

Welcome to E4 and F4

Surgery and Surgical Oncology

Juravinski Hospital

We are surgical units that care for people who may need surgery and are recovering from surgery.

The staff on E4 and F4 welcome you to our surgical units. 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.

The phone number for **E4** is 905-521-2100, extension 76094

The phone number for **F4** is 905-521-2100, extension 43498

“Together we will provide the best care for all.”

What happens each day on E4 and F4?

Shift changes

Our nursing team changes shifts between 6:45 and 7:15 in the morning and evening. These are busy times on E4 and F4. During this time important information about your care is exchanged, and many safety checks are done at the bedside.



Doctor's rounds

Every morning, doctors meet to discuss your condition and care. Your doctor (or his or her delegate) along with a team of residents meet. Residents are doctors training in patient care. Please be assured that although your doctor is not present on the ward all the time, your doctor is aware of and active in your care. Often the person caring for you is a surgeon and they are also needed in the operating room, procedural rooms or clinics to provide care to other patients.



If you or your family wishes to speak to your doctor, please speak with your nurse. Your nurse will inform your doctor.

Patient care rounds

Patient care rounds take place 3 times during the week. Many members of your health care team meet to discuss your care needs, progress and what you need before going home. This is called discharge planning. Health care team members include:



- Charge Nurse
- Social Worker
- Pharmacist
- Nurses
- CCAC (Home care specialist)
- Registered Dietitian
- Dietetic Assistant
- Occupational Therapist (OT)
- Physiotherapist (PT)
- OT and PT Assistant

Research

During your stay on E4 or F4, you may be asked if you wish to take part in a research study. A member of a research team will give you information about the study and answer your questions. Your decision, whether to take part in the study or not, will not affect your care in any way.

Safety huddles

Your health care team meets daily to discuss potential safety issues to help keep you safe during your stay on E4 and F4.

If you have any information about yourself or your loved one that will enhance our ability to care for you, please feel free to let someone from your health care team know.



Documentation

You may notice that staff spend time using the computers. Our E4 and F4 teams 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.



E4 and F4 C.A.R.E.s

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

We use **C.A.R.E** to check that your needs are met and addressed in a timely manner and to check your environment for hazards that may potentially lead to falls.

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

What do I need to know and do?

About 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 rooms based on their medical needs first. Sometimes, due to changing medical needs, patients may need to change rooms despite having insurance coverage.

There are times that you may be in a room that has both male and female patients. The bathroom in your room is for patients' use only.

What to bring to 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. The hospital is not responsible for lost or missing items, but will make every attempt to help find these items if they become lost.

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

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

- soap, shampoo and hair brush
 - toothpaste and a soft-bristled toothbrush
 - lotion and deodorant
 - alcohol based hand sanitizer
 - non-slip slippers (no flip-flops)
 - bathrobe, pajamas and underwear
 - comfortable clothes and shoes
 - If needed: eye glasses, hearing aids with extra batteries, dentures and denture supplies
-

Visitors

Family and friends are very important to your recovery. Hamilton Health Sciences is moving towards flexible visiting hours to accommodate friends and families schedules, and better meet the needs of our patients.

However, on E4 and F4 we still encourage visiting after 11:00 am to allow morning personal care to be completed and before 8:00 pm to help patients get the much needed rest they need to promote healing and recovery.

Please remember these guidelines for visiting:

- All visitors must be in good health. Please do not visit if you are sick.
- Children are welcome, but must be with an adult at all times.
- To stop the spread of infection, all visitors should wash their hands using the hand rub available as they arrive on E4 and F4, when entering the patient's room and upon leaving the room.
- To help you and the other patients in your room rest, we request only 2 visitors at a time in your hospital room.
- All patients have very different care and privacy needs. We request that you are respectful of the other patients in the room.
- Visitors may be asked to leave the room during certain medical procedures.
- 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.
- We are a fragrance restricted hospital. Do not wear or bring perfume, cologne, aftershave, scented hair spray or other scented products.



Overnight visitors

We understand that it will be hard for you to be away from loved ones for any length of time. Unfortunately, the rooms on E4 and F4 are small, so extra people in the room can become a safety issue. Please ask your nurse or social worker if there is an option for you to stay close to your loved ones.

Medications

Bring an up-to-date list of medications from your pharmacy and your pharmacy's phone number.



Your health care team will review your medications with you.

While you are in the hospital, the nurse will give you your medications.

If you do not have an up-to-date list of medications, please bring in your medications in their original containers. After the health care team has reviewed your containers, please send them home.

Do not take your own medications, unless instructed to do so.

Meals

The hospital serves 3 meals each day. Meal trays will be delivered to your bedside around 8:30 am, 12:00 noon and 5:00 pm.



A menu will be delivered on your dinner tray to select your food items 2 days ahead. Please have the menus completed and on your breakfast tray by 8:30 am.

Please tell your nurse if you have food allergies or need a special diet.

Healthy eating is very important for your recovery. If your family or loved ones want to bring in food to help you recover and get better, please talk to your nurse or health care team to ensure the food brought from home is suitable and safe for you. There is a refrigerator available for items brought in, please label and date the containers.



Keeping active

While in the hospital you may feel tired and unwell. We used to think that after surgery it was best to rest and not do much exercise or physical activity. While rest is important, we now know that getting up and walking can help most patients feel better and recover faster.

We encourage you to remain as active as possible while in the hospital such as sitting up in a chair during meals and while visiting with family and walking. Your health care team may advise you to call for help before getting up. This is to ensure your safety while walking.



Phone calls

Keeping in touch with family and friends is important to many of our patients. Phone calls at the staff station can only confirm that you are a patient, your general health status and your room and phone extension.



We ask that each patient have one person act as their spokesperson. Your spokesperson will be the only person allowed to receive information over the phone about your condition. This information can then be shared as you wish.

Having only one person receive information about your care over the phone will protect the privacy of your personal health information.

Telephones, televisions 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 in the hallway close to the nursing stations.

Internet usage is available 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.



Fragrance restricted

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



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.

Going home

You may feel anxious as you get ready to go home. Please ask us to repeat information you do not understand and clarify what you need to do for your recovery.

When you know which day you are going home, please arrange for a friend or family member to pick you up and drive you home. Arrange with your driver to pick you up the morning on the day you are to go home, unless you are told otherwise.

If you need a follow-up visit with a surgeon, you will be given an appointment before you leave or asked to call your surgeon's office for an appointment.

Going home with CCAC support (Home Care)

CCAC stands for Community Care Access Centre.

CCAC helps recovery and healing continue in your own home. Not everyone needs home care. If needed, the therapists will help identify what resources and services that you may need.



Going to another hospital or facility

If you no longer need the high level of surgical care that is offered on E4 and F4 but are still requiring some care, we will make arrangements for you to go to another hospital or facility that meets your specific care needs. You may return to the hospital that you came from or go to a hospital closer to your home or a rehabilitative type facility.

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.**

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.

Juravinski Gift Shop

- Offers unique gifts, home decor items, books and magazines.
- **Latex balloons are not permitted.**
- 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.

Juravinski Hospital vending

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

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.

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.

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 visit often, you can buy a long term rate pass at a discounted rate from the Parking Office.

If you would like to purchase a discounted rate option, please contact the Parking Office located on level one (lower) of the Concession Parking Garage. Phone: 905-521-2100, Ext. 42354. Email: parking@hhsc.ca

Questions
