

niagarahealth

Extraordinary Caring. Every Person. Every Time.

Your Hospital

HANDBOOK

NIAGARAHEALTH.ON.CA



Compassion in Action



Driven by Optimism



Achieving Ambitious Results

Extraordinary Caring. Every Person. Every Time.

FRONT COVER PHOTO



Registered Nurse Shirley Deguire with patient Frank Price at our St. Catharines Site.



I'd like to personally welcome you to Niagara Health. Our teams are dedicated to making you and your loved ones feel as comfortable as possible, and we will partner with you to meet your care needs in a safe, compassionate and respectful environment.

We have prepared this handbook to help answer questions you may have during your stay at any of our sites. Why do care providers wear different-coloured uniforms? What is the Niagara Health Engagement Network? How do patients and visitors access the Wi-Fi?

You'll learn about the importance of handwashing and sharing your medication history with your care team, as well as details on our work to prevent falls. We have also provided information on how you can use the My Space poster in your room to share what is important involving your goals for care. The poster is a great communication tool to help us get to know you better. It's all here in a simple guide that is yours to keep when you leave.

Depending upon your needs and wishes, you may be seen and cared for by a number of different team members during your stay with us. Please speak with them or a manager in your care area if you have any questions, compliments, concerns or suggestions about how we can make your experience extraordinary.

Our caring and compassionate team of professionals is here to help and support you in any way we can.

Lynn Guerriero
Niagara Health President



Niagara Health celebrates
Exemplary Standing
by Accreditation Canada



The Niagara Health receives funding from Hamilton Niagara Haldimand Brant Local Health Integration Network. The opinions expressed in this publication do not necessarily represent the views of Hamilton Niagara Haldimand Brant Local Health Integration Network.

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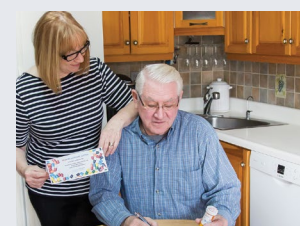
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WHO WE ARE

ABOUT NIAGARA HEALTH

Niagara Health is on a bold new journey to create a healthier Niagara. Our CORE values inspire us to be **EXTRAORDINARY**.



Compassion in Action



Driven by Optimism



Achieving Ambitious Results

EXTRAORDINARY

We are a regional healthcare provider with multiple sites and a growing network of community-based services. Our team is made up of more than 4,800 employees, 600 physicians and 850 volunteers who we count on to deliver extraordinary caring to every person, every time.

We provide a wide range of inpatient and outpatient services to more than 450,000 residents across Niagara, including Acute Care, Cancer Care, Cardiac Care, Complex Care, Emergency and Urgent Care, Kidney Care, Long-Term Care, Mental Health and Addictions, Stroke Care and Surgical Care.

Our Accreditation with Exemplary Standing is a clear demonstration of our team's commitment to the highest safety and quality standards. As a community-based academic centre, teaching and learning, research, innovation and partnership are propelling us as we imagine a healthier Niagara.

A patient could receive care at any one of our sites, depending on their healthcare needs and level of care they require. ◀

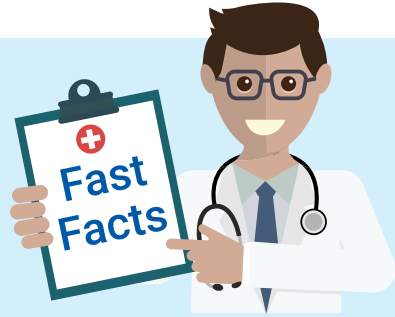
VISITS

194,721 Emergency and Urgent Care

37,452 Mental Health Clinics

68,919 Dialysis/Renal Clinics

175,837 Other Outpatient Clinics



* Includes Acute, Complex Care, Long-Term Care, Mental Health and Addictions.

