

# Welcome to C4 Hematology

## Information for patients, families and visitors

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The staff of C4 welcome you to our unit. This booklet provides information about your stay in the hospital.

If you would like more information or have any questions, please feel free to ask a member of your health care team.

Your Health Care Team on C4

**The phone number for Ward C4 is  
905-521-2100, ext 43396.**

## What happens each day on C4?

### Shift changes

Our nursing team change shifts between 6:45 and 7:15 in the morning and evening. These are busy times on C4. During this time important information about your care is exchanged, and many safety checks are done at the bedside.

### Rounds

Every morning, the attending doctor and the team caring for you meet to discuss your condition and care. Be assured that although you may have more contact with your nurse practitioner, your doctor is fully aware of and active in your care.

### Research

During your stay on C4, you may be asked if you wish to take part in a research study. A member of the research team will give you information about the study and answer your questions. Your decision, whether to take part in the study or not, will not affect your care in any way.

### Documentation

You may notice that staff spend a lot of time using the computers. Our C4 team enter important information about all aspects of your care into these computers. We try to do this at the same time we are providing care, such as, taking your blood pressure, giving blood products and tracking your progress. This ensures that all team members have access to the most current information on your progress.

## Can a loved one stay with me?

We know that it will be very hard for you to be away from your loved ones for any length of time. Fold out chairs are sometimes available. Ask your nurse if this is an option in your room.

**Please talk with your nurse or social worker  
if your loved ones need somewhere to stay.**

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## Can I have visitors?

Yes, as long as the visitors are in good health and do not have an active infection.

Children are welcome, but must be with an adult at all times. As our patients have very low immune systems, all children must be current with their immunizations.

Visiting with your family and friends in the patient lounge is encouraged.

We ask all visitors wash their hands when they arrive on C4 and when entering the patient's room.

**Transplant patients may have 2 visitors at a time.**

**All visitors must be in good health.**

**We are committed to patient and family-centred care.  
We will do our best to be flexible, accessible and responsive to your needs.**

### **Please remember these guidelines for visitors:**

- All visitors must be in good health. People with colds, coughs or other illnesses may not visit.
- Visitors may be asked to leave the room during certain medical procedures.
- There may be times when visitors need to wear a gown, mask and gloves. Entrance to common areas, such as the kitchen, may then be restricted. When this is necessary, a sign will be placed on your door, and your nurse will be able to further direct you.
- We are a fragrance restricted hospital. Do not wear or bring perfume, cologne, aftershave, scented hair spray or other scented products.
- For your safety, **flowers, potted plants and latex balloons are not permitted on C4.**

**For your comfort, the C4 lounge has:**

- Lounge chairs
- A telephone
- A TV with cable
- Fireplace and reading material.

## What to bring to the hospital

You can bring in any items that comfort you, such as a special pillow, blanket, pictures, CD player or iPod. Put your name on all these items.

Do not leave any valuables unattended, such as money, cell phone or electronic devices. Leave items of value such as jewelry and wallets at home.

Bring all the items you need for your personal care and daily activities, such as:

- soap, shampoo and brush
- toothpaste and a soft-bristled toothbrush
- lotion and deodorant
- alcohol based hand sanitizer
- non-slip slippers
- bathrobe, pyjamas and underwear
- comfortable clothes and shoes

## Medications

Bring in the medications you take regularly in their original containers. This includes prescription and “over-the-counter” medications, vitamins and herbal products.

After the nurse, pharmacist or doctor reviews your medications with you, please send them home. While you are in the hospital, the health care team will order your medications, and the nurse will give you the medications that you should take. **Do not take your own medications.**

**C4** is a large hematology unit made up of 3 main nursing stations **South, East and North**. Each station is staffed with nurses and ward clerks who are happy to help you. The Outpatient Day Services (**ODS**) is also located on the 4<sup>th</sup> floor in the **B** wing of the hospital.

