskaming Hospital will provide quality patient centered health care according to evidence based guidelines and standards.

### Vision

Temiskaming Hospital aspires to be a model for rural health care.

### Values

- **Human Dignity:** Each person is valued as a unique individual with a right to respect and acceptance.
- **Excellence:** A commitment to strive for the best in our delivery of care.
- **Compassion:** Meaningful actions that demonstrate a presence of caring which fosters healing and wholeness.
- **Social Responsibility:** Actions that promote the just use of resources entrusted to us for the enhancement of human life, both personally and collectively.
- **Community Partnership:** Our people working together with other health care providers in a climate of mutual support that enables the healing and fulfillment of human potential.
- **Safety:** Ensuring a safe environment for all.

## Planning for Your Discharge

Our staff is committed to providing care and support while you're here, which includes helping you plan for when you leave the hospital. Planning to leave the hospital is called discharge planning. Together we will assess your progress and your needs. We will assist you and your family in planning for your discharge.

Please make sure you have all your belongings as well as aftercare instructions, prescriptions and appointments as needed. It is important that you understand all the instructions about your medication, diet, activities and follow-up appointments. If you have any questions or concerns, please ask your healthcare provider before you leave.

Discharge time from the hospital is 11 a.m. A family member or friend should take you home after a hospital stay. Staff/Volunteers will be happy to provide a wheelchair escort to your vehicle if needed.

### **Discharge Reminder List**

Do you have your:

- Medications you left with the nurse when you arrived?
- Valuables you put in safekeeping?
- Clothes and suitcases from your closet?
- Flowers and gifts?
- Any written instructions you were given about your health care? (for example diet sheet, follow-up doctor's appointment, medication sheet, or self-care sheet)

## Your feedback and input is important to us!

Don't forget to complete the Patient Questionnaire prior to leaving. You can obtain it from your nurse. Once completed give it back to the nurse. If you would like to take it home to complete, you can mail it back in the envelope provided.

### Mailing Address

Your hospital address is:

Your name  
Your room number  
Temiskaming Hospital  
421 Shepherdson Road  
New Liskeard, Ontario P0J 1P0

Patient mail is delivered daily. If you have letters to mail, give them to your nurse.

## Spiritual Care

Patient and family spiritual needs and preferences are seen as integral to the care and healing process. Spiritual Care assists patients, family, and hospital staff in drawing upon their own religious beliefs and spiritual recourses which includes being a supportive presence, offering religious rites, rituals and prayers, facilitating a holistic approach to health care and healing and access to spiritual space (Chapel).

Staff can facilitate contact with patients' own clergy when requested. Visitations by on-call clergy occur Thursday afternoons.

### Spiritual Care Services Offer

- Support and comfort patients and families during times of need
- Assist patients and families confronting a serious or terminal illness;
- Provide support and consultation when difficult ethical decisions are being faced by families and staff;
- Offer immediate and on-going support to parents who have miscarriages or early baby deaths;
- Annual Memorial Services - For all patients who die at our hospital;
- Provide worship services

## Environmental and Support Services

### Temiskaming Hospital is a smoke free property.

Smoking or use of tobacco products is strictly prohibited in or on hospital property, including parked cars, parking lots, the bus shelter and courtyards.

Temiskaming Hospital is proud to offer a smoke free environment and offers quality patient centered care by recognizing patients who smoke. It offers an on-site Inpatient Cessation Program and Nicotine Replacement Therapy. This program is also supported through an integrated approach with the Timiskaming Health Unit. The Admission/Discharge Nurse will discuss all of your options upon your admission

### Environmental Policies

- **Latex balloons & products** are **not** permitted in the hospital due to possible latex allergies.
- This is a **scent free environment**. Perfumes and other scents may cause a reaction in other people. Please do not use them in the hospital.
- **FREE WIFI is now available at Temiskaming Hospital.**
  - The use of **cell phones** is restricted to a distance of 3 feet from any medical device and anywhere within a ventilated patient's room. The same restrictions apply to other Wireless Network Devices (WiFi) except where public wireless networking is made available by the Hospital.