INPATIENT

967
Beds

34,527
Admissions

SURGICAL CASES

7,657
Inpatient

32,021
Outpatient

CARE BY NUMBERS

2,999
Babies Born

6,269
Cataract Surgeries

24,726
MRI Scans

2,389
Heart Investigation Unit Procedures



2018-2019

OUR SITES AND CONTACT INFORMATION

Main Number: 905-378-4647

Greater Niagara General Site

5546 Portage Road
Niagara Falls, ON L2E 6X2

Douglas Memorial Site

230 Bertie Street
Fort Erie, ON L2A 1Z2

Port Colborne Site

260 Sugarloaf Street
Port Colborne, ON L3K 2N7

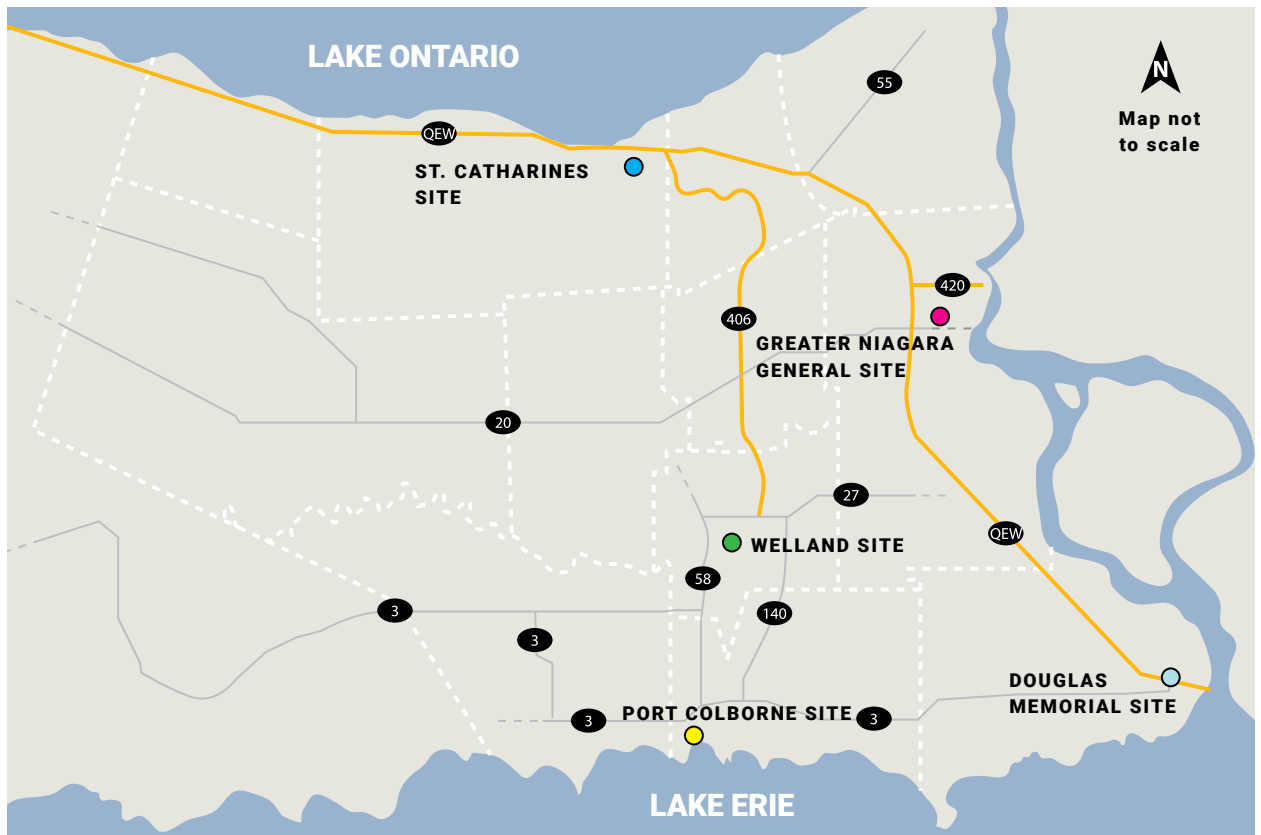
St. Catharines Site

1200 Fourth Avenue
St. Catharines, ON L2S 0A9

Welland Site

65 Third Street
Welland, ON L3B 4W6

Niagara Health also offers several programs in the community such as the satellite dialysis clinic in Niagara Falls and Mental Health and Addictions services in St. Catharines.



Website: niagarahealth.on.ca



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GENERAL INFORMATION FOR YOUR HOSPITAL VISIT

ABORIGINAL PATIENT NAVIGATORS

Aboriginal Patient Navigators provide services in the Niagara, Hamilton and Haldimand-Brant regions. Designed specifically to meet the needs of Aboriginal people, the Aboriginal Patient Navigator Program provides support to patients and their families and assists in accessing the healthcare system as well as traditional healing and wellness practices.

The program also provides navigation services that are culturally appropriate within the health/social service systems for individuals, caregivers and their families to improve patient outcomes.

Services include:

- Individualized Cultural Support
- Coordination of Services
- Advocacy
- Regular Contact During Hospital Stays
- Discharge Planning
- Referrals and Linkages to Community Resources
- Access to Traditional Healing Programs
- Home Visits
- Community Follow-up

To contact the patient navigator, call 905-358-4320, or visit www.aboriginalhealthcentre.com. ◀



ACCOMMODATIONS

Niagara Health offers private, semi-private and ward accommodations to our patients.

Ward – up to four patients to a room (covered by your provincial healthcare plan)

Semi-private – two patients to a room (additional charge)

Private – one patient to a room (additional charge)

Please indicate your room preference on the payment agreement when you register with the hospital. Every effort will be made to provide you with the room type that you request, but room assignments are based on bed availability and medical necessity of our patients.

Provincial health insurance (OHIP) covers the costs of a ward room only. Some insurance policies cover semi-private or private room charges, or you may wish to pay personally for additional room costs. Unfortunately, the hospital cannot check your insurance coverage, so please verify your coverage in advance with your employer or insurance provider because any remaining balance is your responsibility.

If you have any questions on semi-private and private room charges, you may call the Billing Office at 905-378-4647 ext. 32234 or dial 32234 directly from your room's phone. ◀

ALTERNATE LEVEL OF CARE

Once the acute care portion of your hospitalization is completed, you may require supported transitional care while waiting for discharge to an Alternate Level of Care in the community. This Alternate Level of Care could include admission to a long-term care facility or a Complex Care Unit (ongoing nursing care is provided for patients with multiple chronic illnesses, for example).

You will be moved to an environment providing person-centred care to support this transition. We will continue to promote a positive patient experience with a team nursing approach and support the clinical, relational and environmental aspects of your care.

Members of our team will discuss with you how they can best support you and your family during this transition period, and they will also outline the process involved for Alternate Level of Care patients in Ontario. ◀

AMBULANCE SERVICE

There is a fee for ambulance services. Patients are responsible for paying \$45 per ambulance trip, with OHIP covering the rest. Please pay the patient portion at the time of discharge. ◀

BANK MACHINES

Bank machines can be found in the main lobbies of our Niagara Falls, St. Catharines and Welland sites. A branch of the FirstOntario Credit Union is also located in the main lobby of the St. Catharines Site. ◀

COMMUNICATING ABOUT YOUR CARE

Concern about a family member is natural. We support families and want their help in developing a patient's treatment plan.

It's helpful, where possible, to provide the name and relationship of one individual to serve as the primary contact or spokesperson for your family. Appointing a spokesperson has several benefits. With fewer people calling for patient updates, it reduces the number of phone calls to the unit, which makes it easier to get through. It also ensures that all family members receive the same information.

Every patient is different. The nursing staff is happy to discuss the best ways to share information with your loved ones.

In the event that your healthcare team determines you are incapable of making certain personal care decisions, there is a specific order of people (mostly relatives) that we are required to contact to make decisions on your behalf. These people are called "substitute decision-maker(s)" (SDM). Contacting them for consent purposes is mandatory as part of the Health Care Consent Act. If you prefer to choose your SDM, you must appoint them through a Power of Attorney document.

Also note that identifying a "next of kin," "emergency contact" or "person to notify" when you come to the hospital may not be the person that can legally make decisions for you, which is why you are encouraged to appoint an SDM. To discuss this procedure and other concerns related to decision-making, please ask to speak with a social worker at Niagara Health. ◀



COMPLIMENTS AND CONCERNS

Patient and family feedback is important in helping us improve our services. There are a number of ways you can give us your compliments, concerns and suggestions.

At any time during your stay in the hospital, we encourage you to discuss your questions and concerns directly with a member of your healthcare team (i.e., nurse, unit manager or treating physician).

You may be asked to complete a Patient Satisfaction Survey by one of our trained volunteers. If a need is not being met, the unit manager is immediately notified to address the situation. After you're discharged, you may also receive a satisfaction survey in the mail.

You can thank members of our team by emailing PatientRelations@niagarahealth.on.ca or calling 905-378-4647 ext. 44423. *During your stay, if there are matters that you feel require further attention, we encourage you to contact Patient Relations.* See page 14 for more information. ◀

NOTES:

DISCHARGE

Our focus is not only on your care and treatment while in hospital, but also on your discharge from the hospital. We start planning for your discharge as soon as possible to help ensure that the appropriate services are in place, if needed, when you leave. You will receive your expected date of discharge in discussion with your team. Please ask if you do not receive it or are unclear about the discharge process. We request your assistance with your discharge and ask that you or your family make arrangements for you to be picked up **by 10 a.m. on your scheduled discharge day**. They should bring any necessary items (clothes, shoes, etc.) so that you are comfortable when you leave.

Although every effort is made to accurately predict the day of discharge, you should be prepared for discharge to occur a day earlier than planned. We encourage you to ask questions about your discharge and what to do when you get home. We want you to feel prepared and confident. If you have any questions about your discharge, please talk to your healthcare team.

Tips for ensuring you are discharged smoothly

We recommend you plan your ride home with family or friends to avoid having to pay for transportation services. If you are not able to arrange transportation, the hospital will help you make arrangements at your cost.

