



Welcome to 7 South Hamilton General Hospital

Information for patients and families

905-521-2100, ext. 46700

Table of contents

	Page
Health Care Team	1
What personal items will you need on 7 South?	5
Room set up	6
Who can visit 7 South?	6
Pet visits	6
Infection	7
Isolation	7
Falls	8
How can family be involved in your care?	8
Family spokesperson.....	8
Meals	8
Medications.....	9
Education resources	9
Preferred accommodation	10
Telephones and televisions	10
Laundry.....	10
Smoke-free	10
Fragrance restricted.....	10
Getting around the Hamilton General Hospital.....	11
When it is time for you to leave the hospital – discharge	12
Patient Experience.....	12
Your Health Care Team members.....	13
We understand	13
Residents and other learners.....	14
Hamilton General Drugstore	14

You will have new experiences in the hospital and you may have questions. This booklet will help answer some of your questions about the 7 South and help you get to know your health care team.

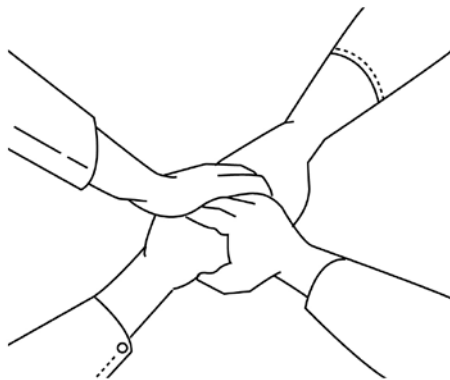
Any member of the health care team will be pleased to answer your questions at any time - no question is too simple to ask.

Health Care Team

The health care team works together to provide your care. You and your family are important members of our team.

Members of the health care team will teach you and your family about:

- what has happened
- what treatment and care is needed
- what to expect during your stay on the unit
- what to expect when you leave the hospital



Team member	How they help
Clinical Manager	<ul style="list-style-type: none"> • organizes the overall running of the unit • answers any concerns about your care
Neurologist Internist	<ul style="list-style-type: none"> • organizes your medical care
Neuropsychologist	<ul style="list-style-type: none"> • assesses and treats changes in thinking and emotions
Resident	<ul style="list-style-type: none"> • a doctor in training who works under the direction of the doctor in charge of your care
Registered Nurse/ Registered Practical Nurse	<ul style="list-style-type: none"> • coordinates your care with other health team members • provides ongoing monitoring and treatments to improve your condition • teaches you and your family about your condition
Health Care Aide	<ul style="list-style-type: none"> • helps the registered nurse with your bath and personal care needs • helps you get out of bed and may help you with your meals
Occupational Therapist/ Occupational Therapist Assistant	<ul style="list-style-type: none"> • helps you to be more independent with your daily activities • teaches you to use special equipment which allows you to do more for yourself • helps you identify what supports you will need when you are planning to leave the hospital

Team member	How they help
<p>Physiotherapist/ Physiotherapist Assistant</p>	<ul style="list-style-type: none"> • helps you to gradually increase your physical activity • helps you to improve your strength, flexibility and balance • teaches you to use aids such as a cane or walker if needed
<p>Speech-Language Pathologist</p>	<ul style="list-style-type: none"> • helps you with your communication difficulties • assesses and makes suggestions for managing your swallowing problems
<p>Dietitian/ Dietetic Assistant</p>	<ul style="list-style-type: none"> • helps you meet your nutritional needs and receive the foods that are best for you • teaches you and your family about your diet
<p>Social Worker</p>	<ul style="list-style-type: none"> • helps you and your family learn ways of coping with the changes in your lives • gives you information about financial and community support services • helps with your planning when it is time to leave the hospital • gives you information about Power of Attorney

Team member	How they help
Pharmacist	<ul style="list-style-type: none">• assesses your medications and dosages• answers your questions about medications
Respiratory Therapist	<ul style="list-style-type: none">• helps the team with your respiratory care which includes:<ul style="list-style-type: none">• caring for your tracheostomy• testing your lung function• looking after your oxygen needs
Business Clerk	<ul style="list-style-type: none">• greets and directs families and friends who visit the unit• directs telephone calls received at the nurses station to the right person• answers your call bells and gets you the help you need
Environmental Aide	<ul style="list-style-type: none">• keeps the unit clean and safe• delivers and picks-up meal trays
Chaplain	<ul style="list-style-type: none">• gives you spiritual guidance and support

What personal items will you need on 7 South?

