

Welcome to 8 South and 8 West Acute Medicine Hamilton General Hospital



Information for patients and families

905-521-2100

8 South	extension 46800
8 West	extension 46850

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Being a patient or having a family member in the hospital can be very stressful. This may be a new experience and you may have some questions. This pamphlet will help to answer some of your questions about your stay on wards 8 South and 8 West.

About 8 South and 8 West

8 South and 8 West are Clinical Teaching Units that provide care for Acute Medicine patients. Patients admitted to these units have conditions such as:

- heart problems
- breathing problems
- diabetes
- pneumonia
- infections

8 South has a 4-bed Step Down Unit for patients who need closer monitoring and care by the nurses.

Patients on 8 South and 8 West may need to wear a telemetry pack to monitor their heart.

Do not leave valuables or money in the hospital

Send all money home. If this is not possible, please speak to your nurse. Patients and families are responsible for personal items left at the bedside.

During your stay

Please bring these items to the hospital:

- Aides used at home such as glasses, hearing aids, dentures, walkers and canes. Please label everything with your name and let your nurse know what you bring from home.
- Personal care items such as a hairbrush, comb, toothbrush, toothpaste, deodorant, lotions, shaving cream and razors.
- We encourage patients to brush their teeth after meals and at bedtime. If you wear dentures, bring in denture cleansing tablets, container and fixative.
- Non-skid slippers or shoes for safe walking.
- Clothing (including coat and shoes) to wear when you are discharged from the hospital.
- Photos, cards, books and music devices with earphones may be brought in for your comfort.
- Please arrange these items so they do not crowd patient areas or increase a patient's risk of falling.

We ask that families to help with personal care when possible.

Medications

- Your nurse will give you your medications while on the unit.
 - Send all your personal medications home or give them to your nurse to safely store until you leave the unit.
 - **Do not take medications on your own.**
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Getting ready to be discharged from the hospital

On admission, we begin to make plans for when you leave the hospital, called your discharge.

You and your family need to be involved in discharge planning. The health care team is here to support you and provide the best plan possible. The expected day of your discharge will be discussed with you.

Arrange to have someone pick you up at the hospital on the day of your discharge. If this is not possible:

- You will need to book and pay for a taxi.
- The health care team will give you information about transportation companies. You will need to pay for the cost of this transportation at the time of booking.

Make sure you have clothing to wear home including, shoes and a coat, your house keys and other items brought to the hospital before the day of your discharge.

Before you leave the hospital, a member of the health care team will:

- provide you with a list of your follow up appointments
- go over your prescriptions with you
- make sure the services you need such as CCAC (Community Care Access Centre), formerly Home Care, and doctors' appointments are set up and ready for your discharge

**We encourage you to ask questions
about your discharge and prescriptions.**



Family involvement

The health care team will arrange a family meeting if needed. Family meetings take place during the day and family members may need to rearrange their schedule in order to attend.

When the patient is not capable of making decisions about going home or to their discharge location, the Substitute Decision-Maker (SDM) or Power of Attorney (POA):

- needs to be available and be involved in discharge planning
- needs to be available for treatment decisions
- is expected to attend family meetings
- is responsible to organize some services for discharge and discharge locations

Do not make changes in the patient's current living situation until the health care team has worked with you to determine what the patient needs to safely leave the hospital.

Visiting hours

Visitors are welcome at any time but patients and families decide what times are best for them. Open visiting hours allows family and friends to play an important role in a patient's well-being.

It is important that you and your family act in a respectful manner to the health care team members providing your care.

Things to remember:

- Rest and sleep are important for our patients. You may need to shorten visits if the patient is tired and needs to rest.
- Children must be supervised by an adult, other than the patient, at all times.
- Your visit may be interrupted to provide patient care.
- Do not visit if you have symptoms such as a cough, fever, runny nose, sore throat, diarrhea, vomiting or new rash.
- There may be times when the care team needs to limit the number of visitors to protect the privacy of other patients in the room.
- If you stay overnight, remain in the patient's room and let the staff know when coming to and leaving the unit.
- Visitors are to use the public washrooms on each floor. The washrooms in the patient rooms are for patient use only.

Please do not visit if you are not feeling well.

Sharing information about your care

The health care team will share information with you on an ongoing basis. If you need or prefer the health care team to share this information with someone else, we ask you to name one contact person.

The contact person can then share information with family and friends.

Meals

Meal times are:

Breakfast	8:20 am
Lunch	12:00 pm
Dinner	4:45 pm



Menus for meals for the next day come with breakfast each day. Please fill out menus by 12:00 noon as they will be collected at this time.

Weekly menus are available if you cannot fill out your menu and wish help from your family. Please speak to your nurse or registered dietitian about weekly menus.

