



Patient Education

# Welcome to 5 West Hamilton General Hospital

**Information for patients and visitors**  
**905-527-4322, ext. 46550**

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Being a patient in the hospital or having a family member in hospital can be a very stressful time. There may be many questions you would like answered. This pamphlet will provide some of the answers.

## What is 5 West?

On 5 West we care for patients who have vascular disease. You may have one or more of these conditions:

- peripheral arterial disease
- an abdominal aortic aneurysm
- a thoracic aneurysm
- venous disease

You are on 5 West so that you can have surgery to treat your vascular disease.

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## Who is the health care team?

Members of the health care team have specialized skills and experience to provide care for patients with vascular disease. The health care team includes:

- Vascular Surgeons
- Other Physicians
- Registered Nurses
- Resident Doctors
- Pharmacist
- Registered Dietitian
- Respiratory Care Practitioner
- Chaplain
- Social Worker
- Occupational Therapist
- Occupational Therapy Assistants
- Physiotherapist
- Physiotherapy Assistants
- Health Care Aides
- Business Clerk
- Environmental Aide
- Clinical Manager
- Other health professionals
- Students from all health professions

## When can I talk to a member of the health care team?

- The Registered Nurse and Doctors are available 24 hours of each day.
- You can arrange a family meeting as needed with any of the team members.

**Please speak to any member of the 5 West health care team if you have a special or cultural need.**

## What personal items will I need on 5 West?

- Personal care items such as hairbrush, comb, shampoo, toothbrush, toothpaste, mouthwash, glasses, soap, lotion, deodorant, safety or electric razors, shaving cream, non-skid slippers/shoes, hearing aids, false teeth and mobility devices used at home such as canes or walkers.
- If you have sleep apnea and use a CPAP or BiPAP™ machine at home please bring it with you to use in the hospital.
- We encourage families to help their loved ones with personal care and grooming when possible. Please ask the nurse how you can help.
- Other items such as photos, cards, and music devices such as iPods®, MP3 players or portable DVD players may be brought in to comfort and support the patient. Write your name on your belongings.
- Please ask the nurse how family members may help with the patient's care.

**Do not leave valuables or money in the hospital.**

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

## Who can visit on 5 West?

Family and friends are important in the healing process of a loved one but we must keep the hospital safe by preventing the spread of infectious disease. Please use the hand wash solution located outside of each patient room to clean your hands before and after you visit.

### **Please do not visit if you are ill.**

The hospital can be a frightening experience for a child, please talk to the 5 West nurses about children visiting.

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

We ask that only 2 visitors at a time visit on 5 West. There may be times the staff will ask you to leave the patient's room when we need to do assessments, tests or treatments. We will always try to keep you informed and involved.

## Other information ...

- the Gift Shop is located on Level M (Main)
  - the Marketplace Cafeteria is located on Level 1
  - vending machines are located outside of the Marketplace Cafeteria on Level 1
  - a coffee shop is located on Level M (Main) across from main entrance at the front of the hospital
  - a Chapel is available to visitors on Level M (Main)
  - the Information Desk is located on Level M (Main) close to the main entrance at the front of the hospital
  - visitor washrooms are located by the visitor elevators on each level of the hospital
  - 14-day or monthly parking passes can be purchased at the Parking Office located on the ground level of the parking ramp, ext. 44060
  - please ask the nurse or business clerk for a list of local hotels if you are from out of town
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## **Family spokesperson**

We ask each patient have one member of his or her family or support group act as a spokesperson. The spokesperson will contact 5 West for information about the patient and share this information with family.

## **Meals**

Meals are served at approximately 7:30 a.m., 11:30 p.m. and 5:00 p.m. Please talk with your nurse if your family wishes to bring in other food items.

## **Laundry**

Bedding will be changed as needed. Please send clothes home for washing.

## **TV and telephones**

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 nursing station.

Follow the instructions on the card using the patient's bedside telephone. Dial ext. 41234 and follow the easy instructions to activate services.

Cellular phones and wireless communication devices are not allowed on 5 West.

## **We are smoke-free**

Hamilton Health Sciences is smoke-free as of January 1, 2011. This means that smoking is no longer be allowed anywhere on the grounds, including parking lots, garages and vehicles.

For support or help to stay smoke-free:

- 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](http://www.smokershelpline.ca)

## **Patient education materials**

There are educational materials available for you and your family. Please feel free to ask your nurse if you would like information about a specific topic.

## **Who may I call if I have compliments or concerns?**

- speak with the nurse caring for you or your loved one
- ask the nurse to contact the doctor responsible for your care or your loved one's care
- call the 5 West nursing station at 905-527-4322 ext. 46550
- call the 5 West Clinical Manager at 905-527-4322 ext. 46332 or have the Site Administrator paged when the Clinical Manager is unavailable
- call Patient Relations at 905-527-4322 ext. 75240

## **When it is time for you to leave the hospital ...**

Planning for your discharge begins early in your hospital stay. Please plan to leave hospital in the morning of your discharge day unless you are informed otherwise.

**Discharge time is 9:00 a.m.**

## **What if I was transferred from another hospital?**

Patients from all over the Central South Ontario, and parts of Ontario come to 5 West at the Hamilton General Hospital for treatment and recovery.

We will transfer you back to your hometown hospital or sending hospital once you are finished your care at the Hamilton General Hospital.

## Internet resources for patients and families

- The Heart and Stroke Foundation of Canada [www.heartandstroke.ca](http://www.heartandstroke.ca)
- Vascular Disease Foundation [www.VDF.org](http://www.VDF.org)
- Ministry of Health and Long-Term Care [www.health.gov.on.ca](http://www.health.gov.on.ca)
- Hamilton Health Sciences [www.hamiltonhealthsciences.ca](http://www.hamiltonhealthsciences.ca)
- Peripheral Arterial Disease Coalition [www.pad.org](http://www.pad.org)