



Inpatient Services at The Ottawa Hospital

A guide for patients and their families

P634

Disclaimer

This booklet is for general information only. It does not replace the advice your doctor or health-care provider. Please talk to your doctor or health-care provider to find out if the information in this booklet is right for you.

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Our vision

To provide each patient with the world-class care, exceptional service and compassion that we would want for our loved ones.

Our mission

The Ottawa Hospital is a compassionate provider of patient-centered health services with an emphasis on tertiary-level and specialty care, primarily for residents of Eastern Ontario.

The Ottawa Hospital provides a wide variety of educational opportunities across all health-care disciplines in partnership with the University of Ottawa and other affiliated universities, community colleges and training organizations.

The Ottawa Hospital develops, shares, and applies new knowledge and technology in the delivery of patient care through nationally and internationally recognized research programs in partnership with the Ottawa Hospital Research Institute.

The Ottawa Hospital plays an active role in promoting and improving health within our community. The Ottawa Hospital collaborates with a wide range of partners to address the needs of the community and to build a strong, integrated system for regional health-care delivery.

The Ottawa Hospital functions in English and French while striving to meet the needs of the culturally diverse community we serve.



Our core values

Compassion

A commitment to quality

Working together

Respect for the individual

Official languages

We strive to provide services in the official language of your choice. We strive to meet the needs of the culturally diverse community we serve.



A message from Dr. Jack Kitts

President and CEO

Dear Patients and Families,

At The Ottawa Hospital, we aspire to provide each patient with the world-class care, exceptional service and compassion that we would want for our loved ones.

From the moment you enter The Ottawa Hospital, you're in our care. Our job is to make you feel at ease during your stay. We will take the time to explain and inform you because it is important that you and your family know what to expect.

If this guide has not answered all your questions, please don't hesitate to ask a member of your Patient Care Team.

A message from Dr. Jim Worthington, Senior Vice-President, Quality and Patient Safety

What are quality and patient safety, and what do they mean to you and your family?

Quality and patient safety are very important to us. We care for you and your loved ones, and want to make sure you get the appropriate care and are treated with respect during your stay with us.

The information in this booklet will help you and your family with these and any other questions you might have during your hospital stay. It is very important to us that we provide you with excellent and safe care and meet whatever needs you may have during your time with us.

As indicated in this booklet, we have many programs that increase the safety and quality of your care. An example of one of these programs is the Hand Hygiene Program. You can be sure that all of our staff has been trained on the importance of hand hygiene when caring for patients in order to prevent the spread of germs.

Please review this booklet, and learn more about this and our other programs. Remember you play an important role in your care! Speak up, and ask questions if you need an explanation or have concerns.

We hope that the information in this booklet is helpful, and that it will help to answer your questions about our quality and safety programs. We encourage you to ask questions about your care and we welcome your suggestions, as we strive to become a top 10% health-care organization in quality and patient safety in North America.



Contents

Essential messages

Admitting information _____	9
Discharge information _____	9
Visitor policy _____	10
Privacy at TOH _____	10

Your Patient Care Team

Doctors _____	11
Attending doctor _____	11
Residents and fellows _____	11
Medical students _____	11
Nurses _____	11
Clinical managers _____	11
Nurse _____	11
Other health professionals _____	11
Patients and their families _____	11
Spiritual care _____	12
Support staff _____	12
Volunteers _____	12

Our commitment to quality

Quality: Services _____	14
Accessibility _____	14
Patient Advocacy _____	14
Clinical Ethics Consultation Service _____	14
Comments _____	15
Health record _____	15
Infection prevention and control _____	16
Interpretation _____	17
Privacy _____	17
Quality: Programs _____	18
Latex-free hospital _____	18
Medication _____	18
Non-violent hospital _____	18
Scent-free hospital _____	18
Safer Healthcare Now! _____	18

At the Hospital

Accommodation _____	20
Bank machines _____	20
Billing and costs _____	20
First Memories™ _____	21
Occupancy and patient flow _____	21
Smoking _____	22
Surgery postponements _____	24
Visiting hours _____	24

