

# **Welcome to E3/F3**

## **CTU (Clinical Teaching Unit) Medicine**

**Information for patients, families and visitors**

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Juravinski Hospital  
Section 90, Level 3

E3 – 905-521-2100, ext. 43497

F3 – 905-521-2100, ext. 43434

Being a patient or having a family member in the hospital can be very stressful. You will have new experiences and you may have questions.

This booklet will help to answer some of your questions about your stay on E3 and F3 and help prepare you for leaving the hospital. If you would like more information or have any questions please feel free to ask any member of the health care team.

We are here to help you.

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## Welcome to E3/F3 CTU Medicine

E3 and F3 cares for patients who have acute or serious medical conditions such as:

- diabetes
- acute coronary syndromes such as unstable angina, stable heart attacks
- arrhythmias such as irregular heart rates and rhythms
- heart failure
- pneumonia
- dementia
- chronic obstructive pulmonary disease (COPD) including chronic bronchitis and emphysema
- asthma
- stroke

There are 71 beds on E3 and F3. In addition to these beds, F3 also has an Observational Care Unit. This is a 3 patient room where specialty care is provided for those patients who need close observation, including cardiac monitoring during critical times of their illness. Patients only remain in this unit until they are medically stable and are then transferred to a regular unit.



## What is the CTU?

The CTU is known as a Clinical Teaching Unit. The health care team includes different levels of learners such as:

- medical students, also called clerks
- junior residents (first year doctors)
- senior residents (second or third year doctors)

These learners work on teams under the supervision of the attending doctors. During your stay on the CTU you will be cared for by members of these teams. The teams meet at least two times a day to review patients and to make sure that all members are kept up to date with your medical issues and concerns.

## Who are the members of the health care team?

Team member	What they do
<b>Charge Nurse (RN)</b>	<ul style="list-style-type: none"> <li>• The RN on duty (also known as the unit leader/charge nurse) is in charge of coordinating the daily operations of the unit along with the health care team.</li> <li>• Is available to discuss nursing care, hospital services or your needs and comfort.</li> </ul>
<b>Registered Nurse and Registered Practical Nurse</b>	<ul style="list-style-type: none"> <li>• The nurse assigned as your primary caregiver who is responsible for assessing and providing your health care needs such as hygiene, medication administration, and nutritional intake.</li> <li>• Reinforces and support the skills you have learned in rehabilitation therapies such as exercises and walking.</li> <li>• Provides health teaching to you and your family.</li> </ul>
<b>Most Responsible Physician (MRP)</b>	<ul style="list-style-type: none"> <li>• The doctor in charge of your care.</li> <li>• Works with the team to coordinate your care with various specialists.</li> </ul>

## Health care team members (continued)

Team member	What they do
<b>Business Clerk</b>	<ul style="list-style-type: none"> <li>• Provides clerical, administrative or business support to patients, families and those providing service and/or care.</li> </ul>
<b>Physiotherapist and Physiotherapist Assistant (PT and PTA)</b>	<ul style="list-style-type: none"> <li>• Helps you become more independent with physical activity.</li> <li>• Teaches you to use aids such as walker and cane.</li> <li>• Helps you to improve your strength, flexibility, balance and coordination.</li> </ul>
<b>Occupational Therapist and Occupational Therapist Assistant (OT and OTA)</b>	<ul style="list-style-type: none"> <li>• Assesses and recommends ways for you to safely do daily tasks such as dressing, bathing or toileting.</li> <li>• Helps with concerns around equipment, home safety, or management of daily activities before you leave the hospital.</li> </ul>
<b>Registered Dietitian</b>	<ul style="list-style-type: none"> <li>• Assesses, recommends and explains the need for all special diets.</li> <li>• Ensures you meet your nutritional needs and helps you with your meal plan so you receive the foods that are best for you.</li> </ul>
<b>Pharmacist</b>	<ul style="list-style-type: none"> <li>• Manages the medications ordered by your doctor and prevents problems related to your medications.</li> <li>• Is also available to teach you about your medications.</li> </ul>
<b>Social Worker</b>	<ul style="list-style-type: none"> <li>• Arranges family meetings and discharge planning meetings as requested or needed.</li> <li>• Helps you cope with your concerns and changes in your lifestyle.</li> <li>• Is a great resource for services and supports that you may need when you leave the hospital.</li> </ul>