There are private transportation services available that usually need to be booked 24 hours in advance. The Discharge Planning Department can provide further information.

You will be required to pay for your own transportation when you are discharged home.

If you are transitioning to another Niagara Health site or healthcare setting, Niagara Health will arrange and pay for your transportation.

Please note: We cannot hold beds to accommodate delayed travel arrangements. ◀

FIRE ALARM

Staff are trained in fire safety and evacuation procedures. In the event of a fire alarm, stay in your room with the door closed and await instruction. Please follow these instructions carefully. Do not use the elevators until the 'All Clear' announcement has been made. ◀

FOOD

Patients are provided with three nutritious meals daily – breakfast, lunch and dinner. If you have nutritional concerns or special dietary needs, please ask a member of your healthcare team to arrange for a Dietitian to visit you. The hospital does not provide meals to visitors on patient units.

There are cafeterias and coffee shops in St. Catharines and Niagara Falls, a cafeteria in Welland, and other fresh and packaged items at Douglas Memorial and Port Colborne.

Vending machines providing hot and cold beverages and snacks are available 24 hours a day in Emergency Department and Urgent Care waiting areas and cafeterias. ◀



GIFT SHOPS

Most of our sites have gift shops run by hospital Auxiliary members as a main fundraising program. Personal items such as soap, toothpaste and shampoo can be purchased in the gift shops. A wide selection of gift items and fresh and silk flower arrangements are also available in some locations. Proceeds are donated to Niagara Health to assist in the purchase of patient-care equipment at the site where the Gift Shop is located. ◀



HANDWASHING TO PREVENT THE SPREAD OF GERMS

Stopping the spread of infection can be as simple as a thorough cleaning of your hands. It remains the single most effective way to control infections.

Here are some tips on how to clean your hands properly:

Use warm running water and soap

- Rub hands together briskly for 15 seconds
- Rinse hands thoroughly and dry with a clean paper towel
- Use paper towel to turn off the tap

Using alcohol-based hand rub

- Squirt enough hand rub to cover both of your hands (the size of a toonie)
- Thoroughly rub the product into your hands including the back of your hands, your wrists between your fingers and under your nails
- Rub until dry or around 15 seconds

Make sure you clean your hands

- Before and after visiting a patient
- After coughing or blowing your nose
- After using the washroom
- Before eating



We take handwashing very seriously. The four most important times for healthcare workers to clean their hands are:

- Before contact with a patient or their environment
- Before doing a procedure
- After contact with body fluid
- After contact with a patient or their environment

If you are not sure whether a member of your healthcare team has cleaned their hands, please feel free to ask. It is in your hands! ◀

HOUSEKEEPING

Our Housekeeping (Environmental Services) team thoroughly cleans all rooms using the most effective disinfectants and latest technologies. Every room and all washrooms are cleaned daily to ensure the safest, cleanest environment possible for our patients, their families, visitors and staff.

If you have any additional cleaning needs during your stay, please speak to your care team or call ext. 33500. ◀

IDENTIFICATION: WE CHECK ID. EVERY PATIENT. TWO TIMES. EVERY TIME.

Correct patient identification is critical to ensure we're providing you with safe care. That's why our healthcare providers ask patients for at least two identifiers before any treatment or procedure begins.

These include your:

- Full name
- Unique hospital number
- Date of birth
- Ontario Health Card Number



Ask your care provider if they have checked your ID. ◀



INFECTION PREVENTION AND CONTROL

Patient safety depends on good Infection Prevention and Control, and our clinical and support staff members are dedicated to ensuring the highest standards are met for our patients.

Our Infection Prevention and Control teams do this through robust surveillance, education and collaboration by patients, staff and visitors to ensure that proper infection control practices are in place.

Ways our teams are working around the clock to keep our patients safe include a comprehensive hand hygiene program, state-of-the-art cleaning program, reporting infection rates, and a process in place to review, analyze, learn and improve infection control practices.

One of the most important things you can do to protect yourself and others when visiting our sites is to frequently clean your hands. Please see *Handwashing to Prevent the Spread of Germs* on page 8 for more information. **Remember, it is important to refrain from visiting family and friends in the hospital if you are sick.** ◀

INSURANCE

If you hold a supplementary insurance policy, i.e. Manulife Financial, Sun Life, Green Shield, etc., the hospital can bill your insurer on your behalf for costs that are not paid for by OHIP, but are covered by your insurance policy.

Please note that if you request Preferred Accommodation (a semi-private or private room) and your supplementary insurance only pays a portion of the charge, you are responsible for the balance. Please check your insurance policy carefully and make sure you are covered before requesting a semi-private or private room and signing a preferred accommodation payment agreement. The same responsibility applies to all other charges, such as those for splints, crutches and canes.

To make sure you have all of the information you need regarding your insurance coverage, please ask your insurer to answer the following questions:

- What is your insurance policy number?
- What is the effective date and expiry date of your coverage?
- What benefits are covered? (eg. Semi-private or private accommodations)
- Do you have a deductible? (eg. You must pay the first \$50 of charges incurred)
- Do you have a cap? (eg. The insurance will only pay a maximum of \$100/day of your semi-private coverage) Is the cap a daily, yearly, or lifetime limit?
- Are you covered for the services you are receiving?

If you wish to change your accommodations, you must contact Patient Registration directly in order for your request to be processed. (Discussions with other members of your care team cannot be considered notification of your request.) A new payment agreement will be prepared and you will be responsible for all charges incurred before the new agreement is signed.

Payment for services not covered by your insurer should be paid when you are discharged. Payments can be made by cash, cheque, debit or major credit card at the Cashier Desk or outside of regular business hours at Patient Registration. To learn more about *Payment of Account*, turn to page 15. ◀

INTERPRETER SERVICES

Interpreter services are available in many languages. Please ask a member of your healthcare team if assistance is required.

Des services de traduction sont disponibles en plusieurs langues. Veuillez vous renseigner auprès d'un membre de l'équipe soignante. ◀

LATEX BALLOONS NOT PERMITTED

Latex balloons may cause an allergic reaction in patients and hospital staff. Please inform your well-wishers that they cannot bring latex balloons into the hospital. Mylar balloons are permitted. ◀

LOST AND FOUND

Please send your valuables home with a relative or friend. If you cannot do so, cash and valuables will be placed in a locked cabinet for safekeeping until you are discharged.

Please check that you have all of your personal belongings with you before being discharged from the hospital. If you leave anything behind, immediately contact the unit where you were staying. Call the main number at 905-378-4647 and ask to be put through to the unit. ◀

NOTES:

MEDICATIONS

Your Medications Matter

To provide the best possible care, your healthcare team needs to know what medications you are taking at home. This includes prescription and over-the-counter, non-prescription medications (e.g. Tylenol) as well as vitamins, minerals, supplements and natural remedies. Don't forget about ear/eye drops, creams/ointments, inhalers, injections, liquids, nose sprays, patches, samples or suppositories.

