

Patient Guide



**Hôpital Général de Hawkesbury
& District General Hospital Inc.**

1111 Ghislain, Hawkesbury, Ontario K6A 3G5
Tel.: (613) 632-1111

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Welcome

The Hawkesbury and District General Hospital is a vibrant institution which offers a broad range of health care services to a diverse population. Since opening at the current site in 1984, the hospital has been recognized for its steady commitment to quality and innovation.

Together, the staff, physicians and volunteers welcome you to our facility. Your attending professionals will facilitate your stay and assist you and your family by providing quality care and services. In the fall of 2007, the hospital has introduced the patient-centered care standards of the CCHSA (Canadian Council on Health Services Accreditation) to guide its customer service and Quality Assurance Program.

Our Patient Guide will provide you with useful information on hospital policies and services. Our staff is at your disposal to complement this information and address your questions during your stay and recovery at the hospital. However, your participation in the process of care is also important for your well-being.

Our hospital is publicly funded and governed by a volunteer Board of Directors that represents the community and which is ultimately responsible for the performance and quality of the hospital services. The administration of the hospital fosters a quality work environment for our staff and promotes communication, mutual respect, dignity and acceptance of diversity and, at all times, respecting confidentiality.

We hope your stay will result in a positive experience.

MISSION STATEMENT

Lives saved, lives improved, lives prolonged and lives lost, without loss of dignity

Here is a list of the services, clinics and health programs designed to meet your needs and your doctor's requirements.

Services

Family Birthing Centre
Medical / Surgical
Operation Room
Special Care
Reactivation Unit
Emergency / Intermediate Emergency Clinic
Occupational Therapy
Physiotherapy
Inpatient/Outpatient, Psychiatric Services
Palliative Care
Speech Language Pathology
Geriatrics



Nutrition
Diagnostic Imaging (Radiology)
Laboratory / ECG
Pharmacy
Food Service
Information Service
Medical Records Service (Archives)
Public Relations
Volunteers / Pastoral Care

Clinics & Programs

Obstetrics Clinic
Hemodialysis Clinic
Stroke-Prevention Clinic, Cerebral Vascular Accident (CVA)
Diabetes Clinic
OBSP/Ontario Breast Screening Program
PART Clinic (Prevention of Accidents and Rehabilitation Therapy)
Children Rehabilitation Program
Foot Care Clinic
Smoking Cessation Program
Cardiac Prevention and Rehabilitation Program

Consultants:

(Some criteria apply)

-Surgery
-Internal Medicine
-Cardiology
-Neurology
-Orthopedics
-Gynecology
-Urology
-Gastroenterology
-Pneumology

N.B. For more information concerning these services, clinics and programs, please dial '0' or visit our website at :
www.hgh.ca

Your Opinion is Important to Us

The Hawkesbury & District General Hospital is a community hospital; its services are developed and planned according to the needs of the community it serves. You therefore have a significant say in the establishment of expressed priorities and objectives.

This Guide is intended to assist you and to allow you to benefit from the care and services offered. We hope that the information and the instructions will help you and the members of your family better prepare for your stay at our healthcare center.



People Who Care About Your Health

The medical team, the nursing staff, the hospital employees and the volunteers, devote their time and efforts for your well-being. This collective force gives our hospital the warm atmosphere which promotes personalized health care.

Our patients and our staff are important to us, this is the reason why aggressive behavior and abusive or coarse language are not tolerated.

Medical Staff

Many physicians have requested hospital privileges to allow them to admit patients to the hospital and care for them during their stay in the hospital. These physicians must be actively involved in the hospital life. Should your physician not be a member of that team or if you don't have a family physician, your medical care will be handled by designated physicians.



Hospital Staff

Over 450 employees work at our healthcare centre. All must wear an identification tag with their name and either their title or the department they work in.

Just as well-informed patients are important to us, so is the continuing education of our employees. Many hours a month are spent on employee education.

The Friends of the Hospital

The mission of this group of volunteers is to improve the quality of life of the patients by enhancing with their presence, the services and programs already provided by the staff, all in accordance with the mandate and philosophy of the hospital.

