

Red Lake Margaret Cochenour Memorial Hospital

Patient/Family Handbook

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Welcome,

Red Lake Margaret Cochenour Memorial Hospital (RLMCMH) has prepared this handbook for you and your family to help you become familiar with our hospital's environment.

Please do not hesitate to ask if this handbook does not answer all of your questions.

Our Mission:

Compassionate, quality care- every patient, every time.

Our Vision:

Working together towards excellence in Northern Healthcare.



Our Values

Our values at Red Lake Margaret Cochenour Memorial Hospital define who we are and what we stand for.

Keeping our Word

Speaking Up for Our Patients and Community Working Together

Being Inclusive

Our Health Care Team



While you are in the hospital, our team of health care professionals and support staff will be providing care to you. The overall goal is to assist you to achieve your best possible health and independence.

Our Team Includes:

You:

You are encouraged to ask questions to become knowledgeable about your health and participate in treatment decisions and your plan of care.

Family and Friends:

Family and friends are a part of the team! If you find comfort in having your family and friends participate in your care, they are encouraged to come and visit or help with meal times or personal care.

To make sure that we do not breach your privacy, we ask you on admission to name the people with whom we can share your information.

Doctors:

Your doctor will prescribe treatments, medications, and make referrals to other members of our health care team who can assist in providing care to you.

Nurses:

Registered Nurses and Registered Practical Nurses are responsible for your overall care. They will carry out your doctor's orders and ensure that you receive the medications and treatments that have been prescribed to you. Nurses will help you with your personal care and activities of daily living, as well as respond to any emergency you may have.

Physiotherapists/Physio Assistant:

A physiotherapist may work with you to help you achieve your highest level of physical functioning. The physiotherapist/physio assistant may assist you to walk, exercise, or perform a range of motion activities. They may also give you referrals to other care providers such as agencies that provide devices to help with mobility.

Laboratory Technologists:

When ordered by the doctor, our laboratory team will take your blood or other substances from you to be analyzed. The results from these tests will help provide information to the doctors and nurses to decide which treatments will be best to help you get better.

X-Ray:

If your doctor orders an x-ray, our x-ray staff will escort you to the x-ray department and take an image of your injury or the area that is causing you discomfort. These images will help your doctor in determining the best course of treatment for you.

Ward Clerks:

Ward clerks will greet you when you arrive at the hospital. They will make sure that you are seen by a registered nurse, as well as process orders and make appointments for you. They will also ensure that all of your care will be recorded in your medical record.

Food and Nutrition Team:

Dieticians, cooks, and dietary aides will make sure that you have meals prepared and delivered to you according to the diet your doctor has specified. Our food and nutrition team also supplies meals to Northwood Lodge, the Meals on Wheels program, the Congregate Dining program, and local daycares.

Support Services (Housekeeping, Laundry and Maintenance)

Housekeepers will ensure that both the hospital and your room are cleaned daily. They have been trained to clean according to infection control guidelines developed by the Provincial Infectious Disease Program, effectively reducing your exposure to bacteria and viruses. Laundry conducts regular cleaning of all hospital linens. Maintenance helps to keep the building in amazing shape and ensures all items are working.

Students

Our Hospital promotes and supports learning for students of medicine, nursing, or other health care professions. At any time there may be a medical, nursing, or high school co-op student working with the doctors or nurses to help provide you care under the direction of qualified staff.



Admission and Accommodation



Accommodation

Patients are typically assigned to a semi-private room when admitted. Please let your nurse know when you are admitted if you have additional insurance coverage. Placement in a private room is based on availability, and there may be additional charges if placement in a private room is specifically requested.

Admission

Your doctor will write admission orders outlining the specific care that is going to happen while you are in the hospital. Shortly after your arrival at our hospital, a nurse will sit with you and/or your family to complete an admission profile. Other health care professionals may have already asked you a few of these questions, but it is important to give the information to your nurse again. Together you and your nurse will plan the care you will need while you are in the hospital, as well as beginning to plan for your discharge.