Parking and transportation

Civic Campus _____	26
Parking _____	
Accessible parking _____	26
Meter parking _____	26
Passes _____	26
Transportation _____	
OC Transpo _____	26
Para Transpo _____	26
Taxis _____	26
General Campus _____	27
Parking _____	
Accessible parking _____	27
Meter parking _____	27
Passes _____	27
Transportation _____	
OC Transpo _____	27
Para Transpo _____	27
Taxis _____	27

In your room

Electrical safety	30
What to bring	30
What not to bring	30
Fire safety	30
Lost and found	30
Mail	30
Meals	30
Technology	30
Telephone service information	31
Valuables	31

Food, shops and libraries

Civic Campus	34
Food	34
Tulip Café	34
Second Cup coffee shop	34
Tim Hortons coffee shop	34
Vending machine locations	34
Prayer room	34
Shops	34
Art gallery	34
Bookstore	34
Flower shop	34
Gift shop	34
Lottery kiosk	34
Desjardins Pharmacy	34
Libraries	35
The Patient and Family Library	35
The May Court Library	35
General Campus	35
Food	35
Café 501 Cafeteria	35
Le Café	35
Tim Hortons coffee shop	35
Volunteer Café: The Ottawa Hospital Rehabilitation Centre	35
Vending machine locations	35
Prayer rooms	35

Shops	35
Friends' Corner convenience store	35
La Boutique gift shop	36
Desjardins Pharmacy	36
Libraries	36
The Ninon Bourque Patient Resource Centre	36
The Resource Centre: The Ottawa Hospital Rehabilitation Centre	36

Build a better hospital

TOH Foundation	38
Guardian Angel Program	38

For families and visitors

Food	40
Latex-free hospital	40
Libraries	40
Parking	40
Scent-free hospital	40
Flowers	40
Shops	40
Smoking	41
Visiting hours	41

Essential messages:

Admission, discharge, visitor's policy, and privacy at TOH

Admitting Information

If your admission date was set in advance, your doctor will give you specific instructions for your admission. If your surgery or test is postponed, your doctor will let you know. We will do our best to reschedule your surgery or test as soon as possible.

If you are on the urgent waiting list, we will contact you as soon as a bed is available, and ask you to come in to the hospital the same day or the next day.

If your surgery or test is planned for the day after you are admitted:

Our Admitting Department will call you the morning of your admission. We will confirm your admission day and time. If you haven't heard from us by 2 p.m., please call the Admitting Department.

Civic Campus  613-761-4335

General Campus  613-737-8200

Please bring these items when you come to the hospital:

- Your provincial health card.
- An Ottawa Hospital green card. You will get one during pre-admission or when you are admitted if you do not already have one.
- Information about your insurance policy. We need your policy name, and the address and phone number of your insurance company. You can give us this information during pre-admission or admission.
- If you are here for a work-related accident, we need to know your Workplace Safety and Insurance Board (WSIB) file number and information about your accident.
- A credit card number. Please note that before applying charges to your credit card for uninsured services, you and your insurance company will receive a bill. We will charge your credit card only as a last recourse, and only with your consent.

When you get here

When you get to the hospital, you can go straight to the area that your doctor or our Admitting Department told you. If you are not sure how to get to that area, please ask a member of our staff or a volunteer at the information desk.

If you are in labour, please go straight to Labour and Delivery.

Discharge information

Your Patient Care Team will keep you up to date about when you will be discharged from the hospital. You will get at least one day's notice about your discharge day.


Please prepare for your discharge the night before, and try to arrange to leave on time. If your ride cannot come to get you on time, we might need to ask you to wait in a location outside of your room until they arrive. This will give us enough time to clean your room and prepare for the next patient.

DISCHARGE TIME IS 10 A.M.

If there are any extra costs related to your stay, such as the cost for a private or semi-private room, please pay your bill before leaving the hospital. You can make your payment at the Cashier's Office on the main level. If you want to talk to someone about your bill, or you want to pay while you are still in the hospital, please call the Cashier's Office.