Please bring these items to 7 South:

- Personal care items such as a hairbrush, comb, toothbrush, toothpaste, mouthwash, shampoo, soap, lotion, deodorant, safety or electric razors and shaving cream. We encourage patients to brush their teeth after meals and at bedtime, and take care of their personal hygiene when possible.
- If you wear dentures, please bring cleaning and fitting products, and a denture cup clearly labeled with your name. Ask your dentist to label your dentures with your name.
- Loose clothing such as track suits.
- Sleepwear and non-skid, full back slippers.
- A pair of walking or running shoes for therapy.

We encourage families to help their loved ones with personal care, grooming and feeding if needed. Ask your nurse about how you can help.

If you bring electronic equipment, it must be checked by the Maintenance Department for safety.

Do not leave valuables or money in the hospital.

Patients and their families are responsible for personal items left at the bedside, including dentures.

Room set up

- Place all flowers, cards, gifts, personal items and clothing on the windowsill, wall shelf or in beside table drawers. Please arrange these items so they do not crowd patient areas or increase a patient's risk of falling.
- If you move chairs or furniture into or around the room, please put them back when you are finished.
- Send anything home you are not using.



Who can visit 7 South?

Families and friends may visit 7 South. **Only 2 visitors at a time.**

Visiting hours are between 11:00 am and 8:00 pm. If you need to visit at a different time please speak with the patient's nurse.

Visitors please note:

- **You must talk to a Nurse, Dietitian, Dietetic Assistant or Speech-Language Pathologist before giving any food or drink to a patient.** They may be on a special diet that prevents you from directly feeding them or bringing in preferred foods.
- Call a nurse if you see that a patient needs help rather than give help yourself.

Pet visits

Pet visits are an option. Please speak with the Charge Nurse or Clinical Manager to arrange.



Infection

Infections spread easily. **Prevent the spread of infection by:**

- Cleaning your hands with the alcohol rub before and after visiting.
- Not using a patient's washroom. Public washrooms are located by the elevators.
- Wash your hands before entering the pantry.



Please do not visit if you are not feeling well.

Isolation

If your loved one is in an isolation room, please STOP and read the sign posted on the door to the room or the curtain. You may need to wear a gown, mask and gloves before entering. Please ask the nurse for help.



Reminders

- Clean your hands with the alcohol rub when you enter and leave the patient's room.
- Put coats and other personal belongings, such as hand-bags in the "clean dedicated" zone within the patient's room. Use the coat hooks or plastic bags provided.
- Do not put any personal belongings on the patient's bed or other surfaces in the patient's room.
- Before you leave the patient's room, throw the gowns and gloves in the correct bins.
- Clean your hands with alcohol rub after you take off the gloves.

Falls

You will see this sign if the patient you are visiting is at risk for falling.

Do not lower bedrails or help the patient to get up without first speaking to the nurse, physiotherapist or occupational therapist.



How can family be involved in your care?

Family involvement in a patient's care is very important. Members of your health care team will encourage and support your involvement. Please ask how you can help.

The health care team will work with you to develop a plan of care for the patient.

Family spokesperson

We ask that one person be chosen as the family spokesperson. The health care team will speak to this person who can pass information on to family and friends. Information over the phone will only be given to the spokesperson. The nurse may not always be available to speak with you. Please be patient when you call.

Give the nurse all telephone numbers where the next-of-kin can be reached. It is important to leave a work and home telephone number.

The doctor will only give out information and test results to the patient, family spokesperson and the next of kin or substitute decision maker.

Meals

Meal times are:

Breakfast	8:00 am
Lunch	12:00 pm
Dinner	5:00 pm



Medications

While you are on 7 South:

- you will be asked to give us a list of all the medications you take at home.
- your nurse will give you your medications.
- send other medications home unless you are told otherwise.



Education resources

There are education resources available for you and your family on 7 South.

Ask a member of the health care team for information.

Preferred accommodation

If you have preferred accommodation coverage, we will try to get you into a private or semi-private room as soon as we can. Please check your coverage with your insurance company. They may pay all or only part of the cost.

Telephones and televisions

Bedside telephones and televisions are available for a fee.

