

Welcome to C3

Information for patients, families and visitors

The staff of C3 welcome you to our unit. We care for patients with cancer or with gastrointestinal disorders. We may also care for patients with other medical illnesses.

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.

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.

Your Health Care Team on C3

**The phone number for C3 is
905-521-2100, ext. 43395.**

What happens each day on C3?

Shift changes/nursing care

Our nursing team change shifts between 6:45 and 7:15 morning and evening. These are busy times on C3. During this time important information about your care is exchanged. Before and after shift changes, nurses will see that you are comfortable and safe. During your stay on C3, the nurses will continue to provide care related to your comfort, activity, washroom needs and your environment.

Rounds

Rounds are when the doctors and the team caring for you meet to discuss your condition and care. Be assured that although you may have more contact with other members of the health care team, your attending doctor is active in your care.

Documentation

You may notice that staff spend time using the computers. Our C3 team enter important information about aspects of your care into these computers. This ensures that all team members have access to current information on your progress.

Safety huddles

Your health care team meets daily to discuss potential safety issues to help keep you safe during your stay on C3.

Family spokesperson

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.

Discharge planning

Discharge is the time you leave the hospital and return home or go to another place to receive care. There will be new things you need to learn and remember to keep you safe and well after you leave. We will begin to talk with you and your family about going home in the first couple of days of your hospital stay.

Visitors

C3 has open visiting hours. Family and friends can visit at any time as decided by the patient and based on their care needs. Open visiting hours allow family and friends to play an important role in a patient's well-being.

Please remember these guidelines for visiting:

- All visitors must be in good health. **Please do not visit if you unwell or have symptoms such as a cough, fever, runny nose, sore throat, diarrhea, vomiting or a new rash.**
- Children are welcome, but must be with an adult at all times. Some of our patients have low immune systems, so children must be current with their vaccinations.
- To stop the spread of infection, all visitors should wash their hands upon arrival and when entering and leaving a patient's room.
- There may be times when the care team needs to limit the number of visitors to ensure patients get the rest they need.
- All patients have very different care and privacy needs. We request that you are respectful of the other patients in the room. Please keep the noise down and the conversation quiet.
- Visitors may be asked to leave the room during certain medical procedures and during personal care.
- There may be times when visitors need to wear a gown, mask and gloves. If you come to visit and there is a sign on the door to wear protective clothing, please follow the instructions and ask your nurse for clarification. 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.

For your comfort, the C3 lounge has:

- lounge chairs and sofas
- a telephone
- children's games
- child size furniture
- a TV with cable
- fireplace
- reading material, puzzles

Overnight visitors

We understand that it will be hard for you to be away from loved ones. There are some sleep rooms available in the hospital. Please talk with your nurse or social worker about options on where to stay.

What do I need while I am in the hospital?

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

We are not responsible for personal items.

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

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

- 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
- If needed: eye glasses, hearing aids with extra batteries, dentures and denture supplies.



Medications

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



After the nurse, pharmacist or doctor reviews your medications with you, please send them home. If you are taking research or special medications you may need to leave them with the nurse or pharmacist. 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 unless you are directed to by the health care team.

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.

There is an emergency call bell to use if you need a nurse urgently. 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 are visitors bathrooms located near the patient's lounge.

Keeping active

While in the hospital you may feel tired and unwell. You will feel better if you move. We encourage you to remain as active as possible while in the hospital such as walking, sitting up in a chair during meals and while visiting. Your health care team may advise you to call for help before getting up. This is to ensure your safety.

Your meals

The hospital serves 3 meals each day. Meal trays will be delivered to your bedside around 8:15 am, 12:00 pm and 4:45 pm.



A menu will be delivered on your dinner tray to select your food items for 2 days ahead. Complete the menus and place 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 with a microwave, toaster and refrigerator on C3 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. Fresh water is also available in the kitchen.

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 nursing stations.

Cable TV is available in the family lounge, located between the North and East nursing stations and in the interview room (located near the public washrooms).

WiFi Internet usage is available (for a fee) to 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.



We are smoke-free

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



Staff are not required to accompany you outside to smoke. It is best to ask a family member to accompany you if you wish to smoke.

Fragrance restricted

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



Latex-free

Please do not bring latex balloons into the hospital. If you have a latex allergy, please let your nurse know.



Clean your hands



'Healthy Hands' is our campaign to protect patients and staff

Wash your hands each time you enter and leave your room, before eating, after using the washroom and before and after using the kitchen.