Hospital towels, sheets, pajamas, underpads, blankets, pillows, and other linens belong to The Ottawa Hospital. Please leave them here.

Cashier's Office:

 613-761-4444

Monday to Friday 8 a.m. to 4 p.m.

Weekends and Holidays Closed

Visiting hours

Please ask a member of your Patient Care Team about visiting hours or policies on your unit

Daily 3 p.m. to 8 p.m.

We believe that family and friends are an important part of the healing process. We encourage you to invite visitors to come and see you while you are here, but we ask that you and your visitors respect the visiting hours of your unit. These visiting hours are in place to make sure that all of our patients can get the rest that they need to get well. Please do not have more than two visitors in your room at a time. This will help to maintain a quiet, healing environment for all of our patients.

For your safety, and the safety of all of our patients, please ask your friends and family not to visit the Hospital if they are sick. Ask your visitors to check with a member of your Patient Care Team if they are unsure if they should visit.

Your Privacy at The Ottawa Hospital


The Ottawa Hospital (TOH) collects, uses, discloses and retains personal health information in order to:

- Provide you with the care you need
- Monitor and evaluate the quality of care we provide and you receive
- Administer and manage the Hospital
- Conduct research, teach and gather statistics
- Comply with legal and regulatory requirements
- Raise funds through The Ottawa Hospital Foundation.

Access to your electronic health record

TOH creates an electronic health record for you, as well as your paper-based health record. Other health-care providers in Eastern Ontario who are partners in your care may access your electronic health record, but only if they sign an agreement with TOH, and only if you give your consent.

Your personal health information will only be used in compliance with the Research Ethics Board and TOH's Privacy Policy, which is posted on the Hospital's website, or available on request. Ask a member of your Patient Care Team. Frequently asked questions are also posted on our website.

 www.ottawahospital.on.ca

Privacy Level Code

If you wish to maintain anonymity while you are here, you or your substitute decision maker can ask to have a "privacy level code" placed in our registration system. We use different privacy level codes to restrict or minimize who can know that you are at the hospital.


VIP Warning Flag


If you are concerned about a particular TOH employee accessing your personal health information, you or your substitute decision maker can ask to have a "VIP warning flag" attached to your personal health information on your electronic health record. When a flag is placed on your record in our system, the Hospital's Privacy Officer will audit your record for unauthorized access. If any unauthorized access is noted, we will conduct an investigation.

To learn more about having a privacy level code placed in our registration system, or about having a VIP warning flag placed on your electronic health record, please speak to a member of your patient care team.

More information

For more information about this policy, or to make a complaint, please contact our Privacy Officer.

 613-739-6668

 613-761-4740

 privacy@ottawahospital.on.ca

Your Patient Care Team

While you are here, you will meet many members of our staff. The people that will be caring for you are called your “Patient Care Team”. Members of the Patient Care Team work together to give you the best possible care and treatment while you are here. If you have any questions, ask a member of your Patient Care Team.

Doctors

Attending doctor

Attending doctors work with other members of your Patient Care Team to treat you. Your attending doctor is fully responsible for your medical care and treatment. If you are staying at the hospital for a long time, your attending doctor may change.

Residents and fellows

Residents and Fellows are medical doctors doing specialized training in a particular field. They may visit you every day, and work with members of your Patient Care Team to plan your care and treatment.

Medical students

Medical students are finishing medical school and may visit you to get clinical experience. They will learn to take medical histories and conduct physical exams. Your attending doctor supervises the medical students involved in your care.

Nurses

Clinical manager

Clinical managers supervise all patient care given on a nursing unit.

Nurse

Your nurse is responsible for your care and treatment during your stay. If you have questions about your care or treatment, ask your nurse. Your nurse may be a registered nurse (RN), registered practical nurse (RPN) or a nursing student.