Please stop by the Nurses' Station or ask your nurse about TV and phone rental services.

Laundry

Bedding will be changed as needed. Please send clothes home for washing. You may bring in your own pillow for comfort.



We are smoke-free

Hamilton Health Sciences is smoke-free. This means that smoking is not allowed anywhere on the grounds, including parking lots, garages and vehicles.

For support or help to stay smoke-free:

- We can provide you with nicotine replacement products to make your hospital stay more comfortable. Talk to a member of your health care team at Hamilton Health Sciences.
- contact Smoker's Helpline toll-free at 1-877-513-5333 or www.smokershelpline.ca



Fragrance restricted

We are a fragrance restricted hospital. Please do not wear or bring perfume, cologne, aftershave, scented hair spray or other scented products.



Getting around the Hamilton General Hospital

- The information desk is located on the Main Level by the main entrance to the hospital.
- The Barton Bean Coffee Shop is located on the Main Level directly across from the main entrance.
- The Gift Shop is located on the Main Level, across from the Barton Bean Coffee Shop.
- The Marketplace on Victoria Cafeteria is open Monday to Friday, and is located on Level 1.
- Vending machines are located outside of the Marketplace on Victoria on Level 1.
- The Chapel is located on the Main Level.
- Visitor washrooms are located on each floor by the visitor elevators on each level of the hospital.
- For current information about parking rates and long term parking options go to www.hhsc.ca and click on "Parking & Directions".

You can buy long term parking passes at the Parking Office located on the ground level of the parking ramp.

Phone: 905-521-2100, ext. 44061

Email: parkingoffice@hhsc.ca

Office Hours: Monday to Friday, 8 am to 8 pm
Weekend and holidays closed

- Wireless internet service is available for a fee. For more information ask your business clerk or visit www.hhsc.ca/hotspots



When it is time for you to leave the hospital - discharge

The health care team will begin planning discharge with you and your family early in your stay. They will meet you and your family to discuss care after your hospital stay to make sure your needs are met.

Your discharge package will be reviewed with you and includes:

- Your follow-up appointments.
- Patient education handouts about your condition and how to manage at home.
- Your prescriptions.
- Plans for home care services, if needed.
- Information about:
 - assistive devices such as a wheelchair, walker and bath chair, if needed.
 - vendors who provide rental services for these devices.

Patient Experience

At Hamilton Health Sciences we welcome your feedback. Hearing from patients and families is the best way to improve our care and services. If you have compliments or concerns about your care, please speak with a member of your health care team or the unit/area manager.

If you wish to share your feedback or compliments further, or feel your concerns have not been addressed, please contact the Office of Patient Experience at 905-521-2100, ext. 75240.

Your Health Care Team members:

Clinical Manager	
Doctor(s)	
Nurse(s)	
Dietitian	
Neuropsychologist	
Occupational Therapist	
Pharmacist	
Physiotherapist	
Social Worker	
Speech-Language Pathologist	

We understand ...

This may be a stressful time for you. We will do our best to help you cope.

To help us focus on patient care, we trust that families, visitors and staff treat each other with respect.

Respect is important when challenges are experienced. Our staff follow a Code of Conduct based on values such as caring and respect. A mutual respect booklet is available for patients and families. If you would like a copy, please ask a staff member. Reading this booklet will help you know how you and your family can communicate more effectively.

Residents and other learners

Hamilton Health Sciences is a teaching hospital linked with McMaster University. Learners (students) at all levels may become involved in your care with your permission. If you would prefer not to have students involved in your care, please advise a staff member.

Students in our hospital may be part of medical, nursing or other health care programs. They work with the health care team to provide patient care.

You may be asked if a student can attend during your discussions with hospital staff. This will not be done without your agreement. Your choice will not affect the care you receive in the hospital.

Hamilton General Drugstore

The Hamilton General Drugstore is located in the Main Lobby near the Information Desk, across from Patient Registration.

Our pharmacists offer:

- personal and private consultations to help you understand and manage your prescriptions
- no-fee Certified Nutritional Consultation and Certified Smoking Cessation Consultation, and Medscheck Services by appointment.

We accept most drug plans including Trillium and Ontario Drug Benefit, have competitive pricing on non-prescription retail items and offer one-hour parking vouchers when refilling a prescription.