Remember to:

- Keep a medication list
- Keep it up-to-date
- Bring it with you to every medical appointment

You can ask your community pharmacist to help you create a list of your medications or you can print and fill out a form from our website at www.niagarahealth.on.ca/yourmeds.

Prior to going home, if you do not understand your medications fully, ask your healthcare team. They want to make sure you feel confident with discharge instructions. ◀



NIAGARA HEALTH ENGAGEMENT NETWORK

The Niagara Health Engagement Network is deeply rooted in our commitment to create meaningful and authentic partnerships with patients, families and community members to enhance the quality of care and overall experience of those we serve.

The engagement network provides opportunities for Patient Partners to share their time, experiences and perspectives to help make improvements in quality and safety as we continue on our path to a healthier Niagara.

Patient Partners can determine what, when and how they wish to participate based on their interests and knowledge.

Patient Partners work alongside Niagara Health staff and physicians on committees, working groups, special projects, co-design and many other types of initiatives.



INTERESTED IN BEING A PATIENT PARTNER?

For more information about the Niagara Health Engagement Network please call us at 905-378-4647, ext. 44427, or by email patientpartners.NHEN@niagarahealth.on.ca

PARKING FOR PATIENTS AND VISITORS

On-site parking is available at all Niagara Health sites. Signage at each location will direct you to park in the lots designated for patients and visitors.

A gated system is in place at our sites in St. Catharines, Niagara Falls and Welland. Pay and display systems are in use at the Port Colborne and Fort Erie sites.

Niagara Falls, St. Catharines and Welland sites

Parking lots with the gated system have three payment options - cash, VISA or MasterCard.

The parking system cannot take debit at this time.



You can use your VISA or MasterCard by directly swiping to get in and out of the parking lot. The same card must be used to enter and exit and no ticket is required.

-OR-



You can take a ticket upon entry into the parking lot. Bring the ticket into the hospital with you – do not leave it in your vehicle. There are kiosks at the entrances where you can pay by cash, VISA or MasterCard before leaving the building.



If you have a ticket, you can also use your VISA or MasterCard to pay at the exit gate. You would need to insert your ticket into the machine, followed by your VISA or MasterCard.

Port Colborne and Douglas Memorial sites

When parking in *pay and display lots*, please purchase a ticket in the machine and display it on your dashboard.

DID YOU KNOW?

Your parking dollars contribute to the purchase of necessary patient equipment.

Niagara Health
appreciates your support.

The current rates are:

- \$3 per ½ hour
- \$6 per 1½ hours
- \$8 for up to 12 hours (no in/out privileges)
- \$16 Daily Pass (in/out privileges)
- \$80 per month (31 consecutive days, can be purchased at the St. Catharines, Niagara Falls and Welland sites' pay stations)

H PASS features:

- Unlimited in-and-out privileges over a 24-hour period
- Transferable between patients, visitors and vehicles
- Valid for consecutive and non-consecutive days
- Valid for one calendar year from date of purchase
- For use in gated lots at the Niagara Falls, St. Catharines and Welland sites

Multi-day H PASS packages:

- \$40 for a 5 day H PASS
- \$70 for a 10 day H PASS
- \$180 for a 30 day H PASS

Multi-day packages can be used in Lots A and B at St. Catharines, Lot B at Niagara Falls and Lot B at Welland. The H PASS Packages can be purchased at the Cashier Offices at Niagara Falls and Welland and the Parking Office at St. Catharines during regular business hours.

For more information, please email parking@niagarahealth.on.ca or call 1-888-783-7275. ◀

PATIENT PRIVACY – YOUR HEALTH INFORMATION AND YOUR PRIVACY AT NIAGARA HEALTH

At Niagara Health, we treat your personal health information with respect and sensitivity and do so in accordance with the Ontario Personal Health Information Protection Act (PHIPA, 2004) and all other applicable legislation.

The people at Niagara Health who provide and support your care are allowed to see your health information. This group includes doctors, nurses, technicians, therapists, and other health professionals who provide care and treatment. Students may also work with your healthcare team under the guidance of qualified teachers.

Your family physician is considered an important member of your healthcare team. If you are receiving care at our hospital, a copy of your treatment record and/or diagnostic test results will be forwarded to your family physician *unless you tell us not to provide this information.*

In addition, unless you tell us not to provide this information, **non-clinical information** about your visit such as your name, location within the hospital and home address may be released in order to:

- Assist visiting family, friends and clergy to locate you in the hospital
- Conduct patient satisfaction surveys that allow us to monitor and improve the quality of our patient services
- Conduct fundraising campaigns through the Niagara Health Foundation.

To contact Niagara Health's Privacy/Freedom of Information Office, please call 905-378-4647 ext. 44475. ◀



— DID YOU KNOW? —

Almost 3,000 babies a year are delivered at the St. Catharines Site.

You can book a pre-natal orientation tour of our state-of-the-art facility at least two months before your due date.

Call 905-378-4647 ext. 44630 during business hours to reserve your spot.

PATIENT RELATIONS

The goal of Patient Relations is to enhance the overall quality of care at Niagara Health. We are committed to patient and family-centred care. Niagara Health works with healthcare teams to enhance the hospital experience and feedback is very important.

We encourage you to contact Patient Relations should you have any compliments, comments, concerns or suggestions.

At any time during your stay in the hospital, we encourage you to discuss your questions and concerns directly with a member of your healthcare team (i.e., charge nurse, unit manager or treating physician). If there are matters which you feel require further attention, we encourage you to contact the Patient Relations Specialist at 905-378-4647 ext. 44423. ◀

We will:

- Listen to your comments and feedback in a respectful way.
- Follow-up with the appropriate manager(s) to inform them of your complaint or compliment.
- Assist you in resolving any dissatisfaction you or your loved one may have with the manner in which you were treated.

Patient Relations Contact Information:

Monday to Friday, 8 a.m. – 4 p.m.

Note: If a Patient Relations Specialist is unavailable to take your call, please leave a detailed message and your call will be returned as soon as possible. ◀

Telephone: 905-378-4647 ext. 44423

E-mail: patientrelations@niagarahealth.on.ca

In person or in writing:

Niagara Health
Patient Relations Specialist
1200 Fourth Ave.
St. Catharines, ON L2S 0A9



PAYMENT OF ACCOUNT

During regular business hours Monday to Friday (excluding holidays) payment for crutches, canes, splints, ambulances, etc. can be made at time of discharge to the hospital's Cashier Office at the Niagara Falls, St. Catharines and Welland sites. At the Fort Erie and Port Colborne sites, payments can be made at Patient Registration.

On weekends and holidays, payments are accepted at Patient Registration desks.

Online payments

You may also pay your hospital bill on the Niagara Health website, 24 hours a day/seven days a week using your credit card. You will need to refer to your account number on your patient bill or statement to pay online.

Please note there is a \$2 service fee to make an online payment. This fee goes directly to the provider of this service, not the hospital.