## Patient Rights

1. The patient has the right to considerate and respectful care.
2. The patient has the right to obtain from his/her physician complete current information concerning his/her diagnosis, treatment and prognosis in terms the patient or the substitute decision-maker, can be reasonably expected to understand.
3. The patient has the right to have their personal health information protected from unauthorized collection, use, or disclosure.
4. The patient or substitute decision-maker has the right to provide informed consent for the collection, use and disclosure of their personal health information and to receive from the health practitioner, information to give informed consent prior to the start of any procedure and/or treatment.
5. The patient or the substitute decision-maker has limited rights to refuse the collection, use and sharing of their personal health information and treatment to the extent permitted by law and to be informed of the medical consequences of his/her action.
6. The patient has the right to every consideration of his/her privacy concerning his/her own personal health information and medical care program.
7. The patient has the right to expect that all communication and records pertaining to his/her care will be treated as confidential and that there will be control processes in place to safeguard the use and sharing of their personal health information in a manner that is compliant with Bill 31 (PHIPA).
8. The patient or the substitute decision-maker has the right to expect that within its capacity, the hospital will respond reasonably to his/her request for services.
9. The patient or the substitute decision-maker has the right to obtain information regarding any relationship of this hospital to other health care and educational institutions insofar as his/her care is concerned.
10. The patient or substitute decision-maker has the right to expect reasonable continuity of care.
11. The patient or the substitute decision-maker has the right to examine and receive an explanation of his/her bill regardless of source of payment.
12. The patient or substitute decision-maker has a right to know what hospital rules and regulations apply to his/her conduct as a patient and the patient is made aware of his/her responsibilities relative to these rules and regulations.
13. The patient or substitute decision-maker has the right to request access to their personal health information and to request corrections be made to incorrect information that resides within their records.

## Patient Feedback: Share Your Experience

Temiskaming Hospital is committed to providing the best patient experience by promoting a safe, quality patient-centered care philosophy.

Your feedback is very important to us as it provides an opportunity to continually make improvements to provide you with the quality care you expect.

### How do I share my feedback?

During your stay in hospital, you are encouraged to discuss your questions or concerns with a member of your health care team. By sharing your feedback, the team has an opportunity to immediately respond to your questions or concerns. If you are not satisfied with the outcome, ask to speak with the manager of the service area.

## Communication

Your Healthcare Team will meet with you on a daily basis to review your progress while in hospital. If you have any questions or concerns about your care please let your nurse know. At Temiskaming Hospital we want you to have an excellent experience. We can only improve care by hearing from you.

### French Language Services

If you wish to receive your services in French but they have not been offered to you, please let your care provider know that you prefer to communicate in French. Temiskaming Hospital staff will be happy to make every effort to provide this service. If you are not satisfied with the level of services in French that you have received, please contact our Patient Representative.

## Accessibility

Temiskaming Hospital is committed to providing accessible service and integration to individuals with disabilities wherever possible, in a manner that promotes dignity, respect and independence.

We support the needs of persons living with disabilities in keeping with Temiskaming Hospital's Vision and Values.

In accordance with accessibility standards under the Accessibility for Ontarians with Disabilities Act (AODA), Temiskaming Hospital has developed a Multi-Year Accessibility Plan outlining our strategy to identify, prevent and remove barriers which will ensure our patients, families, staff, physicians, volunteers and have access to care and services.

## Our Volunteers

### Volunteers

Many volunteers donate their time and talents to make your hospital stay as comfortable and pleasant as possible. You will recognize auxiliary volunteers by their pink smocks and hospital volunteers by their burgundy smocks.

### Friendly Visiting

There are volunteers in the hospital if you would like some company and a chat. If you would enjoy a visit from a volunteer, please tell your nurse or the activity coordinator.

### Hospital Gift Shop

The gift shop is in the main lobby and is open daily. The gift shop offers a variety of items including gifts, candy, pop, newspapers, slippers, baby gifts, stamps, note paper, silk flowers, English and French greeting cards and Nevada Tickets.

A little shop with a bit of everything! Come and browse.

Gift shop hours are:

- Monday to Friday - 9:30am – 11:30am  
- 2pm – 4pm  
- 6pm – 8:00pm
- Saturday - 2pm – 4 pm  
- 6pm – 8:00pm
- Sunday - 2pm – 4pm



## Televisions

Please speak with your healthcare provider about ordering your television services.

## Cellular Devices and WiFi

Temiskaming Hospital now offers the public access to the internet using an open wireless network. This service is free of charge and has the ability to support communication services such as Skype, FaceTime, and Google Talk.