The Friends of the Hospital raise funds through managing The Gift Shop, where you can purchase various gifts, items and products necessary to patients' comfort. The volunteers also operate the vending machines at the main entrance of the hospital.

Dedicated volunteers working in Palliative Care, Pastoral Care, Patient Care Services or at the reception are an important part of the hospital team; they will do the utmost to help make your stay more pleasant. Our volunteers are a comforting presence while bringing a special touch.

Preventing Infections is Everyone's Responsibility

Multiple Resistant bacteria

Infection prevention is a major concern in any hospital. This is why at our hospital, we have established an infection prevention and control program.

The widespread use of antibiotics can promote the development of multiple resistant bacteria to the medication used to treat infections. This is the reason why our personnel has put in place, a monitoring program aimed at ensuring the control of these multiple resistant bacteria. As part of this monitoring program, rectal and nasal tests are required.

You will be notified if your tests reveal the presence of multiple-resistant bacteria. Precautionary measures would then be taken to prevent the microbes from being transmitted to other people. One of those measures could be to relocate you to another room.

The Importance of Washing Your Hands

Hand-washing is the most effective way to prevent the spread of infections.

You can help us prevent infections by washing your hands frequently.

Also, encourage your visitors to wash their hands when they come to see you. Health professionals are quite aware of the importance of hand-washing. If a health professional forgets to do so before providing your care, remind him/her.



Your Rights as a Patient

Your hospitalisation does not take away your dignity, your individuality or your right to be treated as a responsible individual capable of making decisions concerning your own life.

You have the right to:

- be treated with consideration and respect. You and your family shall be treated with courtesy, fairness and understanding. At our hospital we do not discriminate on the basis of race, religion, ethnic origin, culture, social status, gender, sexual orientation or health status.
- insist on having your information kept private. Medical records and information discussed among health professionals will be treated with similar respect for confidentiality.
- access your medical file upon request unless that exceptionally, the treating physician believes it is not in your best interest at the moment.
- be free from inappropriate intrusion. Treatments, examinations and personal care will be conducted in a manner that respects your dignity and privacy.
- be informed by the physician in charge of your care concerning your diagnosis, your treatment and your prognosis. The information should be given clearly and in easily understood terms.
- receive from the attending physician, the necessary information to authorize the use of any technique or course of treatment required for your care. You also have the right to know the name of the person responsible for the use of such technique or treatment. refuse to be cared for, but this, within the limits stipulated by the law. You also have the right to be informed of the probable consequences of such a decision on your health.
- share your comments or file a complaint with the appropriate authorities or with our Public Relations personnel.

Your Responsibilities as a Patient

You should:

- respect the other patients' privacy and treat the hospital staff and the patients with respect and dignity, making sure that your visitors do the same. Staff members, other patients and visitors should not have to experience any harassment nor abuse, whether verbal or physical.
- report for medical consultations given by appointment, and if you are unable to attend, you should inform your health professional beforehand.
- provide pertinent information with trust and confidence, regarding your past medical history, such as past illnesses, hospitalization and medication.
- be as involved as possible in your own health care plan, asking to clarify things that you do not understand, by making the best decisions that you can, by discussing your wishes, preferences and decisions with the staff and by taking an active part in your care plan.
- respect hospital policies and regulations in the manner that they were explained to you.
- designate a contact person within your family to reduce the number of telephone calls.

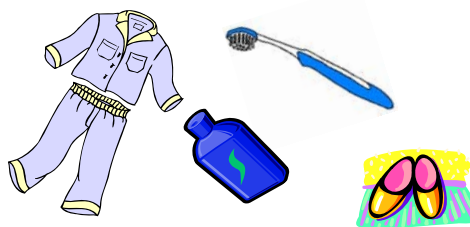
What you need to bring:

1. A complete list of your medications with dosage if possible. It is however preferable to bring your own medication.
2. Your provincial health card. If you have another insurance plan, bring your membership card. At the time of your visit, a hospital blue card will be given to you. Bring it with you every time you come to the hospital.
3. Personal items such as pyjamas and nightshirts, housecoat, slippers or comfortable shoes, undergarments, sox, underwear, etc.

Toilet-case: toothbrush/toothpaste, brush/comb, soap/shampoo, shaving kit (electric razor allowed), facial tissues (Kleenex).

