

Welcome to Acute Medicine

Short Stay Medical Unit, 5 West,
8 South & 8 West

Hamilton General Hospital



**Information for patients and families:
(905) 521-2100**

Short Stay	extension 46057
5 West	extension 46550
8 South	extension 46800
8 West	extension 46850

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About our Medical Units

Welcome!

Being a patient or having a family member in the hospital can be very stressful. This may be a new experience and you may have some questions. This booklet will help to answer some of your questions about your stay on our acute medicine wards.

About Acute Medicine

We have 4 Acute Medicine Clinical Teaching Units that provide acute medical care: ***Short Stay Medical Unit, 5 West, 8 South and 8 West.***

Patients admitted to these units may have conditions such as:

- heart problems
- breathing problems
- diabetes
- pneumonia
- infections

You may be located on any of the units and your location may change during your hospital stay. 8 South has a 4-bed Step-Down Unit for patients who need closer monitoring and care by the nurses.

Patients on our medical units may need to wear a telemetry pack to monitor their heart.

Do not leave valuables or money in the hospital

Send all money home. If this is not possible, please speak to your nurse. Patients and families are responsible for personal items left at the bedside including items such as dentures and eyeglasses.

Continuous Quality Improvement

Acute Medicine is committed to providing the best care possible. We welcome your feedback. We believe hearing from patients and their families is one of the best ways to improve our care and services. Let us know if you have identified any issues on the unit that could be improved.

How do I share this information with the health care team?

1. Tell a health care professional
2. Write it down and post it on the Continuous Quality Improvement (CQI) Board located across from the Team Station

Our staff are also encouraged to share improvement opportunities and post on the Continuous Quality Improvement Board. The posts on the board are reviewed and discussed at the daily Huddle.

When is the Huddle?

Each weekday, members of the health care team meet for 15 minutes to discuss the posts for improvement and to give updates on the work in progress. Patients and families are welcome to join the Huddle. If you would like to join us for the Huddle, please ask a staff member for the time we meet at.

How else can I be involved?

We may also ask you for your input on an idea or project for improvement that we are working on.

Thank you for working with us to improve your care!

During Your Stay

Please bring these items to the hospital:

- Aides used at home such as glasses, hearing aids, dentures, walkers and canes. Please label everything with your name and let your nurse know what you bring from home.
- Personal care items such as a hairbrush, comb, toothbrush, toothpaste, deodorant, lotions, shaving cream and razors.
- We encourage patients to brush their teeth after meals and at bedtime. If you wear dentures, bring in denture cleansing tablets, a container and fixative.
- Non-slip slippers or shoes for safe walking.
- Clothing (including coat and shoes) to wear when you are discharged from the hospital.
- Photos, cards, books and music devices with earphones may be brought in for your comfort, but you are responsible for them should they go missing or become broken.
- Please arrange these items so they do not crowd patient areas or increase a patient's risk of falling.

We ask that families help with personal care when possible

Medications

- Your nurse will give you your medications while on the unit. Please be aware that your physician may change the times your medications are to be given.
- Send all your personal medications home or give them to your nurse to safely store until you leave the unit.
- **Do not take medications on your own.**

Telephones, televisions, Internet

Bedside telephones are free to use. Televisions and wireless Internet are available for a fee.

Please stop by the Team Station or ask staff about TV and phone rental services.



Accommodations

If you have private or semi-private coverage through your health insurance, stop by Patient Registration on the Main Level to discuss. These accommodations will be made when a room becomes available.

If a private room is needed for a patient in isolation, you might be moved out of your room.

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 manager of that unit.

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, extension 75240.**

Escalation of Care

What do I do if I feel that I am getting sicker?

TALK TO YOUR NURSE

Your nurse will:

- Take your vital signs (check your breathing, blood pressure and pulse)
- Complete an assessment
- Update the medical team
- Keep you informed

Are you still concerned?

TALK TO THE CHARGE NURSE

The charge nurse will:

- Get an update from your nurse
- Complete an assessment and take your vitals
- Update the medical team
- Keep you informed

Are you still concerned?

CALL PAGING AND ASK TO SPEAK WITH THE DOCTOR

Call paging at (905) 521-2100, extension 46311:

- When you call paging tell them:
 - You are calling about the “**Escalation of Care Protocol**”
 - Your name
 - Which **medical team** is looking after you. This is written on the whiteboard at your bedside or ask your nurse
 - Your **phone number** or stay on the line to talk with the doctor

Getting Ready to be Discharged from the Hospital

On admission, we begin to make plans for when you leave the hospital, called discharge planning.

You and your family need to be involved in discharge planning. The health care team is here to support you and provide the best plan possible. The expected date of your discharge will be discussed with you.

Arrange to have someone pick you up at the hospital on the day of your discharge. If this is not possible:

- You will need to book and pay for a taxi.
- The health care team will give you information about transportation companies. You will need to pay for the cost of this transportation at the time you book the service.

Make sure you have clothing to wear home, including shoes and a coat, your house keys and other items brought to the hospital before the day of your discharge.