At this time, we cannot accept payments through your bank's online payment system. ◀

To learn more, please visit

www.niagarahealth.on.ca or call the Niagara Health Billing Office at 905-378-4647 ext. 32229

PERSONAL BELONGINGS

Patients are advised not to bring personal belongings/cash into the hospital and do so at their own risk. Arrangements should be made by the patient to have all non-essential clothing and belongings sent home. The hospital does not accept any responsibility for the loss or damage of any personal items, including money, eyeglasses or dentures. For more information on what you should have with you in the hospital, please visit page 20. ◀



PERSONAL EMERGENCY INFORMATION CARD

Unfortunately, health emergencies can happen. It would be helpful to fill out this Personal Emergency Information Card and carry it with you just in case you need it in the future. This card can be printed and folded to fit in a wallet.

Personal information is critical in a health emergency, especially when people can't speak for themselves. Filling out a Personal Emergency Information Card will help ensure you receive timely and appropriate treatment and your wishes are known by emergency responders and hospital personnel. It is important to update the card when the information changes and to tell family members and caregivers where the card is kept. ◀



Fill out the form below, cut along the dotted line, fold it and keep it in your wallet!

NH
 niagarahealth

PERSONAL EMERGENCY INFORMATION CARD

Family Doctor: _____

Phone #: _____

Person to be notified: _____

Phone #: _____

Advanced Directives / Living will: Yes / No
 If you answered yes, please list on back under "Other"

Power of Attorney: _____

PERSONAL EMERGENCY INFORMATION CARD

First Name: _____

Last Name: _____

Phone #: _____

Date of Birth: _____

Health Card #: _____

Other: _____

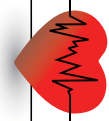
Allergies: Yes / No Medications: Yes / No **Religious Considerations:** Yes / No If you answered yes please list below

Religious Considerations: _____

Pharmacy Name: _____ **Phone #:** _____

Medications (Name & Dosage): _____

KNOW YOUR OPTIONS FOR EMERGENCY AND URGENT CARE SERVICES IN NIAGARA



PHARMACY

To assist you with your prescription needs, independently owned and operated pharmacies are located in our Greater Niagara General and St. Catharines sites. ◀

PHOTOGRAPHY AND VIDEOTAPING

As a public hospital, Niagara Health is responsible for protecting the privacy of all patients, visitors, staff, physicians and volunteers.

The use of audio or video recording devices and the taking of photographs are not permitted on Niagara Health premises without the advance consent of the individuals in question.

Family and friends often bring mobile devices containing built-in cameras with them into the hospital while visiting patients. It is not practical to forbid the carrying of such devices. However, our staff, physicians and volunteers are obliged to remind patients and visitors that taking photographs, videotaping, etc., without the advance consent of the individuals in question is not permitted.

Please talk to a member of our care team or call our Security Manager at 905-378-4647, ext. 44303, if you have questions. ◀



PREVENTING FALLS



We will do everything we can to keep you safe during your stay. Your caregiver will complete an assessment for your risk of a fall on admission and throughout your stay. Be sure to tell us if you have recently experienced a fall and bring in any assistive devices to hospital with you: eyeglasses, canes and walkers and non-slip shoes.

Please do not attempt to get up without assistance. If you are unsteady, ring the call bell in your room for assistance. ◀

SCENT-FREE POLICY

Fragrances can make people sick. Staff, patients and visitors are requested to avoid wearing perfume, aftershave and other scented products when they come to Niagara Health. No strongly scented flowers, please. ◀

SECURITY AND SURVEILLANCE

Hospital premises and parking at all Niagara Health sites are monitored by electronic surveillance equipment for the protection and safety of our patients, staff and visitors. ◀

SMOKE-FREE HOSPITAL PROPERTIES



Smoking is not allowed anywhere on hospital property (indoors and outdoors) in accordance with the Smoke-free Ontario Act and Niagara Health's workplace policy. This includes the exterior

grounds, parking lots and vehicles. Vaping, using electronic cigarette products and smoking cannabis are also not allowed.

Niagara Health is committed to providing a safe, healthy environment for patients, visitors, staff, physicians and volunteers and has a responsibility to ensure compliance under the Smoke-free Ontario Act.

We have several resources available to support you to quit smoking such as counselling and nicotine replacement therapy (patches) that can be requested through community resources. Please speak to your nurse or doctor for more information. ◀

SPIRITUAL AND RELIGIOUS CARE

Niagara Health Spiritual Care staff are interdisciplinary team members who work with patients, families, staff and volunteers at all sites.

They can help you:

- Connect with spiritual resources
- Face anxieties and fears
- Express feelings
- Think through healthcare decisions
- Participate in prayers or rituals

Spiritual and Religious Care staff also work with area faith communities/congregations in order for appointed visitors ('ordained' and 'lay') to attend to the spiritual needs of their people in hospital.

Spiritual Centre

Spiritual Centres are multi-faith areas located at all of our sites. These spaces are open to individuals of all religious traditions and spiritual expression.

To contact someone from Spiritual Care, call the switchboard at 905-378-4647 and ask for Spiritual Care. ◀

STAFF IDENTIFICATION

Hospital staff can be identified by their photo badge worn while on duty. Staff who provide direct patient care also wear uniforms. To find out who wears what colour of uniform, visit page 19. ◀

TELEPHONES AND TELEVISIONS

St. Catharines Site

Bedside entertainment units in each patient room feature telephone, TV, Internet, Skype and other options. Please ask a member of your healthcare team for information on these services. ◀

Douglas Memorial, Greater Niagara General, Port Colborne, Welland sites






A telephone providing free local calling is located at most patient bedsides. Long distance calls can be made using a pre-paid calling card which would need to be purchased outside of the hospital. Pay phones are also available throughout the hospital.

Please ask a member of your healthcare team for information on television service in your room. ◀



UNIFORMS

Our staff who provide direct patient care wear coloured uniforms to help you more easily identify the role of each person involved in your care. Here is a full list of our uniformed staff. ◀

COLOURS BY JOB DESCRIPTION					
Ceil Blue	Registered Nurse		Purple	Radiation Therapist	
Ceil Blue	Registered Practical Nurse		Green	Personal Support Worker	
Ceil Blue	Nurse Practitioner		Green	Unit Aide	
Burgundy	Occupational Therapist		Green	Healthcare Aide	
Burgundy	Physiotherapist		Green	Porter	
Burgundy	Speech Language Pathologist		Navy	Dialysis Technologist	
Burgundy	Rehab Assistant		Navy	Respiratory Therapist	
Burgundy	Recreation Therapist		Pink	Clerk	
Burgundy	Recreation Therapy Assistant		Pink	Ward Clerk	
White	Environmental Services		Pink	Registration Clerk	
Black	Environmental Services		Black	Food Services	
Purple	Medical Radiation Technologist		Grey	Materials Management	
Purple	Cardiology Diagnostics		Red	Pharmacy Technician	
Purple	Diagnostic Sonographer		Teal	Laboratory Medicine	



VISITING HOURS

Providing extraordinary care means making sure that everyone we serve has the best possible experience. This is one of the reasons why we have no set visiting hours. Each department will assess its unique requirements in providing timely care and adequate rest for patients, and communicate any specific visiting guidelines to patients, their families and friends. ◀

VOLUNTEER RESOURCES

Volunteers are an integral part of Niagara Health, devoting their time to help us deliver extraordinary caring to our patients every day. From assisting patients with their meals, to helping patients find their way at all of our sites, volunteers help keep the hospitals running by filling a number of important roles.

