

ADMISSION/ACCOMMODATION

ACCOMMODATION:

Patients are normally assigned to a semi private room on admission. Please notify your nurse on admission whether you have additional insurance coverage.

Placement in a private room is based on availability and could result in additional charges if placement is solely a patient request.

ADMISSION:

Your doctor will write admission orders outlining the specific care that is to take place during your stay.

Shortly upon your arrival to the hospital, a nurse will sit with you and/or your family member and complete an admission history including a patient profile. Other health care professionals may have already asked some of these questions, but it is important to give the information to your nurse again. Together you and your nurse will plan the care that you will require during your stay. Plans for your discharge will be started at this time and the outcomes expected of your care will be noted on the care plan.

Should you require any operative procedures, invasive procedures or the administration of blood products, a detailed consent will be obtained at that time. Before you sign the consent, you or your substitute decision maker must ensure that you have received information about the procedure including any questions you may have and the risks/benefits.

ACCESSIBILITY:

The hospital is committed to ensuring that services are accessible to all. If you require the use of an assistive device while in the hospital, please ask your nurse.

HEALTH CARE TEAM

Your health care team may include: You, your family/friends, Doctors, Nurses, Ward Clerks, Dieticians, Dietary Staff, Housekeepers, Chaplains, Physiotherapists, Laboratory/Diagnostic Personnel, and others as required.

FAMILY AND FRIENDS:

Family and friends are part of the team. Often patients find comfort in having family and or friends participate in their care. We encourage them to help at meal times, or perhaps with personal care.

We encourage you and your family to speak with your nurse and to be involved with your care.

To ensure we do not breach your privacy, on admission we ask for your permission to share information with a family member/friend that you designate.

PATIENT SAFETY AND COMFORT

IDENTIFICATION:



Staff are required to identify themselves. All employees are issued an identification badge that they are required to wear. This identification badge assures you that the person delivering your care is a hospital employee.

ARM BAND:

As a patient in the hospital, it is important to be correctly identified. You will be required to wear an identification bracelet at all times. You will be asked to identify yourself before undergoing a procedure.

ALLERGIES:

Please ensure that your nurse is informed of all allergies that you may have. This includes all food, medication or environmental allergies. A red allergy bracelet will be placed on your arm indicating what you are allergic to.



MEDICATIONS:



Your doctor will prescribe the medications for you during your stay. **It is very important that you let the nursing staff know all of the medications including vitamins and herbals that you take at home including how and when you take them.**



While you are in the hospital, you **must not** take any of your own medications. In rare instances if you are on a medication that the hospital does not carry, the hospital may ask to use your supply until an alternate supply is obtained.

PATIENT SAFETY AND COMFORT

SAFETY:

Hospital staff are trained in safety measures. Your safety is of the utmost priority to us. While you are in the hospital, if you notice anything that appears unsafe, please notify a member of your health care team.

Routine fire drills are practiced. In the rare event of a fire, a member of your health care team will give you further instructions to follow.

Please observe the wet floor signs as you are up and about on the unit.



CALL BELLS:

A call bell is available for you to ring for nursing assistance.

To operate, simply push the red button. This will illuminate the signal light outside of your room and at the nursing station. The Nurse will endeavour to ensure that the call bell is affixed to your bed at all times.

Response to the call bell may be delayed during periods of time when there is an emergency or when the ward is short staffed – for example, during staff breaks. Please refrain from ringing the call bell unnecessarily. Nursing staff do regular rounds so you can make non-urgent requests at that time.

The call bells have a two way intercom that connects to the nursing station. The nurses may speak to you over the intercom.

Emergency call bells are available in all washrooms, tub rooms and shower rooms. The different ring tone indicates a priority for nursing staff.

PATIENT SAFETY AND COMFORT

SMOKING:



Smoking **is not** allowed inside of the hospital or within 9 meters of an entrance to the hospital.

The Hospital has a smoking cessation program and can help you stop smoking – ask your nurse or doctor.

VALUABLES:

The Hospital is not responsible for any valuables brought to the hospital. Please send medications, wallets/purses, jewelry, credit cards, and other valuables home with a family member or friend.