Before you leave the hospital, members of the health care team will:

- provide you with an Acute Medicine After Hospital Plan (AMAP)
- provide you with your follow-up appointments
- go over your prescriptions with you
- make sure home care services are in place, such as Ontario Health Team, if you need them
- make sure doctor's appointments are set up for you

During your stay please do not hesitate to ask questions about your care. We encourage you to ask questions about your discharge and prescriptions.

Family Involvement

The health care team will arrange family meetings if needed. Family meetings take place during the day and family members may need to rearrange their schedules in order to attend. We make every effort to accommodate family members' schedules.

When the patient is not capable of making decisions about going home or about their discharge location, the Substitute Decision-Maker (SDM) or Power of Attorney (POA):

- needs to be available and be involved in discharge planning
- needs to be available for treatment decisions
- may be asked to attend family meetings
- is responsible to organize some services for discharge and discharge locations

Do not make changes in the patient's current living situation until the health care team has worked with you to determine what the patient needs to safely leave the hospital.

Sharing Information about Your Care

The health care team will share information with you on an ongoing basis. If you need or prefer the health care team to share this information with someone else, we ask you to name one contact person.

The contact person can then share information with other members of your family and friends.

There will be a communication board at each patient's bedside. Your team will update this board regularly and you are welcome to use it to write down questions, contact numbers or other information that you would like to share.

Visiting Patients

Visiting Hours

Visitors are welcome at any time but patients and families decide what times are best for them. Open visiting hours allows family and friends to play an important role in a patient's well-being.

It is important that you and your family act in a respectful manner to the health care team members providing your care.

Things to Remember:

- Rest and sleep are important for our patients. You may need to shorten visits if the patient is tired and needs to rest.
- Children must be supervised by an adult, other than the patient, at all times.
- Your visit may be interrupted to provide patient care.
- Do not visit if you have symptoms such as a cough, fever, runny nose, sore throat, diarrhea, vomiting or a new rash.
- There may be times when the care team needs to limit the number of visitors to protect the privacy of other patients in the room.
- If you stay overnight, remain in the patient's room and let the staff know when you are coming to and leaving the unit.
- Visitors are to use the public washrooms on each floor. The washrooms in the patient rooms are for patient use only.

Please do not visit if you are not feeling well

Pet Visits

If you wish to have your pet visit while you are in hospital, please speak with a member of the health care team to discuss if this can be arranged.

Meals

Meal times may vary but are approximately at the following times:

Breakfast	8:00 – 9:00 am
Lunch	12:00 - 1:00 pm
Dinner	5:00 - 6:00 pm



Menus for the next day come with breakfast each day. Please fill out menus by 12:00 noon as they will be collected at this time.

Weekly menus are available if you cannot fill out your menu and would like help from your family. Please speak to your nurse or registered dietitian about weekly menus.

If you need help completing your menu you can ask staff for help.

Information for Families About Meals

Speak to your nurse before giving patients any food or drinks or bringing in food from outside the hospital. Many patients are on special diets or may have swallowing problems. These patients need to have food specially prepared.

Each unit has a pantry with an ice machine and refrigerator for food brought in for patients. If you or your family member need water or want to have anything placed in the refrigerator, please ask a staff member and we will gladly get you what you need.

Try to visit around meal times if the patient needs encouragement or assistance to eat.

Your Health Care Team

There are a number of members of the health care team who will be active in your care.

Hamilton General Hospital is a teaching hospital. At times you may be cared for by members of the team who are completing their training.

Team member	How they help
Internist/Attending Physician (doctor)	<ul style="list-style-type: none"> • The specialist in charge of your care
Resident(s)	<ul style="list-style-type: none"> • A doctor in training who works under the guidance of the Internist/Attending Physician • You may have more than one resident involved in your care
Medical Student(s)/Clinical Clerk(s)	<ul style="list-style-type: none"> • A doctor in training who is in their final 2 years of medical school • Works under the guidance of the Attending Physician and Residents
Nurse Practitioner(s)(NP)	<ul style="list-style-type: none"> • A nurse with advanced training who helps manage your medical/health care needs with the Internist/Attending Physician

Team member	How they help
Registered Nurse(s) (RN)/ Registered Practical Nurse(s) (RPN)	<ul style="list-style-type: none"> • Co-ordinates your care with other health team members • Provides on-going monitoring and treatments to improve your condition • Helps you with your daily care • Teaches you and your family about your condition and treatment needs
Charge Nurse or Team Leader Registered Nurse (RN)	<ul style="list-style-type: none"> • Coordinates your care with the team • Responsible for bed management • Available if you have questions or concerns related to your care
Pharmacist, Pharmacy Technician	<ul style="list-style-type: none"> • Works closely with the doctors and nurses to provide safe medication therapy
Occupational Therapist (OT)	<ul style="list-style-type: none"> • Helps you to improve your ability to do your daily activities • Teaches and helps you to use special equipment which allows you to do more for yourself • Takes part in discharge planning • Identifies services that you may need for a safe discharge
Physiotherapist (PT)	<ul style="list-style-type: none"> • Helps you to be more independent with walking, balance and strength • Teaches you how to use aids such as a cane or walker to move around more safely • Takes part in discharge planning • Helps you do breathing exercises to reduce chest congestion • Identifies services that you may need for a supportive discharge