Consent

If your care plan involves any invasive procedures, or administering blood products, a detailed consent form will have to be signed. Before you sign the consent form you must make sure that you have received all the information about the procedure and that any questions you have are answered. You may not see your doctor every day, but you can be assured that your nurses and doctors are communicating daily about your care and progress.

Accessibility

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

Patient Safety and Comfort



Safety

Hospital Staff are trained in safety measures. Your safety is of the utmost priority to us. If you notice anything that is unsafe while you are in the hospital please notify a member of our healthcare team. Routine fire drills are practiced, in the rare event of a fire a member of our health care team will give you instructions to follow.

Identification

Staff are required to identify themselves. All employees are issued a photo identification badge that they are required to wear. These badges ensure that you are aware that the person providing care to you is a hospital employee.

Arm Bands

As a patient in the hospital, it is important that you are correctly identified. You will be required to wear an identification bracelet at all times. You will also be asked to identify yourself before undergoing any procedures. Along with wearing an arm band, staff will ask you for your name and date of birth before taking your blood and giving you medication. You will also be given arm bands that tell us about any allergies or what your code status is should a medical emergency occur.

Allergies

It is very important that your nurse is informed of any allergies you have, including food, medication, or environmental allergies. If you have any allergies, a red alert bracelet will be placed on your arm.

Call Bells

A call bell is available for you to ring for nursing assistance. To operate, simply push the red button (shown below)



Once pushed, this button will illuminate the signal light outside of your room and at the nursing station. Your nurse will make sure that a call bell will be attached to your bed at all times. There are also emergency call bells in all washrooms, tub rooms, and shower rooms. Responses to the call bell may be delayed at times when there is an emergency or when the ward is short on staff, one example being staff breaks.

Falls

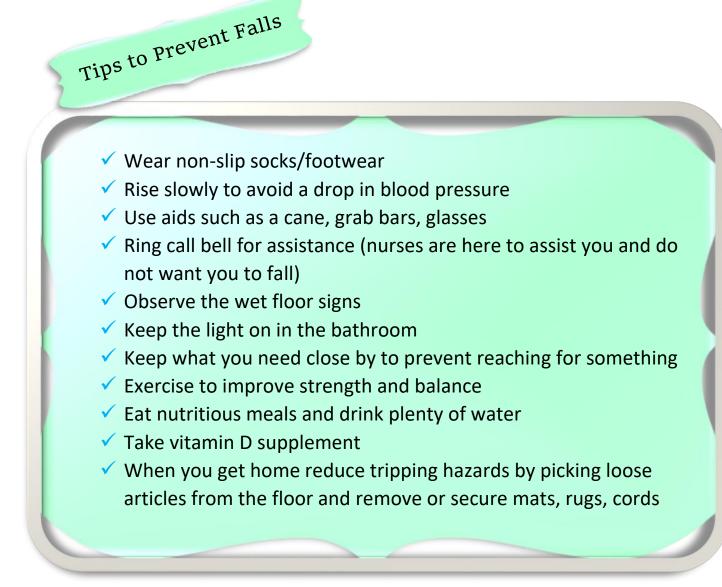
It is important that both patients and health care staff work together to prevent falls. When you are admitted to the hospital, your risk of falling will be assessed and shared with your health care team. If it is determined that you are at a high risk for falling, you will be referred to physiotherapy for an assessment. Falls can often lead to a serious injury, though most falls can be prevented.

Patients with the following conditions are at a greater risk for falling:

- Increased age over 70
- Poor mobility
- ✓ Poor eyesight
- Dizziness
- Prior falls
- Confused, disoriented, problems understanding or with memory

- Generalized weakness
- ✓ Use of a mobility aid
- Alcohol abuse
- Agitation/restless
- Changes in urinary or bowel elimination
- Taking sedating medication or more than 7 medications

If you have any of these conditions, you are at risk for a fall. You are also at a greater risk of falling on hospital admission due simply to a change in surroundings.