PERSONAL CARE ITEMS:

Suggested items which you should have in the hospital during your stay are:

- ✓ Toothbrush and toothpaste
- ✓ Razor
- ✓ Shaving cream if needed
- ✓ Deodorant and soap

- ✓ Hairbrush or comb
- ✓ Slippers
- ✓ Housecoat
- ✓ Shampoo



*****Please put your name on all of your personal items*****

ELECTRICAL EQUIPMENT:



The Hospital prohibits patients from bringing electrical equipment such as fans, televisions, lamps into the Hospital.

In special circumstances electrical equipment, which is CSA approved and has been inspected by our Maintenance Department, will be allowed. Please advise your nurse of any electrical equipment you have with you.

PATIENT SAFETY AND COMFORT

RESTRAINTS:

The Red Lake Margaret Cochenour Memorial Hospital supports a least restraint philosophy which is consistent with changing attitudes, research and current evidence.

The Hospital recognizes the principles of Ontario's Bill 85, which is an Act to minimize the use of restraints. Research demonstrates that the use of restraints does not prevent injury and may in fact lead to increased injury and a host of other problems like skin break down and confusion.

ROOM TEMPERATURE:

The Hospital recognizes that individuals have different comfort levels when it comes to room temperature.

The Hospital maintains temperatures at a recommended level but if you feel your room is too cold or too hot, please ask your nurse for additional blankets or to adjust the thermostat in your room.

INTERNET SERVICES:

The Hospital is unable to supply internet access for patients. This measure is put in place to ensure our network security is maintained.

GENERAL SERVICES

TELEPHONES:



Telephones are available free of charge in each patient room for local phone calls only. Dial “9” to access an outside line.

For long distance phone calls it is preferable that patients use a calling card and place the call from the Lobby telephone. If a calling card is unavailable, the patient may dial “0” on their phone which rings to the Nursing Station where someone will contact the operator and transfer to the patient’s phone.

As a courtesy to other patients, the hospital asks that phones **not be used** prior to 7:00 a.m. in the morning and after 10:00 p.m. at night.



Upon admission, ask your nurse what your telephone **extension is and give this number to family and friends to be able to call you directly.** Because the hospital does not employ anyone at the switchboard after 4:00 p.m. or on weekends, a nurse is taken away from patient care to answer the phone each time it rings.

TELEVISIONS:



Televisions are available free of charge. Patients are requested to keep the volume of the television to a minimum as a courtesy to other patients in the hospital as the sound carries. After 10:00 p.m., the nursing staff may request that your television be turned off to allow other patients in your room to sleep.

VENDING MACHINES:



Vending machines are located on the Main Corridor next to the elevator. Snack items and hot or cold drinks are available for purchase.

GENERAL SERVICES

MEALS:

Meal times are generally as follows:

- Breakfast – 7:30 a.m.
- Lunch – 11:30 a.m.
- Supper – 4:30 p.m.



Your doctor may have placed you on a special diet. Please check with your nurse before you have food items brought to the hospital. A fridge and microwave are available for food storage and reheating. **Any stored items must have your name, room number and date on any items that are brought in.**

If you have **dietary allergies**, or preferences, please notify your nurse and these will be forwarded to the Food & Nutrition Department.



VISITING SERVICES:



Visiting hours are from 2:00 p.m. to 4:00 p.m. and 6:00 p.m. – 8:00 p.m. Extended visiting hours may be possible if required. Please contact your nurse for arrangements. If children are visiting, they must be supervised at all times, as safety in the hospital environment is an issue for roaming children.

Overnight visiting is not permitted except in situations such as a critically ill patient or palliative patient. Please make arrangements with your nurse.

To help our patients rest, we request that you have only 2 visitors in your room at any one time. The patient lounge or front lobby may be utilized for larger groups to visit.

Washrooms



Visitors **should not** use the patient's washroom facilities. Public washrooms are located in the Waiting Room (next to the Nursing Station). To help prevent infections, visitors **must** wash their hands well before, during and after visiting. Visitors and patients are encouraged to use the wall mounted hand sanitizers located throughout the hospital. Visitors who have a cold, flu or other contagious illness should not come to the hospital as other patients may be susceptible to the spread of infection. In appropriate situations, nursing staff have the right to request a visitor leave the hospital property.

QUALITY ASSURANCE

Your comments are important to us. The Hospital and staff are committed to constantly improving the care that is provided to patients.