Other health professionals

Pharmacists, respiratory therapists, psychologists, social workers, occupational therapists, physiotherapists, speech-language pathologists, audiologists, and dietitians are some of the other health professionals you might meet while you are here.

Patients and their families

Our patients and their families are important members of the Patient Care Team. We encourage you to take an active role in your care. Talk. Listen. Speak up!



Spiritual care

Hospital chaplains provide spiritual support for patients, their families and staff. They offer spiritual counseling, emotional support and resources to address ethical and religious concerns.

Hours of operation:

Monday to Friday 8 a.m. to 4 p.m.


Telephone:

Civic Campus  613-761-4587


General Campus  613-737-8126

For an emergency on-call chaplain:

Civic Campus 4 p.m. to 8 a.m.

 613-761-4221

General Campus 4 p.m. to 8 a.m.

 613-737-8222

Support staff

Your support staff could include Patient Care Assistants (PCAs), orderlies, ward clerks, or employees from Housekeeping and Nutrition Services.

Volunteers

Our volunteers are an important part of our team. They help us to reach our goals and make our hospital a better place to be. Our volunteers help in many different ways: they give directions, they visit with patients, they work in our boutiques and cafés, and they help to cheer our patients, visitors, and staff.

If you would like to know more about volunteering at The Ottawa Hospital, please call Volunteer Services:

Civic Campus  613-761-4279

General Campus  613-737-8094



Our commitment to quality

At The Ottawa Hospital, quality means providing the patient with appropriate, consistent health care in a clean and safe environment, in which the patient is treated with respect.

We strive to give the highest-quality care to the people across Eastern Ontario who need it. To us, “quality” means providing safe and appropriate care to our patients. For you, our patients, it means that you get the care you need when you need it. It also means that you are treated in a supportive, caring and clean hospital.

Quality and safety are our top priorities.

Quality: Services

Accessibility

We are committed to giving all our patients, including those with disabilities, equal access to our services. We aim to provide all of our patients with the same quality services, in the same place and in a similar way. We are working hard to remove existing barriers and to avoid new barriers being created in the future.

Our goal is to offer you the best possible service while you are at the hospital. In order to serve you better, please tell us:

- the best way to communicate with you.
- if you have difficulties seeing, hearing, speaking, understanding, remembering or moving about on your own.
- if you use a cane, wheelchair, scooter, hearing aids, glasses, communication board, or other assistive devices.
- if a sign-language interpreter will help us communicate better.
- if you have a support worker or service animal.
- if, when, and how we can help you.

We have some assistive devices available for our patients. Please talk to a member of your Patient Care Team about which ones could help you during your stay.

Some of the assistive devices we can offer our patients who are deaf, deafened, or hard of hearing include:


- Alertmaster Notification System or Call Alert uses a flashing light to let you know your phone is ringing.
- TTY telephones let you send and receive text messages over the phone.
- Door Knocker or Door Bell Transmitter uses a flashing light to let you know someone is knocking on your door.
- Bed Shaker, an alarm clock that shakes your pillow or mattress to wake you at a set time.
- Telephone amplifiers makes your phone calls louder, clearer and easier to understand.
- Pocketalker, a personal amplifier to help people who are hard of hearing better hear voices and conversation.
- Closed captioning on your television so you can follow your favorite program by reading text on your screen.

Some of the assistive devices we can offer our patients who have difficulties with mobility include:

- Wheelchairs
- Walkers
- Canes and crutches
- Patient lifts


Patient Advocacy

Our advocacy consultants investigate and follow up on compliments, concerns, or complaints by patients and their families. If you would like to speak to a consultant about your care or your experience here, please contact the Department of Patient Advocacy.

 613-798-5555 ext. 13377

Clinical Ethics Consultation Service

The Clinical Ethics Consultation Service is available to patients and families. Patients and families can contact the service directly at any time if they would like information or guidance related to the ethical aspects of their care. The types of questions that could arise include but are not limited to; appropriateness of care, disagreements regarding plan of care, end of life care planning and withholding and withdrawing care and treatment. To learn more, please ask a member of your Patient Care Team or contact the Clinical Ethics Consultation Service.