Move On Program:

Move On is a program originating from the Senior Friendly Initiative by the Toronto Regional Geriatric Institute that has proven to produce positive effects in health care outcomes for seniors when adapted by participating hospitals. Move On focusses on encouraging care providers to prioritize patient mobility while in hospital by engaging patients and families in forms of information sharing and teaching of the positive effects of early mobilization. Staff at RLMCMH participate in Move On by teaching patients the effects of mobilizing to their own ability while admitted to hospital, in terms of decrease length of stay and better health outcomes such as lower risk for pneumonia and deep vein thrombosis. Standardized communication between our care team members, by using an early mobilization assessment algorithm, allows for each staff to understand the patient's abilities and to continue with progress made each shift.

During your Stay: Move Early and Often

Move early and often to help your recovery

Try to do 3 moving activities per day:

- > Sit up in a chair for your meals
- > Sit up in a chair when you have visitors
- Walk around the unit push call bell for help
- Say yes to the volunteer if you are asked to do simple exercises or go for a walk





Safety First! Ask for help!

T

Recording your activity is a good way to remind and encourage yourself to move

- Place a check mark on the calendar when you complete a mobility activity
- > Try to get at least 3 check marks per day
- Get a friend or family member to help you keep track of your activities

Medication Safety for Patients:

Patients have a very important role to play in their own safety and quality of healthcare. Health care is a complex system and sometimes things can happen that are not planned. One of the most important elements of safety is to be active in your health care and responsible for your medications.

It is important that patients:

- Know the names of all of the medications you are taking
- Know the dosages of each medication
- Know what the side effects are of the medications you are taking
- Speak with your physician if you experience any side effects
- Keep track of your medications and keep an up-to-date list
- Go to the pharmacy before you run out of medications

- Understand what you are taking the medications for
- Know the times you have been directed to take the medication
- Know how to take your medication and if there is anything special you must do such as taking it with food
- Know you should not consume alcohol while on medication
- Keep medications out of the reach of children
- Do not take your own medications when in the hospital we will provide those medications for you

When you are coming to the hospital or an appointment with the physician it is important that you let your nurse or physician know all of the medications you are taking including any vitamins and herbal remedies. It will be helpful for you to bring all of your medications, blister packs or an updated list of your medications with you each time. The doctor and hospital will not have an accurate list and rely upon the patient to provide up-to-date information about the medications being taken at home. Although medications are necessary to treat a variety of medical conditions they come with many side effects. This is why it is so very important that you know your medications and are able to provide this information to your health care provider. This information is critical to assisting the doctor to diagnose any new medical problem that bring you to the clinic or emergency department.

Along with your medication history it is very important to tell your doctor or nurse about any allergies you have and what kind of reaction you have to that medication.

While you are in our hospital it is important to ask questions about your health and any unfamiliar medications. You have a right to receive instructions and information that you understand. You and your health care provider are partners in maintaining your health. The medications you regularly take at home will be given to you by nurses from our pharmacy, please do not take your home medications while staying with us.

Smoking:



As per the Smoke Free Ontario Act all hospitals across Ontario must have smoke free grounds as of January 2018. This includes all grounds including parking lots and personal vehicles and can result in fines if not followed. Off ground areas include the forest and past the posts along the highway. RLMCMH would like to thank you for following the Smoke Free Ontario Act and preventing fines to our organization.

The Hospital has a smoking cessation program and can help you to 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. If this is not possible, please ask your nurse about having your valuables locked up until you are going home.

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
- ✓ Non- Slip Slippers
- Housecoat
- Shampoo



PLEASE PUT YOUR NAME ON ALL OF YOUR PERSONAL ITEMS

Electronics:

Please consult with our Nursing and Maintenance Departments before bringing any electrical equipment such as fans, televisions, or lamps into the Hospital. Please advise your nurse of any electrical equipment you have with you.