COMPLAINTS/COMPLIMENTS:

In an effort to improve the quality of the health care that we provide, we would like to hear your compliments, complaints and suggestions.

If at any time you are concerned about something that has occurred while you are a patient in the hospital, please direct those concerns to your nurse. During the day shift, the Team Leader is in charge of the Nursing Department. After hours on each shift there is a Nurse designated in charge.

If you are not satisfied after speaking with the above-noted person, you should request to speak with the Chief Nursing Officer who is in charge of the Nursing Department. Should you still not be satisfied, please request to speak with the Chief Executive Officer.

All complaints will be taken seriously and will be followed up in an effort to resolve any issues.

Everyone likes to hear that they have done a good job. If you feel that someone exceeded your expectations, we would like to hear about it.

To ASSIST US WITH YOUR CARE

QUESTIONS:

It is a good idea to make a list of any questions which you may have for your doctor or nurse. This will help you get the most out of the time you have with the nurse or doctor.

If you wish to have family members informed of your condition, please inform the staff, as without your consent, we are unable to provide details regarding your health.

If you want family members involved in your care, choose one family person to be a spokesperson as we are unable to communicate with all members of your family. This designated person would then be responsible for communicating information to the rest of your family.

CONFIDENTIALITY:

The Hospital makes confidentiality a priority with all care provided. All information regarding your hospital stay is maintained in a confidential manner and is available only to the members of the health care team who need it to provide care for you.

At times, conversations taking place in the hospital can be overheard, or observations are made concerning other patients. Any information, which you may hear or observe regarding another individual in the hospital should **not** be shared with others to help protect their confidentiality.

To ASSIST Us WITH YOUR CARE

ADVANCED CARE DIRECTIVES:

An Advance Directive (Living Will), outlines decisions relating to end of life issues and the level of care that you wish provided or refused should you no longer be capable of making those decisions. At any time you wish to change any decisions you have made regarding your care, please discuss them with your doctor or nurse so they can be aware.

Some patients have an illness from which they are unlikely to recover. These patients may not want special measures to be taken if they stop breathing and/or their heart stops. They may feel it is in their best interest to request a “Do Not Attempt Resuscitation (DNAR)”. Please review the pamphlet entitled Making Decisions about CPR . To obtain a copy of the pamphlet, please ask your nurse. It is advisable to discuss your wishes with your physician and the health care team.

A Power of Attorney for personal care is a person appointed by you to make choices related to your personal care if you become incapable of making your own choices. Once this form is filled out, dated and witnessed, it is a legal document and has to be cancelled in writing if you change your mind. This person is called your substitute decision maker. If you have not appointed a Power of Attorney for Personal Care and become incapable of doing so, the Substitute Decision Act has developed a system of determining who will be allowed to make those decisions for you should you become incapable, based on the relationship they have to you.



If you do have a completed Personal Health Care Directive, please give a copy to your nurse or doctor so it can be placed on your chart.

INFECTION CONTROL



The Hospital works diligently to prevent the spread of infections.

It is important to wash your hands frequently with soap and water to prevent the spread of germs.

Wall mounted hand sanitizers are also available for use throughout the hospital.

CLEANING YOUR HANDS:

The Hospital supports “*Ontario’s Just Clean Your Hands*” program. We encourage everyone to help stop the spread of germs that can cause infection and illness by following these simple steps:

Instructions on How to Use Waterless Hand Sanitizer



1. Apply hand rub gel or foam to palm of hand



2. Spread over both sides of hands and between fingers



3. Rub hands together for at least 15 seconds or until dry



4. Once dry, your hands are safe.



Encourage your visitors to use the hand sanitizers prior to visiting you and upon leaving the hospital. **Visitors who are sick must not visit.**

If you require isolation during your hospital stay, it is important that you and your visitors follow the directions provided by your nurse to prevent the risk of spread.

If you have a cough, you may be requested to wear a mask when you are out of your hospital room.

PATIENT BILL OF RIGHTS

Please review the Patient Bill of Rights. It outlines your rights and responsibilities as a patient in the hospital. It also outlines the rights and responsibilities of the hospital.