To initiate this service, simply connect to wireless network TemiHospPublic and then open your internet browser. Your browser will be redirected to a user access agreement. Accepting these terms will complete the connection and allow you free access to the internet.

Patients and visitors can safely use cellular phones in public areas such as the main lobby, cafeteria, waiting areas and most patient rooms, unless contra-indicated by signs or advised by hospital staff. Please respect the signage and directions throughout the hospital.

## Parking

Parking fees have been set at \$3 per visit. Weekly (\$15) and monthly (\$30) passes are available at the registration desk upon request.

## Vending Machines

There are vending machines available 24 hours a day located in the hospitals courtyard lounge, front lobby and emergency department waiting room.

## ATM Machine

An ATM Machines is located across from the front registration desk in the main entrance lobby.

## Hairdressing Services

Every Tuesday from 9:00 a.m. to 12:00 p.m. (except July and August) a volunteer will **wash and set hair only**. Make an appointment with the activity coordinator or your nurse.

## Activity Program

The Activity Program is part of our Long-Term Care Program and is offered 4 hours per day. Your doctor may suggest you be in some of these programs or the nursing staff may suggest that you would benefit from being part of the activities. If you are interested, please mention this to your nurse. Families are welcome to participate with patients in daily activities and special occasion activities.



## Your Health Information

### Personal Health Information

At Temiskaming Hospital we collect your personal health information either directly from you or from the person acting on your behalf. The personal health information that we collect may include: your name, date of birth, address, health history, records of your visits and the care that you received during those visits. With your consent, we may collect your personal health information from other sources if this information is needed to provide you with necessary treatment.

Access to your personal health information is available to those who need it in order to provide care. This may include physicians, nurses, technologists, therapists and other health professionals.

### Your Rights:

You have the right to access your personal health records and to request a correction if you believe there are any errors. You also have the right to withdraw your consent for some of the above collections, uses and disclosures.

You may request access or request a correction to your record by contacting our Health Records Department, by calling 705-647-1088 ext. 2135 Monday through Friday from 8:00 a.m. to 4:00 p.m.

### Consents

You or your substitute decision maker will be asked to sign a consent form for a treatment, an examination, or surgery. It is important that you have a full understanding in order to make an informed decision about your care. Therefore, your doctor will provide the necessary explanations to you. If there is anything you do not understand, please ask questions.

## Visiting Hours

Temiskaming Hospital encourages visits from family throughout your healing process. We know that having loved ones nearby while in the hospital makes patients more comfortable and speeds up recovery.

- Visiting hours for medical, surgical and long-term care patients are 10:00 a.m. to 8:00 p.m.
- Visiting hours for obstetrics are from 2:00 to 4:00 p.m. and then from 6:00 to 8:00 p.m.
- Visitors to the Special Care Unit are restricted to immediate family and/or significant other(s). Other visitors will be allowed at the discretion of the SCU staff.

## Patient Safety: Understanding Your Role

Patient safety is everyone's responsibility. Temiskaming Hospital staff, physicians and volunteers are committed to providing a safe environment. Our patients and visitors play an important role in creating a culture of patient safety.

- 1. Speak up**  
It's okay to ask questions about your care
- 2. Share your health history**
- 3. Ask for help**  
If you don't understand the information given to you, don't hesitate to ask to have it explained again
- 4. Know and understand your medications**  
Remember to bring all your medication or a complete list with you. Ask about the reasons for all your medications. If a pill looks unfamiliar to you, don't take it unless you know what it is. If your medication is changed, ask why. Make sure your doctors, nurses and pharmacy staff know about any **allergies and adverse reactions** you have had to medications
- 5. Help prevent falls**  
Falls are the leading cause of injury for seniors. Ask if you need help with going to the bathroom, getting in and out of bed, or reaching for belongings. Let others know if you feel dizzy or have fallen in the past. Use the side rails on your hospital bed. Use handrails and grab bars provided in washrooms
- 6. Check for identification**  
All Temiskaming Hospital staff, physician, volunteers, and students are required to wear a photo identification badge.
- 7. Make sure staff identify you before providing care**  
Confirm your name before you receive a treatment, procedure or medication with the care provider. They must use two methods of identification every time (name and date of birth).
- 8. Respect others and expect it back**  
Temiskaming Hospital is committed to the principle of having a right to a respectful environment that is free from violence and harassment. Temiskaming Hospital promotes an attitude of mutual respect between employees, professional staff, volunteers, patients and visitors to the hospital. Any act of violence or harassment committed by or against any member of our workplace or member of the public, is unacceptable conduct that will not be tolerated.
- 9. Be Involved in your health**  
See the pamphlet with your admission package for information how to become more involved in your health care. **You can report a patient safety incident to your nurse or staff member, nurse team leader, clinical manager or patient relations representative at any time.**
- 10. During care transitions**  
Patients and families will be given the information they need to make decisions and support their own care.