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:

There is public wireless access within the hospital and you can sign in as a guest of the hospital. The name of our free Wi-Fi network is GUEST RLH. The guest Wi-Fi at the RLMCMH is separate from the hospital Wi-Fi. Our provider is BELL and we currently only have 10GB. The WIFI is not capable of streaming large files such as Netflix (5GB). There are some parts of the patient care area that may be more accessible than others for Wi-Fi. If you are having any difficulties connecting or using our Wi-Fi please inform your nurse. We will work with you to try and resolve the problem.

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. 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 **7:00am** in the morning and after **10:00pm** 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.



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.

Patient Flex Room:

The patient flex room is an additional space within our hospital that we can use for patient care when needed. This room is reserved for care at end of life for patient's who choose to have a larger family and visitor gathering. Please speak with your nurse to learn more about this room and care space options within the hospital.

Fire Circle Gathering Area:

The fire circle gathering area provides a place of healing and connection for patients and their care partners. It can also be used as a space for visiting and friendship.

If you would like to use the fire circle, let your care team know, and they will begin the process and arrange a time with you.

General Services



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. Vending machines are maintained by the Hospital Auxiliary.

Cafeteria:

Our cafeteria is open to the public from 6:30a.m. to 6p.m. If you would like to enjoy lunch or dinner please feel free to pre order your meal from our menu. Lunch is preordered by 10:00a.m. and supper by 2:00p.m. A selection of food items is also available at the counter. To access our cafeteria please proceed downstairs and follow the signs.

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. If you have questions about your diet while in hospital, please ask your nurse or doctor for more information. If you would like to speak with the dietician, please ask your nurse. A fridge and microwave are available for food storage and reheating.



Any stored items must have your name, room number and date when items are brought in.

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

Visiting with Family and Friends:

Family are encouraged to be a part of patients lives as determined by the patient. The hospital does not have defined visiting hours. We do ask family to respect the rights of other patients in the hospital by respecting quiet hours and patient appointment times or safety restrictions. If you would like any family or friend to be further involved in your care please discuss options with your nurse. We believe it is the patient's right to determine who they feel is their "family" and what visiting looks like for them.

Children under 12 years of age must be accompanied by an adult visitor.

Nursing staff in consultation with the patient/family, will restrict visiting hours when it has been identified that the patient is not getting the necessary rest to aid in the patient's recovery.

Nursing staff will restrict visitors in situations where visitors are intoxicated and/or their behavior is inappropriate.

Overnight visiting is encouraged in situations where the patient is critically ill, palliative or a young child. Please make arrangements with your nurse.

Questions:

To participate in your safety, please ask questions of the Health Care Providers at any time. While you are in the hospital and before you go home, you need to know:

- Your health problem
- What you have to do about your health problem and why.
- Your medications what they are for and the possible side effects
- Warning signs regarding your health and what to do if one occurs

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 and ensure you do not forget any of your questions or concerns. We have whiteboards in every patient room that can be used to communicate with your care team at any time. Questions from family members can also be written on these boards as well.

Smudging:

RLMCMH is committed to providing culturally and/or spiritually appropriate and inclusive care to all patients and their care partners. RLMCMH supports the practice of smudging and facilitates the practice when requested by patients and/or their care partners.

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.

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, you can choose a spokesperson as we are not always able to communicate with all members of your family. This designated person would then assist in the communication to the rest of your family.

At times, conversations taking place in the hospital can be overheard, or observations are made concerning other patients. Please do not share information which you may hear or observe regarding another individual in the hospital; help protect their confidentiality.

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 may 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. Please review the pamphlet entitled <u>Making Decisions about CPR.</u> 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.

You will be asked about your "code status" which is what you would like your care team to do in the event you stop breathing or your heart stops. This question will likely be asked at every admission to the hospital and you can change your mind at any time.

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 have a completed Advance Directive (Living Will) please give a copy to your nurse or doctor so it can be placed on your chart.