Our 850 volunteers also support the important work of the Niagara Health Foundation and our auxiliaries by raising money for equipment through gift shops, lottery ticket sales and other resource-generating ventures. ◀

WHAT YOU WILL NEED WHILE IN HOSPITAL

If you have been admitted to stay overnight, you should have the following:



Identification that will clearly show your name, address and date of birth, as well as your Ontario Health Card and any additional insurance cards.



A list of the prescription medications you are currently taking, including inhalers, ointments or drops. If a current list is not available, bring in the actual medications. After they've been reviewed by your physician, those not required by the hospital should be sent home with a family member. It is also important to inform your healthcare team of any over-the-counter drugs and herbal medications you are taking. A form to keep track of your medications is available on page 11 of this handbook.



If you received patient education from your doctor or the hospital clinic, please bring it with you.



Dentures



Hearing aid



Personal hygiene items such as toothbrush, toothpaste, mouthwash, comb/brush, deodorant, shampoo and tissues.



Clothing (pyjamas/nightgown, robe/housecoat, slippers)



Please send your valuables home with a relative or friend. If you cannot do so, cash and valuables will be placed in a locked cabinet for safekeeping until you are discharged.



If you are in hospital to deliver a baby, please have an outfit for your baby, diapers and a car seat with you in order to be discharged smoothly.



Books/magazines, stationery, knitting, etc., or a favourite toy for young patients.

Some departments may require you to have personal items not included here. These departments can provide you with this information directly.

For safety reasons, we restrict the use of privately-owned electrical appliances. If you brought items like hair dryers, curling irons, or electric shavers, they must be checked and safety certified by our Engineering Department before you use them. Please discuss this with your nurse.

The hospital does not accept any responsibility for the loss or damage of any personal items, including money, eyeglasses or dentures. ◀

WHEELCHAIR ACCESSIBILITY

Wheelchair-accessible entrances are available at all hospitals. Please follow hospital directional signage for drop-off and pick-up areas. ◀

WE ROUND

We're collaborating with patients and their families to develop new ways to improve the safe sharing and exchange of information between all of our healthcare providers and teams. This includes introducing more regular patient checks called We Round. This means when nurses and other interprofessional team members check on you, they'll make sure to assess your personal needs, your position, your pain, that your possessions are within reach and your pumps are operating correctly. ◀



Extraordinary Caring. Every Person. Every Time.



we Round

to provide extraordinary care for our patients

POSSESSIONS

Ask: Is everything in reach?
Example: Table, Kleenex, Phone, Trash, Call Bell, Glasses, Water

PAIN

Ask: How is your pain?
Assess: Using pain scale
Offer: Meds/comfort

PERSONAL NEEDS

Ask: Do you need to go to the bathroom? Do you need to be changed?
Assess: Brief, other aids
Leave: Commode, bedpan, urinal within reach

POSITION

Ask: Are you comfortable? Reposition/Transfer every two hours. Assess skin surfaces every two hours
Scan area: Bed, Rails, Pillow, Supports
Check: Is the room decluttered?

PUMP/ALARM

Assess: Type of pump, rate of flow, medication. Any equipment with an alarm? Check battery or plug in.



We Round at least every two hours, around the clock

We all have a role in rounding

We Round Schedule

0800	1000	1200	1400	1600	1800
2000	2200	2400	0200	0400	0600

WHITEBOARDS: MY SPACE

There are whiteboards in each patient room to help us to provide you with the best care possible. We encourage you to fill these out with your team and make sure they're updated regularly. They're an excellent way for caregivers to get to know their patients, and for patients and families to share what's important to them regarding their goals for care. The whiteboards identify who is involved in a patient's care, describe important actions that healthcare providers take to keep our patients and families safe, and much more. All of these actions help guide conversations and remind patients and families that we are equal partners in safety. ◀



Extraordinary Caring. Every Person. Every Time.

Today is _____

I like to be called: _____

Estimated discharge date: _____

My Space

Tell us about you

ALL ABOUT THE TEAM

Your team today is:

To keep you safe:

We wash our hands

We Check ID. Every Patient. Two times. Every time.

We help to prevent falls and pressure injuries

We follow Safe Medication Practices

We involve you and your family in your care



to provide extraordinary care for our patients



weRound at least every two hours, around the clock

We TOC (Transfer of Care)

As you move through the hospital, we TALK about your care.

We Handover

As your care providers change, we share information about you.

SAFETY/EQUIP, BEDSIDE CHECK COMPLETED

ALL ABOUT ME

My goals while in hospital:

I have questions about my care

Things I'd like you to know about me:

What matters to me ...

Family messages:

ALL ABOUT MY DAY

What to expect today (tests/procedures):

To keep me strong, active and moving:

I walk independently I need assistance

I use:

Cane/crutches Mechanical lift

Wheelchair Other _____

Walker

I would like my:

Glasses on TV on

Clock in view TV off

Hearing aid(s) in Other: _____

To be nourished:

I eat/drink:

Independently

I need some help

I need full assistance



WIFI PAY-FOR-USE SERVICE

A guest wireless Internet service is accessible to our patients, visitors and guests on a pay-for-use basis. This system, called iVisitor, is provided in partnership with Cogeco Cable Canada LP and is similar to guest Internet services offered at other hospitals. iVisitor is available across all of our sites, and revenue generated from the service is directed to patient care.

iVisitor rates are as follows:

4 hours:	\$ 5.95 + HST
1 day:	\$ 9.95 + HST
3 days:	\$18.95 + HST
Weekly (7 days):	\$28.95 + HST
Monthly:	\$47.95 + HST

QUICK STEPS

1. From your device, check the Wireless & Networks Status and Signal Availability
2. Select "iVisitor" as the Wireless provider/Service Set Identification (SSID)
3. Open up your Internet browser and follow the instructions on the login page
4. Click on "Read the FAQ Document" for pertinent information to the guest wireless service
5. Click on "Purchase an Access Code" to proceed to the purchase screen. If you already have a code enter it in the current users access code box, review and agree to the Acceptable Use Policy and click on "Login"
6. Choose the Prepaid Plan
7. Enter your information; note that an email address is important as a copy of your code will be sent to you
8. Review and agree to the Acceptable Use Policy
9. Select either "Credit Card" or "PayPal" for payment. If Credit Card is selected, you will have an option between paying with MasterCard or Visa
10. Once your payment is accepted you will be provided with an access code; this is the code you can use to access the Internet during your plan time

**Note: utilizing the iVisitor service assumes acceptance of the Acceptable Use Policy.* ◀

WORKPLACE RESPECT

All of our staff, physicians, volunteers, patients and visitors expect and deserve a respectful, safe, caring and inclusive environment. Disruptive behaviour in the hospital is not acceptable. Please be kind to one another. If you do have a concern, please see the **Compliments and Concerns** section on page 7. ◀

Be kind



DID YOU KNOW?