If you need help completing your menu, please speak to your nurse or volunteer.

Information for families about meals:

Speak to the nurse before giving the patient any food or drinks, or bringing in food from outside the hospital. Many patients are on special diets or may have swallowing problems and need to have food specially prepared.

Each unit has a pantry with an ice machine and refrigerator for food brought in for patients. If you or your family member need water or ice, or to have anything placed in the fridge, please ask a staff member and we will gladly get you what you need.

Try to visit around meal times if the patient needs encouragement to eat.

Your health care team

There are a number of members of the health care team who will be active in your care.

Hamilton General Hospital is a teaching hospital. At times you may be cared for by members of the team who are completing their training.

Team member	How they help
Internist/Attending Physician (doctor)	<ul style="list-style-type: none"> • The specialist in charge of your care.
Resident(s)	<ul style="list-style-type: none"> • A doctor in training who works under the guidance of the Internist/Attending Physician. • You may have more than one resident involved in your care.
Medical Student(s)/ Clinical Clerks	<ul style="list-style-type: none"> • A doctor in training who is in their final 2 years of medical school. • Works under the guidance of the Attending Physician and Residents.
Nurse Practitioners (NP)	<ul style="list-style-type: none"> • A nurse with advanced training who helps manage your medical/health care needs with the Internist/Attending Physician.
Registered Nurse (RN)/ Registered Practical Nurse (RPN)	<ul style="list-style-type: none"> • Co-ordinates your care with other health team members. • Provides on-going monitoring and treatments to improve your condition. • Helps you with your daily care. • Teaches you and your family about your condition and treatment needs.

Team member	How they help
Pharmacist	<ul style="list-style-type: none"> • Works closely with the doctors and nurses to provide safe medication therapy.
Occupational Therapist (OT)	<ul style="list-style-type: none"> • Helps you to improve your ability to do your daily activities. • Teaches and helps you to use special equipment which allows you to do more for yourself. • Takes part in discharge planning. • Identifies services that you may need for a safe discharge.
Physiotherapist (PT)	<ul style="list-style-type: none"> • Helps you be more independent with walking, balance, strength and co-ordination. Teaches you how to use aids such as a cane or walker to move around more safely. • Takes part in discharge planning. • Helps you do breathing exercises to reduce chest congestion. • Identifies services that you may need for a safe discharge.
Physio/Occupational Therapy Assistant (OTA/PTA)	<ul style="list-style-type: none"> • Practices under the guidance of the OT and PT. • Helps you be more independent with walking, transfers, exercises and your daily activities.
Dietitian (RD)/ Dietetic Assistant(DA)	<ul style="list-style-type: none"> • Makes sure you meet your nutritional needs. • Teaches you and your family how to meet your nutritional needs when you leave the hospital.

Team member	How they help
Speech Language Pathologist (SLP)	<ul style="list-style-type: none"> Assesses and helps with swallowing and communication problems.
Social Worker	<ul style="list-style-type: none"> Helps co-ordinate your discharge from hospital. Provides information on community resources and supports available. Provides supportive counselling.
Business Clerks	<ul style="list-style-type: none"> Greets families and friends who visit the ward Answers the telephones and call bells. Books tests and procedures.
Environmental Aide (EA)	<ul style="list-style-type: none"> Keeps our environment clean. Delivers your meals and helps set up your meal trays.
Students/Learners	<ul style="list-style-type: none"> As a teaching facility, we provide training for student doctors, nurses and other health professionals Each student works under the close supervision of a fully trained health professional.

If for some reason other team members become involved in your care, their role will be explained to you.

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.

Patient education material

There are patient education materials on the board across from the Nurses' Station.

Please speak to your nurse if you wish to have more information on a specific topic.

Prevent the spread of infection

Stop the spread of infection by cleaning your hands. There are 2 ways to clean your hands. You can use soap and water or an alcohol based hand rub.

Clean your hands with the alcohol rub:

- before and after visiting
- before you help feed someone
- after you use the bathroom or help someone use the bathroom
- after you cough, sneeze or blow your nose
- after using equipment shared by others



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.

Accommodations

If you have private or semi-private coverage through your health insurance, stop by Patient Registration on the Main Level to discuss.



These accommodations will be made when a room becomes available.

If a private room is needed for a patient in isolation, you might be moved out of your room.

Pet visits

If you wish to have your pet visit while you are in hospital, please speak with a member of the health care team to discuss if this can be arranged.



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



Taking part in research/best care for all

The Hamilton General Hospital is a teaching hospital and does research to help make sure our patients get the best quality of care. You may be asked to take part in a research study. You do not have to take part if you do not want to and saying no will not affect your care.

Hamilton General Drugstore

The Hamilton General Drugstore is located in the main lobby near the Information Kiosk, 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.



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.



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.**