THE SUBSTITUTE DECISION MAKER HIERARCHY

Legally Appointed SDMs

GUARDIAN OF THE PERSON

ATTORNEY NAMED IN A POWER OF ATTORNEY FOR PERSONAL CARE

REPRESENTATIVE APPOINTED BY THE ONTARIO CONSENT AND CAPACITY BOARD

Automatic Family Member SDMs

	0	SPOUSE	OR	PARTNER
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• CHILD OR PARENT OR CHILDREN'S AID SOCIETY OR OTHER PERSON LAWFULLY ENTITLED TO GIVE OR REFUSE CONSENT TO TREATMENT IN PLACE OF THE INCAPABLE PERSON

A PARENT WHO ONLY HAS A RIGHT OF ACCESS

ANY OTHER RELATIVE

SDM of last resort

PUBLIC GUARDIAN AND TRUSTEE

Infection Control



Handwashing:

The Hospital works diligently to prevent the spread of infections. Wall mounted hand sanitizers are also available for use throughout the hospital.



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

Cleaning Your Hands:

The hospital supports <u>"Ontario's Just Clean Your Hands"</u> programs. 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:

ECOLAB

Proper Hand Sanitizing Procedures

PROCEDIMIENTOS DE SANEAMIENTO



Dispense adequate amount of hand sanitizer to fully cover your hands.



Rub hand sanitizer to cover the entire surface area of the hands, paying special attention to the area between fingers and around nails.



Rub until dry. DO NOT RINSE.

For use between hand washings. If your hands are visibly dirty, or if you have handled food, be sure to wash your hands with soap and water.

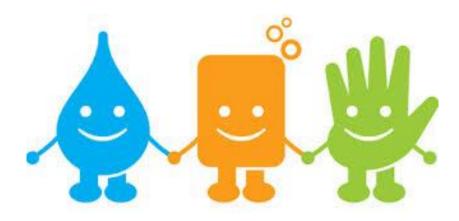


Encourage your visitors to use the hand sanitizers prior to visiting you and upon leaving the hospital. **Visitors who are sick must <u>not</u> visit.**

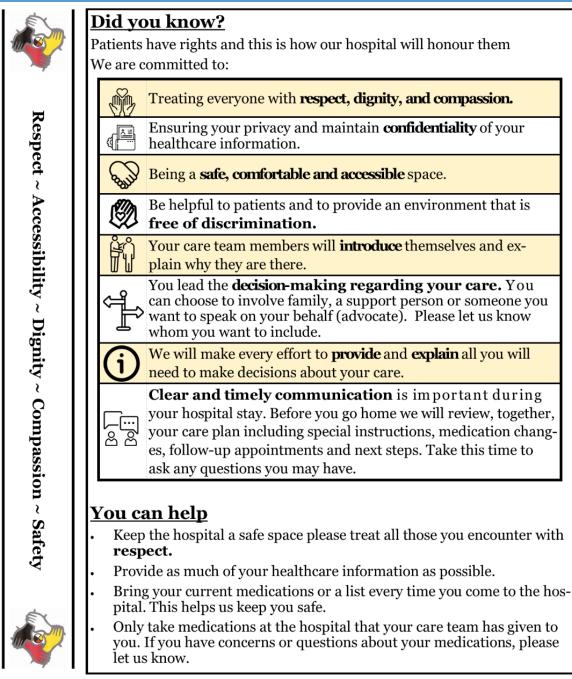
If you require isolation during your hospital stay, it is important that you and your visitors follow the directions provided by your nurse to prevent the risk of spread. Please speak with your nurse if you or your family have any questions about the isolation precautions or why you are on isolation.

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





You're Rights as a Patient at our Hospital



As a patient of the hospital, you have the right to discuss any concerns regarding your care with Patient Relations. If you have any concerns, please phone 727-3804 or ask to talk to the Director of Quality and Risk.



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 write prescriptions for any new medications.

The Hospital supports the Ministry of Health and Long Term Care (MOHLTC) and Ontario Health in the "Home First" Initiative. This initiative aligns with the **Excellent Care For All Act** and is about providing the right care in the right place at the right time.