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## Your room

We make every effort to give you the type of room you requested and have insurance coverage for, but unfortunately this is not always possible. Patients are assigned to rooms based firstly on their medical needs. Sometimes, due to changing medical needs, patients may need to change rooms, despite having insurance coverage.

Beside your bed, there is a table and a cabinet for your personal belongings.

The bathroom in your room is for patients' use only. There is an emergency call bell to use if you need a nurse urgently. Visitor bathrooms are located on the ward – C4 room 3 and B4 room 203.

Rooms are cleaned daily. Please let staff know if you require additional supplies such as toilet paper, paper towels or soiled linen bags.

## Your meals


The hospital serves 3 meals each day. Meal trays will be delivered to your bedside at approximately 8:30 am, 12:30 pm and 5 pm each day.

A menu will be delivered on your dinner tray to select your food items for the next 2 days. Please have these menus completed and on your breakfast tray by 9:00 am. Please tell your nurse if you have any food allergies or need a special diet.

There is a kitchen on C4 available for your use. For safety reasons, any food that is stored in the refrigerator must be labeled with your name, room number and date. Any food that has been in the refrigerator longer than 48 hours will be thrown out. Upon your arrival you will be provided with a plastic bin to store your food from home in the refrigerator. Please be mindful that the patient refrigerators are used by all patients, no overstocking.

We have two water and ice machines on the ward – C4 room 62 and C4 room 48. Patients and families are welcome to help themselves at any time. Cups, lids and straws are provided. Please use a new cup each time for infection control purposes.

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	<b>'Healthy Hands' is our campaign to protect patients and staff</b>
	<p>Wash your hands each time you enter and leave your room, before eating, after using the washroom and before and after using the kitchen.</p> <p>There are hand foam dispensers at each hospital entrance, outside each patient's room and one in each patient's room.</p> <p>Hand washing is the best way to stay healthy, and protect patients and staff from infections. <b>It is important for everyone to clean their hands often.</b></p>

## C4 C.A.R.E.s

The C.A.R.E. (**C**omfort, **A**ctivity, **R**estroom, **E**nvironment) approach is used by our staff members before leaving your room. We use C.A.R.E. to ensure that your needs are met and addressed in a timely manner, and to check your environment for any hazards that can lead to falls.

## Who can call for updates about me?

While calls are welcome at any time, our staff can only confirm that you are a patient, your general health status and your room and telephone extension. Please have only one spokesperson to call for updates and inform us what information we may share with them. This will help us to maintain your privacy and confidentiality.

## Who are the members of my health care team?

There are many members on your team who work together to provide your care.

We encourage you to keep a list of questions to ask the health care team. Talk with any member of the health care team if you have any concerns during your stay with us.

Team member	What they do
Attending doctor	The doctor in charge of your care. This doctor is generally on duty for two weeks at a time, then another doctor takes on this responsibility.
Business Clerk	Business clerk acts as a liaison for all information regarding the ward. Answer phones and direct calls, process orders, organize transportation and tests, enter important information into the computer system
Resident doctor	A doctor with advanced training in patient care. The Resident reports to the Attending doctor.
Consulting doctor	A doctor who is a specialist in a specific type of medicine. For example, C4 often consults with the Infectious Diseases doctor for advice about your care.
Registered Nurse (RN)	The RN assesses your condition and progress, gives your medications and assists with all aspects of your care. The RN is your main contact 24 hours a day.
Nurse Practitioner	The nurse practitioner works with you Monday to Friday, providing ongoing supportive and medical care including physical assessments, ordering appropriate laboratory and diagnostic testing and prescribing medications which will support your inpatient needs. All is done in collaboration with the other disciplines which make up our C4 team.
Environmental Aide (EA)	The EA helps promote your safety by providing cleaning service to your room, delivering your meal trays and stocking supplies for your room.
Health Care Aide (HCA)	The HCA provides direct care with activities of daily living, comfort and safety. The HCA helps with bathing, dressing, grooming, feeding, helping you to the bathroom, repositioning and keeping you comfortable.
Pharmacist	The pharmacist manages the medications ordered by your doctor and prevents problems related to medications. The pharmacist may also teach you about your medications, and can help with financial coverage of your medications when you go home.
Pharmacy Technician	The pharmacy technician helps with ordering medication on the computer, and preparing and distributing medications. The pharmacy technician can also help with financial coverage of your medications when you go home.
Social Worker	The social worker eases the family's adjustment to illness. The social worker is a great resource for services and supports you may need when you leave the hospital, as well as navigating through financial stresses.