There are hand foam dispensers at each hospital entrance, outside each patient's room and one in each patient's room.

Hand sanitizers are best used when there is no visible dirt or material on hands.

Hand washing is the best way to stay healthy, and protect patients and staff from infections.

It is important for everyone to clean their hands often.

Working together

You and your family work with our health care team as partners in care. 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 your wishes and best interests.
- Remembering that the health care team is caring for many people and they will need your patience.
- Respecting hospital policies that ensure the best care for all patients.

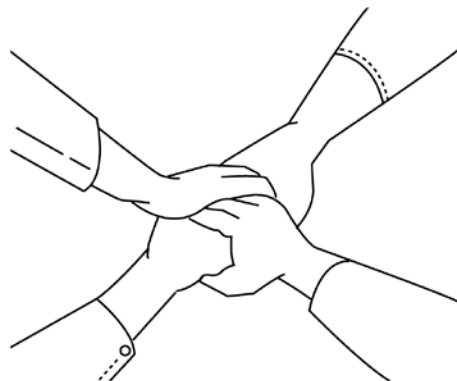
Who are the members of my health care team?

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
Business Clerk	Is the first voice of contact, answers the telephone and provides critical clerical support to the team.
Chaplain	A chaplain is available for religious and spiritual needs. The chaplain can provide spiritual care to people of all faiths or no faith. Can arrange care by faith leaders in the community.
Clinical Manager Clinical Leader	The clinical manager / leader is responsible for the hospital's Oncology & Gastrointestinal Program, including patient care and staffing.
Doctors	A doctor is in charge of your care.
Doctor, Consulting	A doctor who is a specialist in a specific type of medicine. For example, C3 often consults with the Infectious Diseases doctor for advice about your care.
Doctor, Resident	A doctor with advanced training in patient care. The Resident reports to the Attending doctor.
Educator	The Educator is responsible for the continued professional development of the staff. You may see the educator at the bedside to provide teaching or clarification on practice issues.
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.
Hamilton Niagara Haldimand Brant Local Health Integrated Network (HNHB LHIN)	The HNHB LHIN coordinators help you and your family understand and plan the care needs you may have after your hospital stay. Your care plan may also include information about community support programs or access to nursing, personal support or therapy.

Team member	What they do
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 washroom, repositioning and keeping you comfortable.
Nurse, Registered Nurse (RN)	The RN assesses your condition and progress, gives your medications and assists with all aspects of your care. The RN cares for more clinically unstable patients.
Nurse, Registered Practical Nurse (RPN)	The RPN assesses your condition and progress, gives your medication and assists with all aspects of your care. The RPN cares for more stable patients.
Occupational Therapist (OT)	The OT works with you around personal care (bathing, dressing, toileting), 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.
Occupational Therapist/ Physiotherapist Assistant (OTA/PTA)	The OTA/PTA works with the OT and PT to help with increasing your activity while you are in the hospital.
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 medications on the computer, and preparing and distributing medications.
Physiotherapist (PT)	The PT helps you maintain your strength and regain function to the greatest extent possible.
Porter	The porter transports you safely to tests/procedures throughout the hospital.

Team member	What they do
Registered Dietitian	The dietitian assists with maintaining your nutritional health while in hospital, if you have complex nutritional needs.
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 and emotional stresses.
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.
Unit Leader	The unit leader (charge nurse) supervises the unit and is available to discuss nursing care, hospital services or your needs and comfort. The unit leader manages the daily operations of the unit along with the health care team.



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 Gift Shop

- Offers unique gifts, home decor items, books and magazines.
- Bottled drinks and snacks.
- Juravinski Hospital Level 1 at main entrance.
- Monday to Friday, 8:30 am to 8 pm.
- Saturday & 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.
- Please ask to meet with our chaplain to discuss your spiritual needs.

Juravinski Hospital vending

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

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.

Resources

Patient and Family Resource Centre

Located in the main lobby of the JCC just to the left as you enter the main doors. Staff and volunteers are happy to work with you to find any information you need.

905-387-9495, ext. 65109

www.jcc.hhsc.ca/

Wellwood

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

Wellwood has two locations. 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 or Community 905-667-8870

www.wellwood.on.ca

The Mark Preece Family House

A place for out-of-town families to stay while their loved one is in the hospital. There is a minimal cost required. Call for more information.

191 Barton Street East

Hamilton, ON L8L 2W7

905-529-0770

www.markpreecehouse.ca

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.**