Our teams have performed thousands of Acts of Kindness around our sites and in the community since our Information & Communications Technology team started the initiative in early 2017. To learn more, visit the NH website.

NOTES:

PATIENT BILL OF RIGHTS

We worked with patients, community members and members of our team to develop the following values aimed at establishing a caring relationship built on mutual respect and understanding with our patients, their family members and alternative decision makers.

Niagara Health is dedicated to providing compassionate, sensitive care and to achieving excellence in healthcare through our ongoing commitment to education, innovation and research. We are committed to creating an environment in which our patients, their family members and alternative decision makers are partners to ensure the delivery of the highest quality patient care.

Niagara Health is devoted to providing care regardless of age, gender, race, disability, ill health, faith, culture or sexual orientation. We also recognize that a patient's clinical conditions may sometimes compromise or alter their ability to fully participate in their care and take responsibility for their actions.

Dignity, Respect, and Confidentiality

As a patient you have the *right* to:

- Be listened to, responded to and treated with dignity and respect.
- The privacy, safe keeping and confidentiality of your personal health information as per hospital policy.

Your *responsibility* as a patient in Healthcare:

- Treat all members of your healthcare team, other patients and visitors with dignity and respect.
- Respect hospital property, policies and regulations as they apply to you.
- Respect the privacy and confidentiality of others, including patients, families, visitors and staff as legislated in the Personal Health Information Protection Act.



Information and Communication

As a patient you have the **right** to:

- Ask questions about your healthcare and receive information in terms and language you understand.
- Know the names, positions and roles of those on your healthcare team, including learners and volunteers.
- Review or receive a copy of your health record in accordance with hospital policies and legislation (i.e. Personal Health Information Protection Act).

Your **responsibility** as a patient in Healthcare:

- Provide your healthcare team with accurate information about your health.
- Ask questions until you believe you have all of the information you need to make informed healthcare decisions.
- Inform a staff member if you see a safety issue or have a safety concern.
- Notify your healthcare team of any changes in your health including increased levels of pain.
- When appropriate, identify a spokesperson to receive updates while you are in hospital.

Person acting on your behalf

As a patient you have the **right** to:

- Have someone act for you if you cannot act for yourself.

Your **responsibility** as a patient in Healthcare:

- Choose someone in advance to act for you, should the need arise.



Your Healthcare

As a patient you have the **right** to:

- High-quality, safe, and evidence-based care delivered by professional and courteous staff.
- Know and understand the risks, alternatives and benefits of any medicine, treatment, or decisions about your healthcare.
- Make informed decisions about your care.
- Be informed of any associated harm that can result from the refusal of medical advice or treatment.
- Be informed of harm as a result of care provided.
- Ask for a second opinion.
- Share your concerns.
- Provide your feedback about your healthcare arrangement.
- Have your care plan periodically reviewed with you by your healthcare team.
- Consideration of your emotional, cultural, and spiritual needs, as well as your physical needs and to receive communication in your native language or through an interpreter.
- Periodically have your pain management assessed and best practices applied.
- Continuity of the care and communication throughout your hospital stay.
- Comprehensive and collaborative planning to facilitate in the transition in a safe and supportive manner to other levels of care, including discharge from hospital.

Your **responsibility** as a patient in Healthcare:

- Be an active member of your healthcare team by asking questions and being involved with decisions during and after your hospital stay.
- Follow the treatment plan developed and cooperate with the healthcare team to ensure a safe discharge.

Expenses

As a patient you have the **right** to:

- An explanation of any charges not covered by a private and/or the provincial healthcare plan.

Your **responsibility** as a patient in Healthcare:

- Ensure your hospital bills are paid in a timely manner.
- Know and understand your private healthcare coverage and provide accurate information to the hospital.
- Work with staff to ensure safekeeping of valuables, medication and to leave valuables which are not required at home. ◀



Help Build a Healthier Niagara.

Are you grateful for the care you received at Niagara Health and want to give back?

Did you know that when you make a donation to Niagara Health Foundation, or participate in one of our events, you are ensuring that Niagara Health is able to provide extraordinary care to the thousands of patients who rely on the sites of Niagara Health each year?

Niagara Health Foundation, along with its community partners, is committed to building a healthier Niagara. Each year, Niagara Health Foundation is given a list of the most urgently needed capital equipment from Niagara Health for its hospital sites. Niagara Health Foundation needs your support to purchase these essential pieces of equipment to ensure that your doctors, nurses and care teams can continue to offer you the highest standard of care.

With the help of donors like you, patients across Niagara are able to receive the care they need, when they need it. Every single day, we see the powerful way your donations have an immediate and lasting impact on the way Niagara Health delivers care.

We would like to invite you to help Build a Healthier Niagara. You can learn more about Niagara Health Foundation and make a donation at www.NiagaraHealthFoundation.com or by calling 905-323-FUND (3863).

***Together we can support
a healthier Niagara***



Our Strategic Plan 2016-2026

We heard from thousands of people inside our organization and across the region about what matters, and the feedback we received inspired us to imagine a Healthier Niagara.



Compassion in Action

Our compassionate and respectful culture is one in which we quickly take action to meet the needs of those we serve and to make healthcare better. We treat each other well.

Driven by Optimism

We are hopeful and optimistic in tackling our challenges. In partnership we accomplish more. We are resilient through change and drive innovation.

Achieving Ambitious Results

We hold ourselves to the highest standards. We are accountable for high-performing, high-quality, sustainable and innovative healthcare. We are transparent about performance and commit to improve.

The plan sets out four Areas of Focus to guide us to the vision of a Healthier Niagara – Extraordinary Teams, Extraordinary Care, Extraordinary Future and Extraordinary Innovation.

At lot of this work is shared in this handbook including the Medications Matter initiative on page 11 and the We Round initiative on page 21. For more information on our initiatives, or for updates on our progress and how we are living our **CORE** values, please visit our website at www.niagarahealth.on.ca/vision



Extraordinary Teams

We count on our extraordinary teams to deliver extraordinary caring and we are proud to work with the absolute best. Our teams are given the support and opportunity they need to continually learn and improve, helping them to be the critical thinkers we require and our patients need. Our respectful culture supports teams of problem solvers who think big, are innovative, adaptive and resilient.



Extraordinary Care

We provide the highest level of quality care by advancing a culture of safety and service excellence. And what truly sets us apart is the level of collaboration, compassion and respect experienced by patients, families and team members. We pride ourselves on providing the safest and most effective care possible for every person we serve. And we promise to prevent harm and eliminate risk wherever we can. Through our innovations and partnerships, we provide our patients with access to leading edge care.