Team member	What they do
Chaplain	A chaplain is available for religious and spiritual needs. The chaplain can provide spiritual care to people of all faiths, or arrange care by clergy in the community.
Registered Dietitian	The dietitian is an expert in nutrition who may assess your dietary needs and eating patterns.
Physiotherapist (PT)	The PT helps you maintain your strength and regain function to the greatest extent possible.
Occupational Therapist (OT)	The OT works with you around personal care (bathing, and dressing), movement, cognition, wheelchairs, pressure relief, seating, and positioning. The OT helps with concerns around equipment, home safety, or management of daily activities before you go home.
Allogeneic Transplant Nurse Coordinator	The Allogeneic Transplant Nurse Coordinator coordinates the interdisciplinary assessments, tests, treatment, and education needed to help patients and families get ready for transplant, and after the transplant. The coordinator works with transplant doctors, your health care team, as well as OneMatch and International Transplant Centers to find your best stem cell match.
Autologous Transplant Nurse Coordinator	The Autologous Transplant Nurse Coordinator coordinates the interdisciplinary assessment, planning, care and education of patients having a transplant and their families from referral through follow-up. The coordinator works with transplant doctors and your health care team.
Charge Nurse	The charge nurse supervises the unit and is available to discuss nursing care, hospital services or your needs and comfort. The charge nurse manages the daily operations of the unit along with the health care team.
Clinical Manager	The clinical manager is responsible for the hospital's Hematology Program, including patient care and staffing.
Student Health Professionals	Hamilton Health Sciences is a teaching hospital and students from many professions learn here. We are committed to helping students become successful health care professionals. Students need and appreciate your help too. You can play an important role in training tomorrow's health care providers.



## Learning about your health

During your hospital stay, the health care team will help you:

- learn about your condition and treatment
- learn about your new care needs
- know what to watch for and who to call for help at home

As you and your loved ones go through your experience with cancer and its treatment, you may want a lot of information and support. Please ask us to explain anything you do not understand. We want you to be informed so that you can take part in your care.

## Patient and Family Resource Centre

The Patient and Family Resource Centre is located in the main lobby of the JCC just to the left as you enter the main doors. The JCC in partnership with the Canadian Cancer Society ([www.cancer.ca](http://www.cancer.ca)) and Wellwood provide information and supportive programs for people with cancer. Staff and volunteers are happy to work with you to find any information you need.

Phone: 905-387-9495, ext. 65109  
Email: [jccpfrcentre@jcc.hhsc.ca](mailto:jccpfrcentre@jcc.hhsc.ca)  
Website: [www.jcc.hhsc.ca](http://www.jcc.hhsc.ca)

## Wellwood

Wellwood is a community service that provides information and support programs to people with cancer and their families, caregivers and health care providers.

Wellwood has two locations, both of which are open to you for free programs. The hospital location is on the first floor (near the west elevators) of the Juravinski Hospital. The community location is at 501 Sanatorium Road (where Rice meets Sanatorium), near Chedoke Hospital. The community site has free parking.

Hospital: 905-389-5884  
Community: 905-667-8870  
Email: [wellwood@hhsc.ca](mailto:wellwood@hhsc.ca)  
Website: [www.wellwood.on.ca](http://www.wellwood.on.ca)

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## Telephones, television and internet

An automated rental service allows patients to activate their TV and telephone at their bedside at any time. For instructions, obtain an information card located beside the North and East nursing stations. The instructions on the card will prompt you to dial ext. 41234 using the bedside telephone, and the automated system will further guide you. You will need to use a credit card for using the automated phone connection. Additional payment forms are available, and are listed on the instruction card.