## Hospital Services

### Room Accommodations/Insurance

Provincial health insurance covers standard ward accommodation (four patients per room) only. Semi-private and private rooms are available for an additional fee which may be covered by your supplemental health insurance coverage. You are responsible for any portion of the accommodation fees not covered by supplemental insurance. Some of the costs NOT covered by OHIP include crutches, walking casts, etc.

Medical needs is the first priority when assigning rooms and staff will work hard to assist you in your requests for specific accommodation.

If you have any questions about your coverage, the staff in the admitting department or finance department will be pleased to discuss this with you.

### Co-payments for Complex Care (CC) and Alternate Level of Care (ALC) Patients

Co-payments may be required for:

- Patients who have been designated by a physician as requiring CC. This is specialized care provided to patients with complex medical conditions.
- Patients who have been designated by a physician as requiring Alternate Level of Care (ALC). This is when a patient no longer requires acute care in a hospital and is waiting for placement in another setting (e.g. nursing home).
- Your physician will discuss with you or your substitute decision maker prior to designating you to CC or ALC.

### Telephones

You can rent a telephone in most rooms. Patient Registration will set up the phone service for a flat fee. For this service, please go to or call Switchboard by dialing "0". For your comfort, calls made to you between 10:00 p.m. and 8:00 a.m. do not ring on your telephone.

### Courtesy Telephones

These are available in the patient care area and in the main lobby.

### Pay Telephone

There is a pay telephone in the Emergency Room waiting area beside the Laboratory Department door.

## Beds

Your bed is probably higher and narrower than the one you use at home. There are bed rails on all patient beds for your protection. Be sure to call your nurse if you need help to get out of bed.

## Call Bells

When you are admitted, you will be shown your patient call bell. Please use it to ring for your nurse.

## Patient Rooms

The hospital has the right to allocate any room available. You may have independent insurance coverage which will identify the type of room you are covered for. There may be times when a room isn't available under your coverage. Every effort will be made to accommodate when one becomes available. All patient rooms have large windows and a bathroom. Ward rooms are for four patients; semi-private rooms are for two patients; and private rooms are for one patient.

## Medical Surgical Patient Lounge

You may wish to rest, read or relax with your visitors in the medical surgical patient lounge. This room has a color television, and an assortment of magazines. It is located just across from the chapel.

## Your Health Care Team

Many different staff members may be coming into your room to assist you. Some of these may include: doctors, nurses, personal support workers, laboratory technologists, x-ray technologists, cardiac rehab, physiotherapists, occupational therapists, registered dietician, dietary staff, speech therapist, social worker, respiratory therapist, activity coordinator, patient relations representative, admitting clerks and housekeeping personnel.

## Temiskaming Hospital Palliative Care Program

This program offers support and resource information to persons living with a life threatening illness and to their families which includes emotional support, relief for family care givers/respite, information and resources and grief/bereavement support.

Coordinators of the Program are:

- Lesley Simms: 705 647 1088 ext 2133
- Linda-Bea Chambers: 705 647 1088 ext 2322
- Marg Arthur: 705 647 1088 ext 2342

## Infection Control

Temiskaming Hospital is committed to providing safe patient care. A very important part of safe care is ensuring our patients do not acquire an infection while in hospital. Practicing good hand hygiene is the best way for you and those caring for you to prevent the spread of germs. Please look for hand sanitizer, located at every entry/exit as well as in patient room

### Just Clean Your Hands

We ask that all visitors use the alcohol based hand rubs located in dispensers at the entrances of the hospital and throughout the patient units.

Hands need to be cleaned:

- On your way in and out of the hospital
- When entering or leaving a patient's room
- After using the washroom
- Before you eat a meal



If you need help with hand hygiene please ask a nurse.