The MOHLTC and Ontario Health have been directing funding for health care toward community programs and will continue to do so into the future in an effort to minimize admissions and readmissions to hospital and visits to the Emergency room.

The Hospital will be providing care that leads to the patient's discharge and patients staying at home in the community for as long as possible.

It has been identified that people who receive care at home are:

- Happier
- More comfortable
- Heal more quickly
- Achieve improved functioning after an acute event
- Can make more appropriate life changing decisions for example those about Long Term Care
 Less exposed to hospital acquired infections

Physicians, Hospital Staff and Home and Community Care will communicate early with patients and families to identify what supports and services will be required at home when the patient is ready for discharge.

Patients waiting in Hospital for Long Term Care Placement will be considered as a last resort. Transition to Long Term care is best done from the community.

In situations where community supports and services have reached a maximum and the patient can no longer safely wait in the community the patient will be admitted to hospital. The patient will be admitted to acute care under the designation of Alternate Level of Care. Under this designation patients will be required to pay for their stay according to the MOHLTC Complex Continuing Care Copayment program. Patients will meet with Case Manager from Home and Community Care to discuss long term care placement options. Please ask for the Long Term Care/ Alternate Level of Care handbook for more information.

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 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
- Fulfill other purposes permitted or required by law

- 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

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).

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 Amanda Kaczmarek	You have the right to complain to the Information and Privacy Commissioner/Ontario if you
For more information about our privacy protection practices, or to raise a concern you have with	think we have violated your rights.
our practices, contact us at:	The Commissioner can be reached at:
Red Lake Margaret Cochenour Memorial Hospital P.O. Box 5005 Red Lake, Ontario P0V 2M0	2 Bloor Street East, Suite 1400 Toronto, Ontario M4W 1A8 Tel: (416) 326-3333 or
Tel: (807) 727-2231 ext. 304 Fax: (807) 727-2923	1-800-0073 Fax: (416) 325-9195
Email: privacy@redlakehospital.ca	Email: www.ipc.ca

Ethics Consultation Services

What is the right thing to do?

Patients, families and healthcare professionals must often deal with tough ethical situations. In order to support ethical decisionmaking processes, the Red Lake Hospital provides an ethics consultation service through the Centre for Health Care Ethics in Thunder Bay.

What is an Ethics Consultation?

The ethics consultation service does not make decisions for others. Instead, it facilitates a process with the relevant people involved to help clarify the nature of the ethical issue arising in the care of a patient, explore ethically acceptable alternatives and identify a path forward. In other words, an ethics consultation is designed to help people in healthcare to answer the question "what is the right thing to do?" in a caring and supportive environment. Patients, family members and health care providers retain the authority and responsibility to make their own decisions.

Who can request a consult?

Anyone involved with a patient or client can ask for an ethics consult – from patients themselves, their families or any member of the health care team.

Who does the ethics consultation?

The Red Lake Hospital contracts the services of an ethicist through the Centre for Healthcare Ethics at Lakehead University.

How do you request an ethics consultation?

Ethics consultations can be requested by contacting:

Angela Bishop, President and CEO 727-3800

Meghan Gilbart, Chief Nursing Executive 727-3803

Amanda Kaczmarek Director of Risk Management and Patient Relations 727-3804



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 or Concerns:

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

- We believe that most problems can be sorted at the time they arise and with the person concerned.
- If your problem cannot be resolved in this way, let us know as soon as possible.
- We will acknowledge your complaint within three working days.
- If you are complaining on behalf of someone else, we have to know you have their permission to do so.
- We will investigate your complaint and respond to you within 30 days.
- We will offer an explanation or a meeting with those involved.

We aim to resolve concerns

Compliments:

Our staff works hard and would love to hear if they are doing a good job. If you feel that someone exceeded your expectations, or would like to acknowledge a member of our staff for the work they have done, please let us know.