Cable TV is available in the family lounge, located at the centre of C4.

Internet usage is available for rent from your laptop or tablet. On launching your internet browser and selecting the 'i-visitor' network, you will be prompted through payment and establishing a username and password.

## Keeping active

Your cancer and treatment may cause you to feel fatigued or very tired. Many patients report feeling exhausted or just have generally low energy even weeks after chemotherapy treatment. We used to think that during treatment it was best to rest and not do much exercise or physical activity.

We now know that even 10 minutes of some exercise or physical activity can help most patients feel better. We encourage you to remain as active as possible while in hospital. Your health care team may advise you to call for assistance before getting up. This is to ensure your safety while walking. Exercise bicycles are available for use after you have been assessed by a physiotherapist.

**Everything in moderation.**

## We are smoke-free

Hamilton Health Sciences is smoke-free. Smoking is not permitted anywhere on the grounds, including parking lots, garages and vehicles. For support, please speak with a member of your health care team.

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## What services are available at the hospital?

### Nora's Fresh Cafe

- Enjoy specialty coffee, fresh pastries, sandwiches, soup, and made-to-order meals.
- Juravinski Hospital, Level 0.
- Open 7 days a week, 6:30 am to 10 pm.

### Atrium Cafe

- Offers specialty coffee, fruit smoothies, fresh baked goods, sandwiches and salads.
- Juravinski Hospital, Level 1.
- Monday to Friday, 7 am to 3 pm.

### Juravinski Hospital vending

- Vending machines are located throughout the hospital for your convenience.

### Juravinski Gift Shop

- Offers unique gifts, home decor items, books and magazines. **NO flowers or plants are allowed on C4.**
- Bottled drinks and snacks.
- Juravinski Hospital Level 1 at main entrance.
- Monday to Friday, 8:30 am to 8 pm.
- Saturday and Sunday, 10 am to 5 pm.

### Spiritual Centre

- Open at all times for prayer, meditation or quiet reflection
- Juravinski Hospital, Level 1, beside the Gift Shop.
- Roman Catholic Eucharistic Ministers are here Sunday and Wednesday mornings to offer communion. Roman Catholic Priests are available for Sacrament of the Sick in case of an emergency.

## Parking

There is a parking garage across the street from the hospital's main entrance. There is an hourly rate for parking with a daily maximum. If visitors plan to leave and re-enter the garage during the day, or will be coming to the hospital frequently, parking pass options are available. Visit the Parking Office, located on the lower level of the parking garage to discuss parking options.

The streets around the hospital have meters for 1 to 2 hours of parking.

## Working together

You and your family work with our health care team as partners. This creates a supportive environment for the best possible patient care. You and your family can contribute by:

- Sharing information about your health and any special needs.
- Telling us what is most important to you and how we can support you.
- Asking questions when you are unsure or need more information.
- Expressing any concerns in a respectful manner.
- Participating in developing and carrying out a plan of care that supports the patient's wishes and best interests.
- Remembering that the health care team is caring for many people and they will need your patience.
- Respect hospital policies that ensure the best care for all patients.

## What if I have a compliment or a concern?

We welcome your feedback. Hearing from patients and families is the best way for us to know the good things that we are doing and should continue doing, and what we can do differently to improve our care and services.

If you or your family have a concern or feedback, tell us as soon as possible. We encourage you to speak with any member of your health care team. We will listen and respond to your concerns. If you are having trouble with a person, try to speak with them directly. If you don't feel comfortable speaking with the person or your concerns do not get resolved, ask to speak with the charge nurse or clinical manager.

**We will listen and respond to your concerns.**

**If you have any questions, please ask a member of the health care team.**



Juravinski Cancer Centre  
699 Concession Street  
Hamilton, Ontario L8V 5C2  
905-387-9495

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