There are a number of precautions Temiskaming Hospital uses to stop germs moving from one person to another. A few of these include:

- Hand hygiene program
- Well trained housekeeping staff who take pride in providing a clean environment
- Careful consideration for patient placement
- Isolation of patients who may have a potentially infectious illness
- Laboratory screening

## Falls Prevention

### Reducing the Chance of Patient Falls in the Hospital

Without compromising your treatment, the hospital wants you to move about as freely and independently as possible. Temiskaming Hospital would like you to help us reduce your chance of having a fall while you are in the hospital.

### Some of the Reasons for Accidental Slips or Falls are:

- You may feel weak or dizzy from your illness, tests, drugs, or surgery.
- You may not be comfortable asking for help to get out of bed or go to the bathroom.
- Your room may have equipment that is strange to you.
- You may be confused by your new surroundings in the hospital.
- Your clothing and foot wear may be unsafe during your hospital stay.

### Some Ways You And Your Family Can Help Reduce The Chance Of Falling:

- When you are up, wear slippers or shoes which have a firm fit and non-slip soles. Do not wear just socks.
- When you are in the hospital do not wear clothing that drags on the floor (long housecoat).

## Fire Precautions

### Fire Alarms & Fire Drills

The hospital has an extensive system of heat and smoke detectors that automatically trigger the fire alarm system when they are activated. In addition, the hospital has a sprinkler system that activates automatically when the heat in the area reaches a set temperature. The sprinklers activate only in the areas where the heat has triggered them, not in the entire hospital.

The fire alarm system can also be triggered manually. Any person who notices smoke or a fire should immediately notify a staff member, who will trigger the system. If a staff member is not immediately available, the alarm system can be activated by using one of the red pull stations, located beside hospital exits.

- Fire exits are clearly marked throughout the hospital.
- During a fire alarm, elevators are shut down and all fire doors automatically close.
- Please stay in your room unless hospital staff directs you otherwise.
- Overhead paging will announce the “All Clear” when the fire alarm is over.

**In the event of a real fire, your safety is the first concern of hospital staff. Employees will tell you what you need to do. Please follow their instructions.**

Fire drills are conducted monthly. When they are held, the processes identified above will be followed, except that the paging system will identify the alarm as “Practice Code Red” rather than “Code Red”. Fire drills are held to allow employees to practice and will not involve patients or visitors.

## Your Hospital Stay

### Items to Bring When You Are Staying

Your health card (OHIP)	Any religious/spiritual material
A list of your current medications	Reading material
Personal hand sanitizer	Non-slip socks
Slippers with nonslip soles	Cosmetic items
Nightgown	Toothbrush
Pajamas	Toothpaste
Housecoat	Shaving articles
Brush and comb	Shampoo

## Valuables

**Do not bring valuables to the hospital.** We are not responsible for lost or stolen property. Whenever possible, money and valuables should be sent home with relatives. In the event this is not possible, your nurse should be notified of all items you wish placed in safekeeping. **The hospital cannot accept responsibility for loss or damage to patient belongings and valuables, unless they are placed in safekeeping.**

## Medications

Please bring in a **list of the medications** you are currently taking. During your stay, medication is usually provided by the hospital pharmacy.

### Be sure to:

- Bring your medication list or medication bottles every time you come to the hospital and to a medical appointment after you leave the hospital
- Keep your medication list up-to-date.
- Show your medication list to your health care team, even if they don't ask.
- Carry your list with you.
- Tell your family or caregiver about your list and where to find it.
- After every appointment or hospital visit, ensure you get your list or an updated list back from your health care team.

### Medication Reconciliation

Medication reconciliation is a very important hospital process. In this process, health care staff work with you to make sure there is clear and complete communication about what medications you are taking

Medication reconciliation is part of keeping you safe while in the hospital and when you are discharged. This process helps to reduce medication errors. A best possible medication history will be completed in partnership with you.

You can partner with your health care team to ensure that the list of medications you take at home is complete and up-to-date-list:

- Bring all your medications or a complete list of them to the hospital;
- Provide your health care team with your pharmacy contact information (found on your pill bottle) and your family doctor's name and phone number;
- Take part in the review of your new and old medications with a doctor, nurse, or pharmacy team members;
- Update your medication list regularly and write down any changes made by you or your doctor;
- Have a MedsCheck done at your community pharmacist and bring to the pre-operative visit.

Before you leave the hospital, make sure you understand why and how to take all new medications you started while in hospital.