Please do not bring:

- Large suit cases
- Cellular phone
- A large amount of money
- Jewelry
- Electronic equipment such as radios, ventilators, etc...



The hospital is not responsible for thefts or damaged objects.

We ask that you return your valuables at home; if it is not possible, there is a security box available at the admission desk that you could use. You will be given a detailed receipt of the valuables that you leave at the desk.

Reception / Service Information

Registration must be made in person. To access any of our services, report to the information desk. You will be notified of the procedure to follow if necessary.



On the day of your admission or the day before, we will call you to confirm the arrangements for your hospitalization. We will give you the time of your admission. Upon admission you will be given an identity bracelet that you must wear at all times during your stay.

Hospitalization Costs

Your health card and your personal insurance policy constitute your passport to hospitalization. We strongly advise that you verify your exact insurance coverage in order to avoid any misunderstanding. You will be billed directly for all costs not covered by your personal or provincial plan.

Patient Room

The hospital offers a choice of accommodation in wards (4 beds), semi-private rooms (2 beds) or private rooms.

Provincial Health Insurance programs cover the cost of accommodations in a ward. It is possible that the room requested is not available upon admission. We will try our best to assign to you the requested room.

Pastoral Care Service

We recognize the importance of spiritual values and respect the various religious beliefs. We offer patients and their family members the opportunity to observe the traditions or sacraments of their particular faith, to explore personal spirituality and to receive moral support in compassionate surroundings. You can receive the visit of a priest or pastor by asking a member of our nursing staff or a volunteer from our Pastoral Care Service.

Meals delivered to the rooms

Breakfast is served from 7h30 a.m.

Lunch is served from 11h30 a.m.

Supper is served from 4 h30 p.m.

Patients wishing to receive nutritional information or book a consultation with a dietician should address their request to the nursing personnel.

Telephones

Telephones are available in every patient's room. To make a local call, dial 8, wait for the dial tone then dial the number you wish to reach.

For long-distance calls, you must reverse the charges to your correspondent or use your calling card. Just dial 0 and ask the operator to place your call. This service is offered between 8 a.m. and 8:30 p.m.

You can receive calls between 8 a.m. and 8 p.m. daily. Give your family and friends your room number as soon as possible so they can reach you. If you change rooms during your hospitalization, be sure to provide them with your new telephone number.



Televisions

A television set is available in each of the patient rooms. To ensure that each patient gets a good night's sleep, we ask that televisions be turned off at 11 p.m. Each patient will receive a set of earphones to be used at all times.

To get a TV set you must fill out a request and give it to the nursing staff. A security guard will handle your request and inform you about the financial arrangements.

Mail and Flowers

Any mail or flowers addressed to you will be delivered to your room. Mail received after you have been discharged will be forwarded to your home address.

Lost and found

All lost and found articles will be returned to the security guard's office. With the exception of money, lost articles will be kept for no longer than 2 months. You may report a lost or found article by calling the office of the security guard (ext. 305).

Before being discharged

If you plan to return home after a stay at our hospital and require community assistance, a liaison nurse from Community Care Access Centre (C.C.A.C.) will help you. A staff member will assist you with the next steps.

All Ontario hospitals must ensure prompt discharge of patients who no longer require hospital care or when alternate care can be provided in the community. This ensures that adequate medical services are available for patients who need to be admitted in acute care. Your cooperation is important in this matter.

When You Are Ready To Leave

There are three steps to your discharge from the hospital:

1. Your physician must write a discharge order in your chart.
2. Your physician or a member of the nursing staff will inform you about your discharge.
3. The nursing staff will assist you in organizing your discharge from the hospital.

On the day of your discharge, we ask that you leave the hospital before 11 a.m.

Policies

Language Policy:

The two official languages are equally recognized at the hospital and everyone has the right to be served in the official language of their choice;

- a) The patient, the public and the employee use the official language of their choice.
- b) It is our personnel's responsibility to seek the necessary linguistic resources to meet your needs.

Non-Smoking Policy:

It is strictly forbidden to smoke in the hospital. Patients and visitors must respect the regulations posted and the non-smoking rule.