 613-722-7000

Comments

We want to hear from you about your stay at The Ottawa Hospital. Your comments help us to provide the highest-quality care. You can submit comments in three ways:

1 Survey

Some patients will get a survey from a research company. You do not have to fill in the survey if you do not want to. Your answers and your personal information will be kept private. If you do not want the survey sent to you, please call the research company.


 613-761-5221

2 Comment card

Comment cards give you a chance to tell us about your experience at our hospital. Please ask someone from your Patient Care Team for your comment card. Your comments and your personal information will be kept private. You can mail your card back to us after you leave the hospital or put it in the box on your unit.

3 Website

You can send us your feedback electronically by using the form on our website. Look for the feedback link and fill out the form.

 www.ottawahospital.on.ca

Health record

Every patient at the hospital has a health record, also called a chart. Your chart starts as soon as you register, and keeps track of the care you had while in the hospital.

Your chart has information like what tests you have had and their results, your medication, your appointments, and other information. The *Public Hospitals Act of Ontario* has standards and rules for what information is put into your chart, how it is kept and for how long, and who may access what information. Your chart is a private document, and TOH makes a great effort to protect your chart and your privacy.

If you want information from your chart, or if you want to share certain information from your chart with your family doctor or another health-care professional, you must make that request in writing and the request must have your signature on it. Requests made by email or over the phone cannot be answered because of privacy laws.

To learn more about our Health Records Department or to get more information about your chart, talk to a



member of your Patient Care Team, or telephone the Health Records Department at the campus where you are staying.

Civic Campus  613-798-5555 ext. 18720

General Campus  613-737-8899 ext. 78800

Riverside Campus  613-737-8899 ext. 78800

TOH Cancer

Centre  613-737-7700 ext. 70274

TOH Rehabilitation

Centre  613-737-7350 ext. 75340

Infection prevention and control

We are committed to reducing the spread of germs in our hospital. Here are some of the ways we can slow or stop the spread of germs.

Coughing or sneezing

Coughing and sneezing send drops of saliva and mucus from inside the body out into the air, spreading germs. Always cover your cough or sneeze to keep germs from spreading and to protect others around us.

At The Ottawa Hospital, we encourage good cough and sneeze etiquette. Here are some tips:

- Turn your head away from others when you cough or sneeze.

- Cover your cough with a tissue, and throw it away immediately.
- Cough or sneeze into your elbow, not your hands.
- Clean your hands after coughing, sneezing, or blowing your nose.

Flu shot (influenza vaccination)

Getting a flu shot can help to prevent lung infections and pneumonia. During flu season, usually from November to January, you will be offered a flu shot. Talk to a member of your Patient Care Team for more information.

For the protection of our patients and visitors, free flu shot clinics are provided for staff and volunteers of the hospital.

Hand hygiene

When inside the hospital, it is important to clean our hands often. Cleaning our hands is the best way to stop the spread of germs. While you are here, you will notice our staff, especially in your Patient Care Team, cleaning their hands often too.

We are committed to preventing the spread of germs by cleaning our hands at the right times, in the right way. Members of your Patient Care Team have been taught to clean their hands at different times during your care. Staff members should clean their hands



before they touch you, before they perform a procedure on you, after their hands have touched any body fluids, and when they are leaving your room. *Everyone* should clean their hands before eating, after using the washroom, after coughing or sneezing, and when their hands are dirty. While in the hospital, you should clean your hands when you leave your room, and before and after visiting common areas. Please teach this to your visitors so they can help stop the spread of germs too.

You have the right to ask members of your Patient Care Team or any other staff members to clean their hands before touching you or anything around you. Please talk to a member of your Patient Care Team if you have concerns or want more information about hand hygiene.

There are two ways to clean your hands. You can rub an alcohol-based gel like Purell® into your hands for at least 15 seconds. If you can see dirt on your hands, only washing them with soap and water for at least 15 seconds will properly clean them.