Extraordinary Future

By investing in our hospitals – through people, equipment and technology – and working strategically in our community, we will create the future our patients deserve. Investment needs will be balanced with using available resources wisely.



Extraordinary Innovation

We will collaborate and try new ways to deliver the best care to our patients and their families where needed. We will support safe transitions of our patients between the hospital and community. We will influence the health of Niagara residents and will partner to support people to stay healthy, get better, live well with disease and cope with end of life. We will develop and share ideas, expanding our reputation as a region where partnership and innovation comes to life.

DEFINING TYPES OF CARE

Here you will find more information on the types of care you or your loved ones may receive both inside and outside of a hospital setting.

Acute Care

Short-term medical treatment for patients with more serious illnesses or injuries or are recovering from surgery.

Alternate Level of Care

Patients who no longer require our hospital resources but are unable to live independently may need to wait for services they need to become available in the community. These patients cannot be safely discharged, and our teams work hard to look after their needs during this transition period.

Ambulatory Care

Personal healthcare consultation, treatment or intervention delivered on an outpatient basis.

Complex Care

Care for patients having chronic illnesses or disabilities requiring 24-hour nursing care and access to hospital services.

Long-Term Care

Care for patients who can no longer live in their own homes and need help with the activities of daily living and have access to 24-hour nursing care or supervision in a secure setting.

End of Life or Palliative Care

Palliative care is an approach to care that improves the quality of life of patients and their families facing problems associated with life-limiting illness.

Home Support

Community service agencies work to provide support to people of all ages in their places of residence and in their communities. This could

include in-home supports to address care needs after hospital discharge and can reduce the need for hospital admissions.

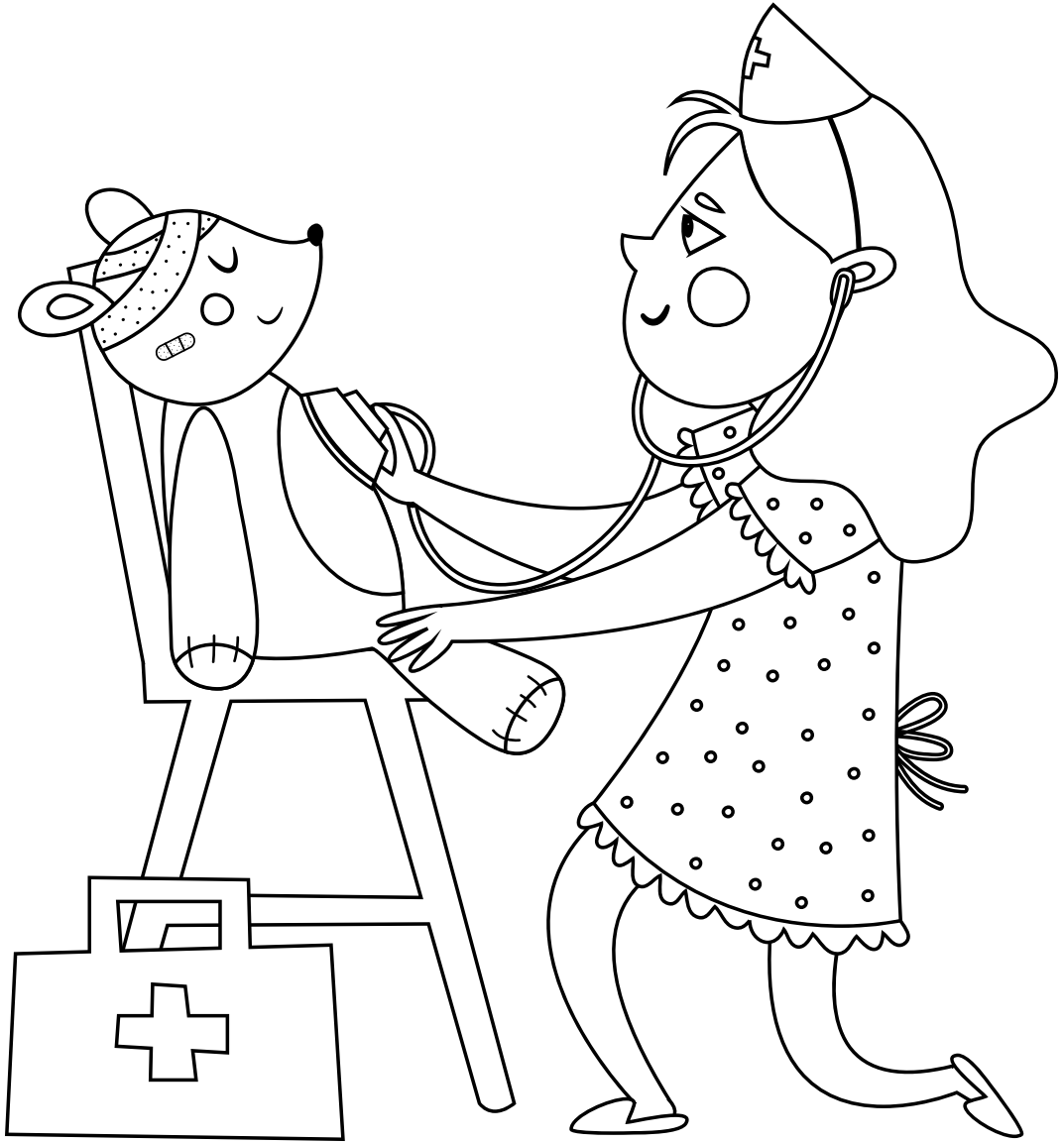
Primary Care

This is the first point of contact a patient has with the healthcare system and is where healthcare needs and concerns are initially assessed. Primary care is delivered in the community by family physicians, nurse practitioners and other community care providers. This type of care includes diagnosis, chronic disease management, as well as illness prevention, rehabilitation, counselling and wellness promotion.

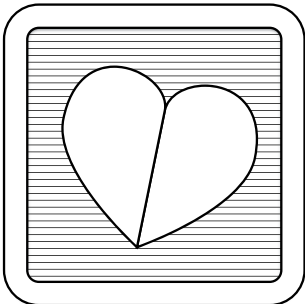
Rehabilitation

Treatments designed to facilitate the process of recovery from injury, illness, or disease to as normal a condition as possible.

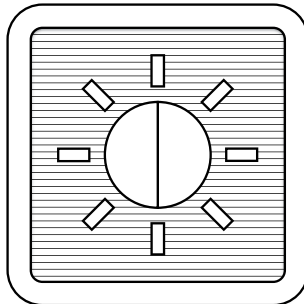
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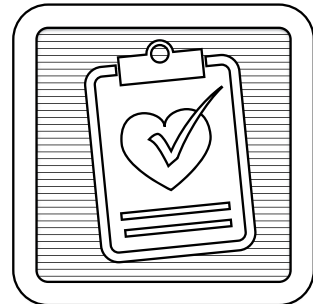
Be kind



Compassion in Action



Driven by Optimism



Achieving Ambitious Results

EXTRAORDINARY