Team member	What they do
<b>Environmental Aide (EA)</b>	<ul style="list-style-type: none"> <li>• Keeps your environment clean.</li> <li>• Delivers your meals and helps set up your meal trays.</li> </ul>
<b>Health Care Aide (HCA)</b>	<ul style="list-style-type: none"> <li>• Supports the team by assisting you with your personal care and other daily activities.</li> </ul>
<b>Community Care Access Centre (CCAC)</b>	<ul style="list-style-type: none"> <li>• Assesses your eligibility for home care.</li> <li>• Helps with your discharge planning if home care is needed.</li> </ul>
<b>Clinical Manager</b>	<ul style="list-style-type: none"> <li>• Responsible for the hospital's CTU Medicine program, including patient care and staffing.</li> </ul>
<b>Clinical Leader</b>	<ul style="list-style-type: none"> <li>• Collaborates with the Clinical Manager to provide support and promote quality care delivery for the unit.</li> </ul>
<b>Chaplain</b>	<ul style="list-style-type: none"> <li>• Available to offer spiritual and religious needs.</li> <li>• Provides spiritual care to people of all faiths, or arrange care by clergy in the community.</li> </ul>
<b>Students</b>	<ul style="list-style-type: none"> <li>• As a teaching hospital we provide training for student doctors, nurses, and other health care professionals.</li> <li>• Each student works under the close supervision of a fully trained professional.</li> </ul>
<b>Volunteers - Hospital Elder Life Program (HELP)</b>	<ul style="list-style-type: none"> <li>• HELP team works with patients over the age of 70 years old.</li> <li>• Visits by a friendly volunteer daily when on program.</li> <li>• Provides activities to keep the mind alert.</li> <li>• Helps movement and walking.</li> </ul>

## How can family and friends help on E3 or F3?

Family and friends have an important role in giving you emotional support as you deal with your illness and adjust to possible changes in your medications and lifestyle. They can go with you to some therapies and learn how to help you. Family and friends can also act as interpreters with your permission if language is an issue and attend meetings with the health care team concerning your progress.



They can play an important role in your recovery and safe discharge from hospital.




## When can family and friends visit?

Visiting hours are from 10:00 am to 8:00 pm. If your family and friends need to visit the hospital outside of these hours please speak with the clinical manager or your nurse. Please allow the patient to get a good night's rest to fully take part in their therapy.

Children are welcome, but must be with an adult at all times. As our elderly patients have low immune systems, all children must be current with their immunizations.

We are committed to patient and family-centred care. We will do our best to be flexible, accessible and responsive to your needs.

## Visiting guidelines

- All visitors must be in good health. Do not visit if you are sick.
  - If there are more than 2 visitors, you can meet at the sitting area outside the elevators located in between E3 and F3. You can also use the sunroom to socialize or watch some television located at end of hallway on F3.
  - To help stop the spread of infection wash your hands using the alcohol-based hand rub located outside of each patient's room before and after each visit. 
  - There may be times when you need to wear a gown, mask and gloves. When this is needed, a sign will be placed on your door, and your nurse will be able to further direct you.
  - Visitors may be asked to leave the room during certain medical procedures.
  - Do not use the patient's bathroom. There is a visitor's bathroom located at the end of the hallways on both E3 and F3.
  - We are a fragrance restricted hospital. Do not wear or bring perfume, cologne, aftershave, scented hair spray or other scented products. 
  - Flowers, potted plants, and latex balloons are not allowed. You may bring in mylar foil balloons only. 
  - Wear headphones if possible when watching TV or using electronic devices as the noise may disturb other patients. Tell your nurse if the noise on the ward is disturbing you at night and we can provide earplugs.
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## What happens each day on E3 and F3?

### Shift changes

Our nursing team change shifts between 6:45 and 7:15 in the morning and evening.

During this time important information about your care is exchanged in the nursing station.



Please do not call the unit between 6:30 and 8:00 in the morning and evening, as these are busy times on E3 and F3.

### Rounds

Every morning the doctor and the health care team assigned to your care meet to discuss your condition and care.