Emergency Measures:

An alarm system and regularly scheduled emergency exercises for the staff ensure a safe and secure environment. In the event of a fire, return to your room **immediately**; a staff member will look after you.

Fire Drills

These exercises are held periodically. Our staff is trained to keep you safe and the hospital secure. These fire drills are for employees only and do not affect patients. Your door will automatically close itself for the duration of the exercise. A member of our assigned personnel will advise you of the steps to follow.

Gift Shop

La Boutique, a gift shop run by the Friends of the Hospital is located near the main entrance of the hospital. It is open from 8:30 a.m. to 7 p.m. during the week and according to the volunteers' availability on weekends.



Family/Visitor Information

Visiting hours are from 11 a.m. to 1 p.m. and from 4:30 p.m. to 8:30 p.m. seven days a week. Visitors may enter through the hospital main entrance and the clerks at the Information Service will be happy to give you the patient's room number as well as directions to get to the first floor.



Rest is a necessary part of your treatment. Visits from family and friends are also an important part of your therapy. Your visitors should however follow our visiting schedule so that you can receive the best possible care.

In order to help patients recover their health in a timely fashion, visitors should:

- Respect the visiting hours
- Be no more than two visitors per patient at a time
- Move about discreetly and avoid making any loud noises
- Ensure that young children be accompanied by an adult
- Respect hospital rules and regulations

- Respect infection prevention notices. If there is a poster on the door of the room indicating that precautionary measures (wearing a gown, gloves or mask) are required before entering the room, ask the nursing staff for more information.

We are all relying on your cooperation to help ensure that these instructions are followed. EVERYONE'S health depends on it!

Food Service

The hospital cafeteria is designed for the convenience of the hospital staff and the visitors. Hot and cold meals are served at the following times:

- 8:15 a.m. to 10:30 a.m.
- 11:30 a.m. to 2 p.m.
- 2 p.m. to 3:30 p.m. (no hot meals)
- 5:30 p.m. to 6:45 p.m.



There are vending machines located near the main entrance of the hospital and in front of the gift shop.

Parking

Parking for visitors is available in the public parking lot located to the west of the hospital. Visitors should not park in front of the hospital in areas reserved for emergency vehicles.



Services offered by our Clinics and Programs

Pharmacy Service:

Clinical pharmacists work in cooperation with doctors and nurses. They are available to answer your questions regarding your medication. Don't hesitate to consult them, the nursing staff will notify them of your request.

Geriatrics Service

This service is for senior citizens and/or those meeting certain criteria. Health assessments, appropriate recommendations and support are offered to the patients and their family. To access the service, a doctor's referral is required.

In-patient Psychiatric Service

Individual consultations and psychiatric follow-ups during the hospital stay are offered according to the needs and resources available. To access this service, a doctor's referral is required.

Upon your discharge, if indicated, the team will ensure that you are linked with the different community services.

Outpatient Mental Health Services

The *Centre Royal-Comtois Center*, located at 444 McGill Street in Hawkesbury is a mental health clinic that offers services to clients age 16 and over. They can be reached at 613-632-0139.

The *Centre Royal-Comtois Center* is not a mental health emergency service. If you are in a crisis situation:

- Go to an emergency service
- Contact one of the crisis mental health lines 24/7, free of charge
 - ONTARIO: (866) 996-0991
 - QUEBEC: (800) 661-0101

Palliative Care

The Palliative Care Service offers care and emotional support to the patients whose condition warrants it. The goal of the treatment is to ensure comfort measures like pain control. This service is available to any patient referred by the treating physician and in collaboration with the nursing, medical and professional personnel.

- **Bereavement Follow-up**

After the death of a loved one, the team made up of volunteers and staff members offer support and follow-up over a period of approximately one year. Any close friend or relative can benefit from this service. A booklet on bereavement is provided and three weeks later, a member of the team will call to plan a follow-up meeting according to their needs.

Nutrition Service

This service is offered to outpatients and hospitalized patients that need to follow a specific diet according to their needs. For the outpatient clinic, you need to be referred by a doctor. Contact extension 364.

Hemodialysis Clinic

This satellite service of The Ottawa Hospital allows stable and ambulatory patients of the region to receive their dialysis treatments in Hawkesbury, according to established criteria.