If you want to learn more about hand hygiene, or if you have questions about how to properly clean your hands, please ask a member of your Patient Care Team. Remember, clean hands protect lives!

Resistant organisms (germs)

Some patients may have resistant organisms, or germs, that are not killed by common antibiotics. These germs can spread from patient to patient and cause infections. The most common of these germs are MRSA and VRE.

MRSA stands for methicillin resistant staphylococcus aureus.

VRE stands for vancomycin resistant enterococcus.

Testing for MRSA and VRE

If you were admitted through the Emergency Department, or if you came from another hospital or sometimes from a different part of our hospital, you should be tested for MRSA. To test for these germs, a member of your Patient Care Team will take a swab from your nose and your rectum, and any open sores on your skin.

If you were transferred to The Ottawa Hospital from another hospital, you will also need to be tested for VRE. To find these germs, a member of your Patient Care Team will take a swab from your rectum.

The results of the test will be reported to your doctor.

Ask a member of your Patient Care Team if you want to know more.

Isolation rooms

If you have MRSA or VRE, or certain other infections when you are admitted to the hospital, you might stay in an isolation room. Isolation rooms are used to help control the spread of germs that can cause infections in other patients. Sometimes, patients who have the same germs will be isolated together.

Isolation precautions

If you have MRSA or certain other types of infections, we might also need to use special “isolation precautions” to keep your infection from spreading to others in the hospital. If you are staying in an isolation room, members of your Patient Care Team and your visitors might need to wear a mask, gown, gloves, or other special equipment when they come into your room. This will help to stop them from carrying these germs to other patients. You might need to wear some of this special equipment, like a mask, to go for tests or procedures, or if you need to leave your room. Always talk to a member of your Patient Care Team before leaving your room. We appreciate your cooperation with these precautions. Please ask your visitors to cooperate as well. This will help us prevent the spread of germs in the hospital.


Interpretation

Interpretation services are available for patients who do not understand either English or French. Sign language interpretation is available for patients who are Deaf, deafened, or hard of hearing. If you think an interpreter will help us to communicate better, please ask a member of your Patient Care Team to contact one.

Privacy

Your privacy is important to us, and we are committed to protecting your personal information. The Ottawa Hospital has a Privacy Policy that follows the guidelines in the *Personal Health Information Protection Act (PHIPA)*, a law designed to keep your personal information private.

If you want to know more about how we protect your privacy, ask a member of your Patient Care Team for the *Privacy Information Booklet for patients and visitors*. You can also contact the Privacy office if you have a question.

 613-739-6668

 privacy@toh.on.ca

Quality programs

Latex-free hospital

Latex is a type of rubber found in many things like gloves, balloons, and rubber bands. Many people are highly allergic to latex, and it can put their lives in danger. The most common way that latex enters the hospital is in latex balloons. Not all rubber contains latex. Please check with a member of your Patient Care Team before bringing rubber materials into the hospital.

Medication

Medications are used to treat or prevent medical conditions. The Ottawa Hospital works hard with our patients to make sure that medications are used safely. When you get here, a member of your Patient Care Team will take a Best Possible Medication History. This will be kept on your chart so that your doctors or other members of your Patient Care Team can see which medications you are taking when they want to write you a new prescription. This will help keep you safe.

Here are some of the things you can do to help with safe medication use:

- Bring all your medications with you in the bottles they came in when you come to the hospital.
- Keep a list of medications you take. Put those prescribed by your doctor, over-the-counter medications, vitamins, and natural health products on the list. Bring the list with you to the hospital.
- Know what you are taking. Ask a member of your Patient Care Team questions about your medications, especially new or unfamiliar ones.
- Tell your Patient Care Team about any allergies and side effects you have had from medication.
- Ask if you need to change your medications before surgery, or stop taking them.
- Ask a member of your Patient Care Team to go through your medications with you before you leave the hospital. Make sure you understand how, when, and for how long to take them.

You can always ask our pharmacists about your medication. They are part of your Patient Care Team.