Team member	How they help
Physio/Occupational Therapy Assistant (OTA/PTA)	<ul style="list-style-type: none"> • Practices under the guidance of the OT and PT • Helps you be more independent with walking, transfers, exercises and your daily activities
Dietitian (RD)/ Dietetic Assistant(DA)	<ul style="list-style-type: none"> • Makes sure you meet your nutritional needs • Teaches you and your family how to meet your nutritional needs when you leave the hospital
Speech Language Pathologist (SLP)	<ul style="list-style-type: none"> • Assesses and helps with swallowing and communication problems
Social Worker	<ul style="list-style-type: none"> • Helps co-ordinate your discharge from hospital • Provides information on community resources and supports available • Provides supportive counselling
Environmental Aide (EA)	<ul style="list-style-type: none"> • Keeps our environment clean
Nutrition Services	<ul style="list-style-type: none"> • Delivers your meals and helps set up your meal trays
Students/Learners	<ul style="list-style-type: none"> • As a teaching facility, we provide training for student doctors, nurses and other health professionals • Each student works under the close supervision of a fully trained health professional.

If, for some reason, other team members become involved in your care, their role will be explained to you.

Behavioural Safety Risk

Being in the hospital can be stressful. Sometimes, people react to feelings of stress, anger or fear in a violent or aggressive way. People may also behave violently because of medications they are taking or their medical condition.

At HHS, we take special precautions to keep everyone safe when there is a possibility of violence. We do this in a careful and respectful way.

When there is a risk of violence or unsafe behavior, we will place a sign at the doorway of the patient's room. Staff can explain the strategies being used to minimize the risk of unsafe behaviours.



Infection Control & Isolation

Prevent the spread of infection

Clean your hands with the alcohol rub:

- before and after visiting
- before you help feed someone
- after you cough, sneeze or blow your nose
- after using equipment shared by others
- after you use the bathroom or help someone use the bathroom



Please do not visit if you are not feeling well

Isolation

If your loved one is in an isolation room, please STOP and read the sign posted on the door to the room or the curtain. You may need to wear a gown, mask and gloves before entering. Please ask staff for help.

Reminders

- Clean your hands with the alcohol rub before you enter and leave the patient's room.
- Put coats and other personal belongings in the "clean dedicated" zone within the patient's room. Use the coat hooks or plastic bags provided.
- Do not put any personal belongings on the patient's bed or other surfaces in the patient's room.
- Before you leave the patient's room, throw the gowns and gloves in the correct bins.
- Clean your hands with alcohol rub after you take off the gloves.



Hamilton General Hospital Information

Getting around the Hamilton General Hospital

- The information desk is located on the Main Level by the main entrance to the hospital.
- The Barton Bean Coffee Shop is located on the Main Level directly across from the main entrance.
- The Gift Shop is located on the Main Level, across from the Barton Bean Coffee Shop.
- The Courtyard Cafe is open Monday to Friday, 7am to 5pm. It is located on Level 1.
- Vending machines are located outside of the Courtyard Cafe on Level 1.
- The Chapel is located on the Main Level – ask a staff member for directions.
- Visitor washrooms are located on each floor by the visitor elevators on each level of the hospital.
- For current information about parking rates and long-term parking options go to www.hamiltonhealthsciences.ca and click on “Parking & Directions”. You can buy long term parking passes at the Parking Office located on the ground level of the parking garage.

Phone: 905 521-2100, extension 44061

Email: parkingoffice@hhsc.ca

Office Hours: Monday to Friday, 8 am to 8 pm

Taking Part in Research

The Hamilton General Hospital is a teaching hospital and participates in research to help make sure our patients get the best quality of care. You may be asked to take part in a research study. You do not have to take part if you do not want to and saying no will not affect your care.

Hamilton General Drugstore

The Hamilton General Drugstore is located in the main lobby near the Information Kiosk, across from Patient Registration.

Our pharmacists offer:

- personal and private consultations to help you understand and manage your prescriptions
- no-fee certified Nutritional Consultation and certified Smoking Cessation Consultation, and Medscheck Services by appointment.

We accept most drug plans including Trillium and Ontario Drug Benefit, have competitive pricing on non-prescription retail items and offer one-hour parking vouchers when refilling a prescription.



Smoke-Free

Hamilton Health Sciences is smoke-free. This means that smoking is not allowed anywhere on the grounds. This includes parking lots, garages and in vehicles.

For support or help to stay smoke-free:

- We can provide patients with nicotine replacement products to make your hospital stay more comfortable.
- Talk to a member of your health care team at Hamilton Health Sciences
- Contact Smoker's Helpline toll-free at 1-877-513-5333 or www.smokershelpline.ca



Fragrance restricted

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