Patient's Rights	Patient's Responsibilities
<ol style="list-style-type: none"> 1. Be treated with respect to reflect your dignity, individuality and cultural background. 2. Privacy for your personal needs. 3. Be given information to help you understand your medical condition. 4. Take part in decisions about your care. 5. Get a clear explanation of your treatment(s) and test(s) including benefits, risks and other ways to treat your illness. 6. Refuse any recommended treatment(s), and to be told about what could happen if you do refuse the treatment(s). 7. Have any information about you kept confidential. 8. Know the name and profession of the people caring for you. 9. Tell us any concerns you have about Your treatment and care. (See Complaint Process) 10. Have us help you with any special needs. 11. Have all discharge medications and follow up required explained to you. 12. To formulate an advance care directive. 13. To have someone act on your behalf if you cannot speak for yourself. 	<ol style="list-style-type: none"> 1. Give correct information. 2. Be actively involved in your care and treatment. 3. Take part in planning for your follow-up care. 4. Be polite and considerate to staff, other patients and families. 5. Take care of your own personal things and your valuables. 6. Tell a staff member as soon as possible about any concerns or complaints. 7. Tell us if you need to cancel or reschedule your appointment(s). 8. Provide a copy of your advance care directive to the hospital if you have one. 9. Indicate whether you do not clearly understand the plan for your care. 10. Not to take any drugs which have not been prescribed by your doctor and administered by hospital staff. 11. Not to consume alcoholic beverages during your stay. 12. Not to smoke inside of the hospital and not within 9 metres of the facility.

DISCHARGE



Discharge planning starts on admission. It is important to express any concerns you may have about going home from the hospital as soon as they arise and not wait until the doctor orders your discharge.



If you require refills of any medications that you are regularly taking, please indicate to the nurse as soon as possible so she can pass on this information to the doctor. If you require any health services in your home, these services will be arranged prior to you going home.

You will be required to make arrangements for transportation home following your discharge.

When you are discharged, your nurse will give you a list of the medications which you will be required to take when you are at home, and provide you with information regarding them. **If you do not fully understand the reason for the medications, or how or when they should be taken, please make sure you tell your nurse.** Your doctor will leave prescriptions for any new medications.

PRIVACY

WRITTEN STATEMENT OF INFORMATION PRACTICES

We collect personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include, for example, your name, date of birth, address, health history, records of your visits to the Red Lake Hospital and the care that you received during those visits. Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits. Information may be shared between the Red Lake Medical Associates' and the Red Lake Margaret Cochenour Memorial Hospital's electronic medical record as part of the continuum of care.

Uses and Disclosures of Personal Health Information:

We use and disclose your personal health information to:

- Treat and care for you,
- Get payment for your treatment and care (from OHIP, WSIB, your private insurer or others),
- Plan, administer and manage our internal operations,
- Conduct risk management activities,
- Conduct quality improvement activities (such as sending patient satisfaction surveys),
- Teach,
- Compile statistics,
- Fundraise to improve our healthcare services and programs,
- Comply with legal and regulatory requirements, and
- Fulfill other purposes permitted or required by law.

Your Choices:

You may access and request corrections to your personal health records, or withdraw your consent for some of the above uses and disclosures by contacting us (subject to legal exceptions).

PRIVACY

Important Information:

- We take steps to protect your personal health information from theft, loss and unauthorized access, copying modification, use, disclosure and disposal.
- We conduct audits and complete investigations to monitor and manage our privacy compliance.
- We take steps to ensure that everyone who performs services for us protects your privacy and only uses your personal health information for the purposes you have consented to.

HOW TO CONTACT US:

Our privacy contact person is
Ms. Annwyl Shewchuk

For more information about our
privacy protection practices, or to
raise a concern you have with our
practices, contact us at:

Red Lake Margaret Cochenour
Memorial Hospital
P. O. Box 5005, Red Lake, Ontario
POV 2MO

Tel: (807) 727-2231 ext. 371
Fax: (807) 727-2923
email: privacy@redlakehospital.ca

You have the right to complain to
the Information and Privacy
Commissioner/Ontario if you think
we have violated your rights.

The Commissioner can be reached
at:

2 Bloor Street East, Suite 1400
Toronto, Ontario M4W 1A8

Tel: (416) 326-3333 or
1-800-387-0073
Fax: (416) 325-9195

www.ipc.on.ca

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