Non-violent hospital

**OUR EMPLOYEES, PATIENTS, AND VISITORS
DESERVE A SAFE HOSPITAL.**

For everyone's safety, violent and aggressive behaviour including verbal abuse and threats will not be tolerated.

Thank you for your cooperation to this commitment.

Scent-free hospital

Some people have serious allergies to scented products. Perfumes, body sprays, and colognes can make our staff or other patients sick. The Ottawa Hospital is a scent-free hospital. During your stay, please use only unscented products. Please do not bring scented products to the hospital.

Please tell your family and visitors about this policy.

Visitors wearing scented products may be asked to wash the product off or to leave the hospital.

Some flowers can cause allergic reactions as well. Freesia, lilies, lilacs, lavender, peonies and hyacinths may not be delivered.


Safer Healthcare Now!

The Ottawa Hospital is committed to patient safety. That is why we belong to a patient safety program called *Safer Healthcare Now!*

Safer Healthcare Now! focuses on decreasing avoidable harm. They work with Canadian health-care organizations to learn, share, and put in place practices that are known to lower the number of preventable adverse events in health-care organizations.

An adverse event is a negative outcome to a patient caused by health-care management. It is not a part of the natural progress of a patient's illness.

If you would like to know more about how we are working with *Safer Healthcare Now!* to improve patient safety, ask a member of your Patient Care Team, contact the director of Quality and Patient Safety, or visit the *Safer Healthcare Now!* website.

 613-798-5555 ext. 16695

 www.saferhealthcarenow.ca




At the hospital

Accommodation

Visitors or patients who do not have to stay in the hospital can rent a room or suite nearby at:


The Interns' Residence (Civic Campus)


751 Parkdale Avenue

 613-761-5434

Rotel (General Campus)

411 Smyth Road

 613-733-1412

 1-800-267-4700

Admitting information

Please see page 9.

Bank machines

We want to make sure you can get what you need while you are here. Because our cafeterias and some of our cafés are cash only, several bank machines are available throughout the hospital. Our bank machines can read chip cards.

Civic Campus

Main entrance lobby: Next to Tim Hortons

Employee Corner: Next to Cafeteria

Emergency Department: Near the front desk

General Campus

Main entrance lobby: Next to parking pay stations

Main level: Outside Cafeteria

Main building, second floor: Top of the escalator

TOH Cancer Centre: Next to elevators

Critical Care Wing lobby: Next to Eye Institute

TOH Rehabilitation Centre lobby: Next to Security office

Billing and costs

If you live in Ontario

The Ontario Health Insurance Plan (OHIP) usually covers the cost to stay in a standard room in the hospital.

OHIP does not cover:

- A private or semi-private room
- Crutches, canes or walkers
- Ambulance services
- Certain surgeries
- Private nurses or sitters requested by your family.

If you want to pay for these services, or if you have insurance to pay for them, you *maybe* able to get a private or semi-private room if any are available. Private and semi-private rooms are not always available, even if your insurance covers them. You are responsible to pay for all services that OHIP and your insurance plan do not cover.

If you live in Canada but outside Ontario

Hospital costs are paid for residents of other Canadian provinces when they show a valid provincial health card. Home-care services are not paid for out-of-province patients.

If you live outside of Canada

You are responsible for all hospital costs as well as clinic visits and visits to the Emergency Department. Doctors will bill separately for their services.


Discharge information

Please see page 9.



