

Hamilton Health Sciences & St. Joseph's Healthcare Hamilton Satellite Health Facility

Frequently Asked Questions (FAQs) – Patient & Families

October 2020

Question	Response
<i>What is a satellite health facility?</i>	<p>The satellite health facility has been temporarily set up for healthcare use. It is an extension of a hospital that allows for the creation of additional capacity for patients who are ready to be discharged to a community setting, however, the community location is not available.</p> <p>In this case, the satellite health facility at King St. E. has been set up with the amenities and medical equipment required to care for patients who do not have needs for hospital care.</p> <p>Both hospitals occupy the facility, which will be used solely to provide health care to patients in the facility. The facility will not be used for any other purpose other than health care for as long as it is occupied by Hamilton Health Sciences (HHS) and St. Joseph's Healthcare Hamilton (SJHH).</p> <p>The satellite health facility provides space for us to care for these patients until another location in the community becomes available, while reserving hospital beds for patients requiring admission and stay at the hospital to meet their healthcare needs.</p>
<i>Why am I being cared for at this facility?</i>	<p>Based on your health status and care needs, your healthcare team has determined that you are eligible to transition to the Satellite Health Facility.</p> <p>This facility will accommodate patients who no longer require hospital care, but who need healthcare support until they transition to another location in the community.</p> <p>Throughout your stay at the facility, your healthcare team will continuously assess that you are receiving the right care in the right place.</p> <p>Should your healthcare needs change and you require hospital care, your care team will support your transfer back to the hospital setting.</p>
<i>Will I have the same care that I would receive in the hospital?</i>	<p>Your care needs will be met by a skilled healthcare team, as they were when the team identified you were eligible for transfer.</p>

<p><i>Will I have the same healthcare team that I did in the hospital?</i></p>	<p>Your care will be provided by a skilled team of healthcare providers, such as nurses, social workers, primary care (family) physicians, and home care, who work closely with hospital teams to co-ordinate your care needs.</p>
<p><i>Is the new facility safe?</i></p>	<p>As always, the safety of our patients is a priority. As in a hospital, security personnel will monitor the facility 24/7. This includes ensuring only those who have permission to enter the building are allowed inside.</p> <p>Both hospitals occupy the facility, which will be used solely to provide health care to its patients. The facility will not be used for any other purpose.</p> <p>To ensure your safety from the spread of infectious diseases, your healthcare team will apply standard infection control practices. Due to the on-going COVID-19 pandemic, additional measures, such as staff and visitor screening, are in place to minimize your risk.</p> <p>In the event of an emergency situation, we will work closely with paramedic and/or police services to respond quickly. Our team will follow set emergency preparedness protocols in alignment with the hospital, and liaise with other services, such as security and EMS, as needed.</p> <p>If you have any concerns about your safety, please speak with a member of your healthcare team.</p>
<p><i>Will I have to share a room with other patients?</i></p>	<p>The facility has both shared and private rooms. These will be assigned to patients based on their unique healthcare needs, as they are in a hospital setting.</p>
<p><i>Are visitors permitted?</i></p>	<p>Yes. Visitors will be permitted between the hours of 9:00am and 8:00pm, seven days a week. Visitors must arrive by 7:30pm for evening visits.</p> <p>Visitors can enter via the front entrance at 150 King St. E. or from P3 to gain access to the building from the parking lot. All visitors must pass the screening booth, where they will be asked a series of screening questions. This helps us reduce the spread of COVID-19 and other infectious diseases to our patients and staff.</p> <p>Please keep in mind that this facility will follow, and be in alignment with, any Ministry of Health and hospital changes to the visitor policy.</p>
<p><i>Is parking available for visitors?</i></p>	<p>Visitor parking is available on weekends and evenings in the Effort Square parking garage attached to the building at 140 King St. E. See here for location.</p> <p>Other parking options near the facility, include:</p>

	<ul style="list-style-type: none"> • Hamilton Parking Private 180 King St. E. • Municipal Parking Car park 5 155 King William St. • Canada Wide Parking Inc 80 King William St. • Municipal Parking Car park Ferguson Ave. and Main St.
<p><i>Will I have access to amenities such as telephone, internet and television services?</i></p>	<p>Yes. Television, local phone, and WiFi services are available at the facility.</p>
<p><i>Will food service be provided?</i></p>	<p>Yes. You will receive daily meal service, similar to what's provided in the hospital.</p>
<p><i>How can I keep in touch with my loved ones?</i></p>	<p>Loved ones can visit patients between the hours of 9:00am and 8:00pm, seven days a week. Visitors must arrive by 7:30pm for evening visits.</p> <p>Patients will also have access to a telephone in their room, as well as WiFi services.</p>