Foot Clinic

The clinic provides foot care services. No doctor referral is required. Contact extension 402.



Diabetes Clinic

The staff of the Diabetes clinic provides education and support to diabetic or pre-diabetic persons and their family by way of individual or group meetings. No doctor referral is required. Contact extension 482.

Stroke Prevention Clinic

If you suffered a Transient Ischemic Attack (TIA) or a Stroke (CVA), we offer you quick access to an assessment of your health, education and support, diagnostic services and appropriate treatments. A doctor's referral is required. Contact extension 482.

Cardiac Prevention and Rehabilitation Program

This program is offered to anyone suffering from cardiac problems or at risk of developing heart disease. The risk factors are identified and support is offered to the patients and their family. No doctor referral is required. Contact extension 177.

PART Clinic (Prevention of Accidents and Rehabilitation Therapy)

This outpatient physiotherapy service sees workers who had an accident at work or anyone who wishes to be treated in a private clinic. The fees are generally covered by the "CSST", CSPAAT, WSIB, "SAAQ", automobile insurance companies or private insurance plans. You can get access easily and quickly without being referred by a doctor. Contact extension 308.

Outpatient Physiotherapy Service

Patients with orthopedic, cardiac, pulmonary or neurological problems are treated as outpatients. It is necessary to be referred by a doctor. Contact extension 447.

OBSP/Ontario Breast Screening Program

This program offers an accredited service of breast screening to Ontario women, age 50 and over. Certain criteria apply. Contact extension 359.

Obstetrics Clinic

This clinic offers a follow-up pregnancy service to future mothers (30-32 weeks) who will deliver their baby at the Hawkesbury & District General Hospital. It is necessary to be referred by a doctor. Contact extension 409.

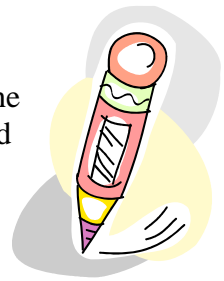
Children's Rehabilitation Program

This outpatient program is located at 352, Main Street and offers rehabilitation services in physiotherapy, speech language pathology and occupational therapy to children (certain criteria apply). It is not necessary to be referred by a doctor. Contact extension 399.

Your Comments Are Valuable

We appreciate your comments, suggestions, complaints and praise.

In order to continually improve the services offered to the community, the hospital Board of Directors has established a system whereby patients and visitors can communicate their complaints. The Public Relations personnel has the mandate to advocate for the patients. Upon receipt of a complaint, an investigation is initiated and a follow-up is made in a timely fashion, based on the circumstances and particulars of each one.



Furthermore, we regularly take part in surveys to evaluate the care and service that our clients receive and you might receive a questionnaire in the mail. We would appreciate it if you would take the time to fill it out, then return same to the firm whose name and address appear on the envelope.

In order to develop and improve personalized care and services, address your comments to the Public Relations Office, Hawkesbury & District General Hospital, 1111 Ghislain Street, Hawkesbury (Ontario) K6A 3G5.

The Foundation: A Driving Force in our Community

The mission of the Foundation is to solicit, receive and manage funds that will be used to promote continuous improvement of services offered to the patients by our hospital staff.

Should you wish to make a donation in memory of a loved one, you may do so by making a donation to the Hawkesbury & District General Hospital Foundation. Simply complete the form below and return it to the Foundation Office.

For further information, you may visit the Foundation Office located in front of the Gift Shop or call 613-632-1111, extension 365.



**I wish to make a gift to the Hawkesbury & District General Hospital Foundation.
Please accept my donation of:**

- \$500 \$200 \$100
 \$75 \$50 \$ _____

Donation from:

Name: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Telephone: _____

**I wish to make a gift to the Hawkesbury & District General Hospital Foundation
in memory of:**

Name: _____

Please notify the following person of my gift:

Name: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Enclosed is my cheque payable to: HGH Foundation

Charge my: Visa M/C AMEX

Credit Card Number: _____ Expiry: _____

A receipt will be issued for income tax purposes.

613-632-1551, extension 365
foundation@hgh.ca
www.fondationhgh.org

