

Welcome to F5 Medicine

Information for patients, families and visitors

Juravinski Hospital Section F – Level 5

905-521-2100, ext. 43385



This booklet was developed with the help of F5 patients and their families.

Table of Contents

	Page
Welcome to F5.....	1
Why have I been moved to F5?	2
What is ALC?.....	2
When can my family and friends visit?	3
What do I need to bring from home?.....	4
Tell us about yourself.....	5
Hospital Elder Life Program	6
Getting enough nutrition.....	7
Meet the team.....	8
About your care	10
What else do I need to know?.....	11



Welcome to F5!

Your move to F5 is the next step along your path to discharge from the hospital. By the time you come to F5, you or your family member have been treated for the health concern that brought you to hospital - and you are now medically ready to go home. You have come to F5 because you need a little extra planning for a safe discharge. You may need extra supports at home, rehabilitation, or you may need to live in a different or more supportive environment.



This booklet is your introduction and guide to F5. Please take a few minutes to read it. Our F5 staff and volunteers are happy to read it with you, and answer any questions you may have. We hope you find the information helpful, and we always welcome your feedback.

We also hope you find F5 to be a comfortable and engaging place, with friendly staff, and lots of reasons to stay as healthy and as active as possible, while you await discharge.

Gary Blake, Clinical Manager, F5 Medicine

Why have I been moved to F5?

On F5, we care for patients who have stable conditions. Our patients are typically not able to return to community living without some added support.

You may be moved to F5 to await discharge to:

- Home with supports
- Home First with supports
(to wait for Long Term Care)
- Transitional Care bed
(TCB – to await Long Term Care)
- Complex continuing care
- A long-term care home (also known as a nursing home)
- A rehabilitation unit
- A retirement home
- A convalescent care setting, or
- A palliative care setting



What is ALC?

Alternate Level of Care (ALC) means that you no longer need hospital level care. However, you are not able to return to your previous living situation. You need an alternative or different plan.

While you are here, our social workers and discharge specialists will be hard at work planning for your safe discharge. They will work with you to create the best plan possible for your return to the community.

When can family and friends visit?

We have open visiting hours. Family and friends are welcome to visit anytime. Overnight visitors are asked to remain in your room and to let staff know when they arrive and leave. All children visiting must be supervised by an adult at all times. Please review the visitor guidelines below:

- Be respectful of other patients, staff and visitors.
 - Please do not visit if you are sick.
 - Enjoy our F5 sunroom for day and evening visits, located at the end of the East hallway.
 - To help stop the spread of infection, wash your hands using the alcohol-based hand rub, or soap and water. There may be times when you need to wear a gown, mask and gloves. When this is needed, we will place a sign on your door and your nurse will give you more information.
 - Patient bathrooms are for patients only. There is a visitor's bathroom located along the West hallway.
 - We are a fragrance free hospital.
 - Flowers, potted plants and latex balloons are not allowed in the hospital.
 - Mylar foil balloons only please.
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What do I need to bring from home?

If you've come to F5, you have most likely come from another floor in the hospital. You will need the same items here that you brought with you at the time of your admission.



On the day you transfer to F5, your personal items will be bagged and brought with you. The most common items needed during your hospital stay are things like toothpaste, soap, shampoo, lotion, deodorant, eye glasses, hearing aids (with extra batteries) and dentures.

You can also bring any items that comfort you, such as a special pillow, blanket, pictures, or music players. Put your name on all these items and send items home that you do not need.

Do not leave any valuables unattended, such as money, cell phones 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

It is helpful to wear loose fitted, comfortable clothing in order to make your therapy easier. There are no washing machines on the unit so clothes need to be taken home to be washed. For your safety, you must always wear non-slip footwear.

Electrical appliances

All electrical appliances such as laptops and tablets, 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.

Medications

Your doctor will order your medications from the hospital pharmacy to take while you're here. Please do not take your medications from home while in hospital.

Tell us about yourself

Please find the “**All About Me**” sheet included in this welcome booklet. Use this sheet to tell us about yourself. Staff will read your comments to learn more about you as a person, helping us to provide you with the best care possible!

If you need help filling out this sheet please ask one of our volunteers, students, or staff. You can keep this sheet by your bedside, or staff can hang it on the wall.

The Hospital Elder Life Program (HELP)

A delirium prevention program is offered to patients on F5. Delirium is a sudden confused state of mind. It may occur during an illness or after an operation. Through the use of trained volunteers, HELP aims to prevent this new confusion and assist patients with simple but important tasks during their hospital stay.



HELP volunteers organize and assist with:

- Regular orientation to the date, time and location.
- Vision and hearing problems. For example, making sure glasses are on and clean, and hearing aids are working. Hearing amplifiers and magnifiers are also available if needed.
- Selecting menus, setting up meals and encouragement.
- Simple exercises.
- Providing stimulating activities and social visits, such as crafts, and games.



In addition, each week we welcome therapeutic animal visits and music therapy to Henderson's Hideaway (sunroom). When you arrive, you will be given a schedule of daily activities that take place in our sunroom.

We invite you to join us!



Getting enough nutrition



Eating right and getting enough nutrition in hospital can be a challenge as you may not be as hungry and find the foods different from what you eat at home. Getting enough nutrition helps reduce problems such as pressure ulcers and infections, and it helps maintain your muscles.

Please tell our staff if you have any special diet needs, such as food allergies or intolerances, difficulties chewing or swallowing, or think you may need a nutritional supplement drink.

Meals

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, please ask your nurse if you have any questions. We encourage family and friends to help mark menus and help at meal times. If you have any questions or concerns about your diet, ask to speak with a Registered Dietitian.

