

Your admission to hospital

Visitors

Visit only if you are feeling well. Please clean your hands upon arrival at the hospital and when you enter or leave a patient's room.

| Hamilton Health Sciences: 905-521-2100 | |
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| Hamilton General Hospital 237 Barton Street East Hamilton, Ontario L8L 2X2 | Parking ramp on Victoria Avenue Parking lot on Wellington Street Parking Office: ext. 44061 |
| Juravinski Hospital 711 Concession Street Hamilton, Ontario L8V 1C3 | Parking ramp on Concession Street Parking ramp on Poplar Avenue Parking Office: ext. 42354 |
| McMaster University Medical Centre 1200 Main Street West Hamilton, Ontario L8N 3Z5 | Underground Parking Garage Short-term Emergency Lot Parking Office: ext. 76156 |

For more information about parking and directions,
go to the Hamilton Health Sciences website:

www.hhsc.ca

What to bring

- Personal items: hairbrush, comb, tissues, toothbrush, toothpaste, shampoo, unscented soap, unscented lotion, sleepwear and slippers (fitted and non-skid).
- Ontario Health Card and other health insurance.

What not to bring

- Curling irons, valuables, jewelry, electrical equipment with plugs such as electric razors.

The hospital cannot be held responsible for lost items.

Television, telephones, radio and wireless internet

- Televisions can be rented in most patient rooms.
- Telephones can be rented for a flat rate.
- Wireless internet can be rented for a flat rate.
- You may bring a small battery-operated radio or personal music player with earphones.

Crutches

If you need crutches, you will need to buy or rent them. Many drug stores or pharmacies carry crutches.

Leaving the hospital

We want to make sure that you know what to do to heal and recover when you go home. Please ask your health care team to clarify any instructions that you do not understand and discuss your concerns with them.

Payment

You will be given a bill for procedures, products and services not covered by OHIP or other provincial insurance. Payments can be made:

- Cashier's office at the hospital.
- **Online** www.hhsc.ca
– select Pay a Bill <http://www.hhsc.ca/body.cfm?id=49>
- **By Mail:**
Hamilton Health Sciences
Finance Department
P.O. Box 2000
1200 Main Street West
Hamilton, Ontario, Canada
L8N 3Z5

Please make all cheques payable to: Hamilton Health Sciences.

- **By Credit Card:**
Please call Patient Accounts at 905-521-2100, ext. 77000 or Fax your completed remittance form to 905-318-0944.

**Stop the spread of germs
and infection.
Clean your hands.**



We are latex-free, fragrance-free and smoke-free

For the health of patients and staff with latex allergies, please do not bring latex balloons or other latex products to the hospital.

Please do not bring or wear perfume, cologne, scented soaps or hair spray. Please use deodorants in moderation.

Smoking is not allowed anywhere on hospital property, including parking lots, garages and vehicles.

For support or to help stay smoke-free:

- Talk to a member of your health care team
- Contact the Smoker's Helpline, toll-free at 1-877-513-5333 or www.smokershelpline.ca

Feedback

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.