### Documentation

You may notice staff spending a lot of time using the computers. Our E3 and F3 team enter important information about all aspects of your care into these computers. We try to do this at the same time we are providing care, such as, taking your blood pressure, treating your wounds and tracking your progress.

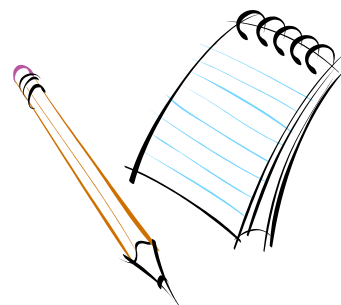


This ensures that all team members have access to the most current information on your progress.

## About your care

### Weekly team meetings

As part of your care, the team meets together for grand rounds on Tuesday and Thursdays to discuss your progress and planning for your discharge from E3/F3. Please let a member of your team know if you have any concerns to be brought up at this meeting.



### Your room

We make every effort to provide 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 and or isolation purposes, patients may need to change rooms, despite having insurance coverage.

Not everyone who is isolated needs a private room. Some patients with similar types of isolation needs may share a room. Some patients can be safely isolated in rooms shared with patients who do not need isolation.

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 is an emergency call bell to use if you need a nurse urgently.

### Mixed gender rooms

You may be moved into a patient room that has both male and female patients. Please talk to a member of your health care team if you have questions.

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### **E3/F3 C.A.R.E.s**

The C.A.R.E (Comfort, **A**ctivity, **R**estroom, **E**nvironment) approach is used by our staff members before leaving your room.

We use C.A.R.E. to ensure that your needs are met and addressed in a timely manner and to check your room for any hazards that can lead to falls.



### **Personal care**

As part of your care, you will be expected to do as much of your daily personal care as possible.

Please expect to have 1 to 2 showers a week. We do not have bathtubs.



### **Skin care**

Lying in bed puts pressure on your skin. This pressure can lead to wounds or sores. The pressure may cause burning, redness or pain; especially around your ears, shoulders, elbows, buttocks, ankles and heels. If you have any of these signs, please tell your nurse or other health team member right away.

The best way to prevent skin problems is to change positions often and avoid lying down in bed for long periods of time.

Members of your health team will encourage you to get up and move as much as possible.

Eating and drinking well also supports healthy skin.

For more information on skin care, please ask for a copy of the handout, "Keeping your skin healthy and free of pressure ulcers" or visit the Patient Education Library on our website [www.hamiltonhealthsciences](http://www.hamiltonhealthsciences).

## Healthy eating and drinking

Healthy eating helps healing. Eat protein such as meats, legumes and dairy products. Drink plenty of fluids as recommended by your doctor. Please talk to your nurse and registered dietitian if you do not feel like eating or if you need help in choosing the right foods for you.

There may be times when you are not allowed to eat or drink anything in preparation for a test. If this happens, a sign will be posted on the wall at the head of your bed. If you or your family have questions about whether or not you can eat or about any dietary restriction for medical reasons, please ask the nurse caring for you.

There is a patient kitchen where food and drinks may be warmed in the microwave or kept in the refrigerator. Please mark all food clearly. If not eaten in a day or two, please take home or discard.

Eating Well with Canada's Food Guide:

<http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php>

## Meal times

<b>Breakfast:</b>	8:00 am to 8:30 am
<b>Lunch:</b>	12:00 pm to 12:30 pm
<b>Supper:</b>	5:00 pm to 5:30 pm

Menus to select your meals are delivered daily on your dinner tray and will be picked up at the bedside with your breakfast tray by 9:00 am. The meals you choose tonight are for the day after tomorrow. Let your nurse know if you prefer to mark your menus for a whole week in advance. We encourage family and friends to help mark menus and help the patient at mealtimes.

Family and friends can bring in foods from home if desired. Please check with your nurse first to make sure that these foods are right for your diet.

If you have any questions or concerns about your diet, ask to speak with a registered dietitian.

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## Items you will need during your stay

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

Do not leave any valuables unattended, such as money, cell phone or electronic devices. **The hospital is not responsible for lost or stolen items.** Leave items of value at home such as jewelry and wallets.