Henderson's Hideaway (Sunroom)

You may prefer to have your meals with others in the sunroom. You may also use this room for activities such as playing games, watching TV or visiting with family and friends.

Breakfast: 8:00am to 8:30am

Lunch: 12:00pm to 12:30pm

Supper: 5:00pm to 5:30pm

Meet the Team

When you arrive on F5, you will meet different members of our health care team. We work together to provide your care.



If you have any question or concerns please ask the health care team!

Team member	How they help
Business Clerk	Answers the telephone and provides support to the team.
Chaplain	Provides spiritual care to people of all faiths.
Charge Nurse/Unit Leader	In charge of the daily operations of the unit along with the health care team. Is available to discuss nursing care, hospital services or your needs and comfort.
Clinical Manager	Manages the staff and the overall operations of the unit.
Community Care, LHIN Coordinator	Assesses your need for home care, and helps with your discharge planning if home care is needed.
Environmental Aide (EA)	Keeps our environment clean. Delivers your meals and helps set up your meal trays.
Health Care Aide (HCA)	Supports the team by helping you with your personal care and other daily activities.
Hospitalist	The doctor in charge of your medical care on our unit. Works with the team to manage your medical care and discharge planning.
Nurse (RNs, RPNs)	The nurse assigned as your primary caregiver who is responsible for: assessing your health and coordinating your care. Supports the skills you have learned in rehabilitation therapies, such as exercises and walking. Provides health teaching to you and your family.

Team member	How they help
Occupational Therapist (OT) and Occupational Therapist Assistant (OTA)	Assesses and recommends ways for you to safely do daily tasks such as dressing, bathing and toileting. Helps with concerns around equipment, home safety, or management of daily activities before you leave the hospital. If you have any questions, please ask your OT/OTA.
Pharmacist	Manages the medications ordered by your doctor and prevents problems related to your medications; is also available to teach you about your medications.
Physiotherapist (PT) and Physiotherapist Assistant (PTA)	Helps you become more independent with physical activity. Teaches you to use aids such as walkers and canes. Helps you to improve your strength, flexibility, balance and coordination.
Registered Dietitian (RD) and Dietetic Assistant (DA)	Assesses, recommends and explains the need for all special diets. Ensures you meet your nutritional needs and helps you with your meal plan so you receive the foods that are best for you.
Social Worker	Arranges family and discharge planning meetings as requested or needed. Helps you cope with your concerns and changes in your lifestyle. A great resource for services and supports that you may need when you leave the hospital.
Students	As a teaching hospital, we provide training for student doctors, nurses, and other health care professionals. Each student works under the close supervision of a fully trained professional.
Volunteers	Assist with the Hospital Elder Life Program (HELP)

Team meetings: As part of your care, the health care team meets together daily during the week to discuss your progress and plan for your discharge. Members of our health care team will work **with you** to develop your discharge plan.

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 at the nursing station.

About your care

Personal care

As part of your care, you will be expected to do as much of your daily personal care as possible, staff will help when needed. This helps to strengthen your muscles after being in bed with an illness. Daily exercise also helps to increase blood flow and prevents blood clots from occurring. Please expect to have at least 1 shower a week.



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 the health care team 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 care team will encourage you to get up and move as much as possible.

Your room

When you arrive on F5, you will be assigned to either a ward room, semi-private, or private room. Semi-private and private rooms are considered preferred accommodation and carry an additional cost - please visit our preferred accommodation desk in the front lobby for

more information. Patients are assigned to rooms based firstly on their medical needs, and sometimes this may require a move to a semi-private or private room. If you are moved for this reason, you will not be charged for any preferred accommodation.

Discharge day

A member of the health care team will talk to you the day before discharge to confirm the date and time, and make sure you have all of your prescriptions and follow-up appointments booked. Before your discharge day, you will need to: pack your belongings, and arrange for a ride home from the hospital.

What else do I need to know?

We are a smoke-free hospital

Smoking or vaping is not allowed anywhere on hospital property, including parking lots, garages and in vehicles. We appreciate your co-operation in providing a safe and healthy environment for everyone.

Television, telephones, and wireless internet

- **Bedside TV and telephones** are available to rent and can be activated at any time. For instructions, obtain an information card located beside the nursing station across from room 14. You will need to use a credit card.
- **Cable TV** is available in the F5 sunroom.

- **Pay phones** are located at the entrance of F5.
- **WIFI wireless service** is available for a fee. For more information ask your nurse or the business clerk.

Parking

A parking garage is located across the street from the hospital's main entrance. There is an hourly rate for parking with a daily maximum. Parking pass options are available for frequent visitors. For more information visit the Parking Office, located on the lower level of the parking garage.

Finding your way around the Juravinski Hospital:

- **Chapel/Spiritual Centre:** is located in the Main Lobby, Level 1, beside the gift shop. It is open 24 hours a day.
- **Gift Shop:** is located in the Main Lobby, Section A, Level 1. Vending machines are located in the corridor beside the passenger elevators in Section C, Level 1.
- **Atrium Café:** is located in Section G, Level 1.
- **Nora's Fresh Cafe:** the cafeteria, is located in Section A, Level 0.
- **Information:** is located in the Main Lobby, Level 1.

Patient Information

There is a variety of useful information located on F5, across from rooms 5 and 6. These pamphlets and packages contain information about health, wellbeing, and resources available in the community.

Patient experience

If you have concerns about your care or would like to share a compliment, please speak with the health care team or call the office of Patient Experience at 905-521-2100, ext. 75240 or email patientexperience@hhsc.ca.

The F5 Clinical Manager is available Monday to Friday,
during working hours at **905-521-2100, ext. 43381.**