### Clothing and shoes

Wearing loose fitted, comfortable clothing will make your therapy easier. You may wish to wear pajamas or loose fitting clothes during the day. Talk to your nurse if this would make your stay more comfortable.



For your safety, you must always wear non-slip footwear.

You may need a special kind of shoe. Please check with your therapist before buying new shoes.

### Personal items

You will need to bring in your own personal items, such as toothbrush, toothpaste, soap, shampoo, lotion, hair brush and deodorant. This includes jewelry, eye glasses, hearing aids (with extra batteries), and dentures. Send all items that you do not need home.

**Electrical appliances**

All electrical appliances such as blow dryers and shavers must be checked for their safety by the Engineering/Maintenance Department. Please give any such items to your nurse. Curling irons are not allowed.

**Money**

Leave large amounts of money at home. Please keep only small amounts with you.

**Medications**

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



After the nurse, pharmacist, nurse practitioner or doctor reviews your medications with you, please send them home. 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.**

**F5 - Alternate Level of Care (ALC) Unit**

When you are medically stable you may be transferred to an Alternate Level of Care (ALC) unit called F5. Discharge options from F5 include:

- return to your home with community supports
  - a temporary location with enhanced care while your longer term care needs are assessed
  - a rehabilitation setting
  - complex care
  - convalescent care
  - palliative care
  - retirement home
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## Discharge planning

Discharge planning begins when you are admitted to the hospital. Members of your health care team will work with you to help develop your discharge plan.

You will be given a discharge colour located on the wall beside your bed. This colour will change as your health improves.



**Acute undergoing treatment**



**Expected discharge 3 days or less**



**Discharge home today**



**ALC – Alternate Level of Care transfer to F5**

The nurse will need to review the orders of your discharge and may provide you with appointment times and prescriptions. We ask that you are patient with your nurse as she gathers the information for you to provide you with a safe discharge from the hospital. Please pack up your belongings and have them ready for you to go.

## We are a smoke-free hospital

We are a smoke-free hospital and cancer centre. This means that smoking is not allowed anywhere on the hospital grounds, including parking lots, garages and vehicles. Talk to a member of your health care team about medications such as a nicoderm patch that can be used to help minimize withdrawal from tobacco.

For support to help stay smoke-free:

- Talk to your health care provider
- Call Smokers' Helpline at 1-877-513-5333 or visit [www.smokershelpline.ca](http://www.smokershelpline.ca)



## Televisions, telephones and wireless

- **Bedside TV and telephone** are available to rent and can be activated 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. You will need to use a credit card for using the automated phone connection. Additional payment forms are available, and are listed on the instruction card.
- **Cable TV** is available in the F3 sunroom.
- **Cell phones** may be used.
- **Pay phones** located at the entrance of E3/F3 beside the elevators.
- **Wireless service** is available for a fee. For more information ask your nurse or visit <http://www.hhsc.ca/hotspots>

## 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.

For more information call ext. 42354 or visit the Parking Office, located on the lower level of the parking garage to discuss parking options. Weekly or monthly parking passes are available for purchase.

The streets around the hospital have parking meters for 1 to 2 hours of parking.

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## Getting around the Juravinski Hospital

- The **Chapel/Spiritual Centre** is located in the Main Lobby, Level 1, beside the Gift Shop. The centre is open 24 hours a day for meditation, prayer and personal reflection.
- The **Gift Shop** is located in the Main Lobby, Section A, Level 1.  
Hours of Operation: Monday to Friday, 8:00 am to 8:00 pm  
Weekends and Holidays 10:00 am to 5:00 pm  
Vending machines are located in the corridor beside the passenger elevators in Section C, Level 1.
- The **Atrium Cafe** is located in Section G, Level 1  
Hours of Operation: Monday to Friday, 7:00 am to 3:00 pm.
- The cafeteria, **Nora's Fresh Café** is in Section A, Level 0  
Hours of Operation: 7 days a week 6:30 am to 10:00 pm
- **Information** is located in the Main Lobby, Level 1.
- Please ask the social worker, nurse or business clerk for a list of local hotels or information about the Mark Preece House, if you are from out of town.
- There are a number of restaurants located on Concession Street that are within walking distance from the hospital.

## A note to families and visitors

We understand that families feel a lot of stress when a loved one is in the hospital. 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 follows 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.

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