First Memories™

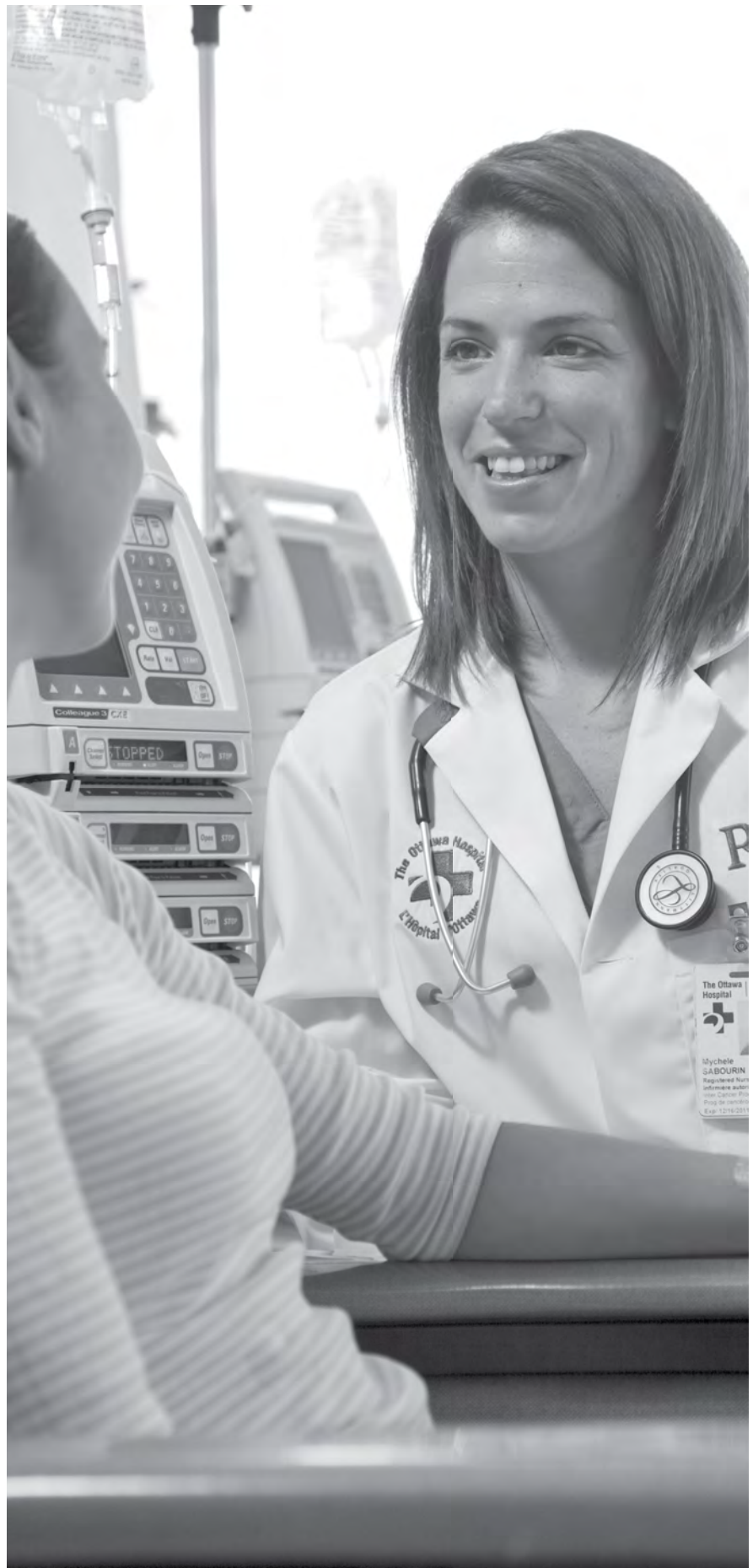
First Memories™ is a do-it-yourself baby photo kiosk. You can use the kiosk to take your baby's first picture, either alone or with your family, and print the picture to keep. You can also make a birth announcement card that you can send by e-mail.

 www.firstmemories.ca

Occupancy and patient flow

We will do our best to make sure that you get the type of room that you have requested. Sometimes, when the hospital is very busy, we may not be able to put you in a private or semi-private room, even if you have requested one or your insurance plan provides for one. Often, our private rooms have to be given to patients who need to be isolated, to stop the spread of germs to other patients. We also cannot guarantee that you will have a bed next to a window.

If there is an outbreak or an emergency happens after you are already in your room, we might need to move you to a new room. We try to keep these moves to a minimum.

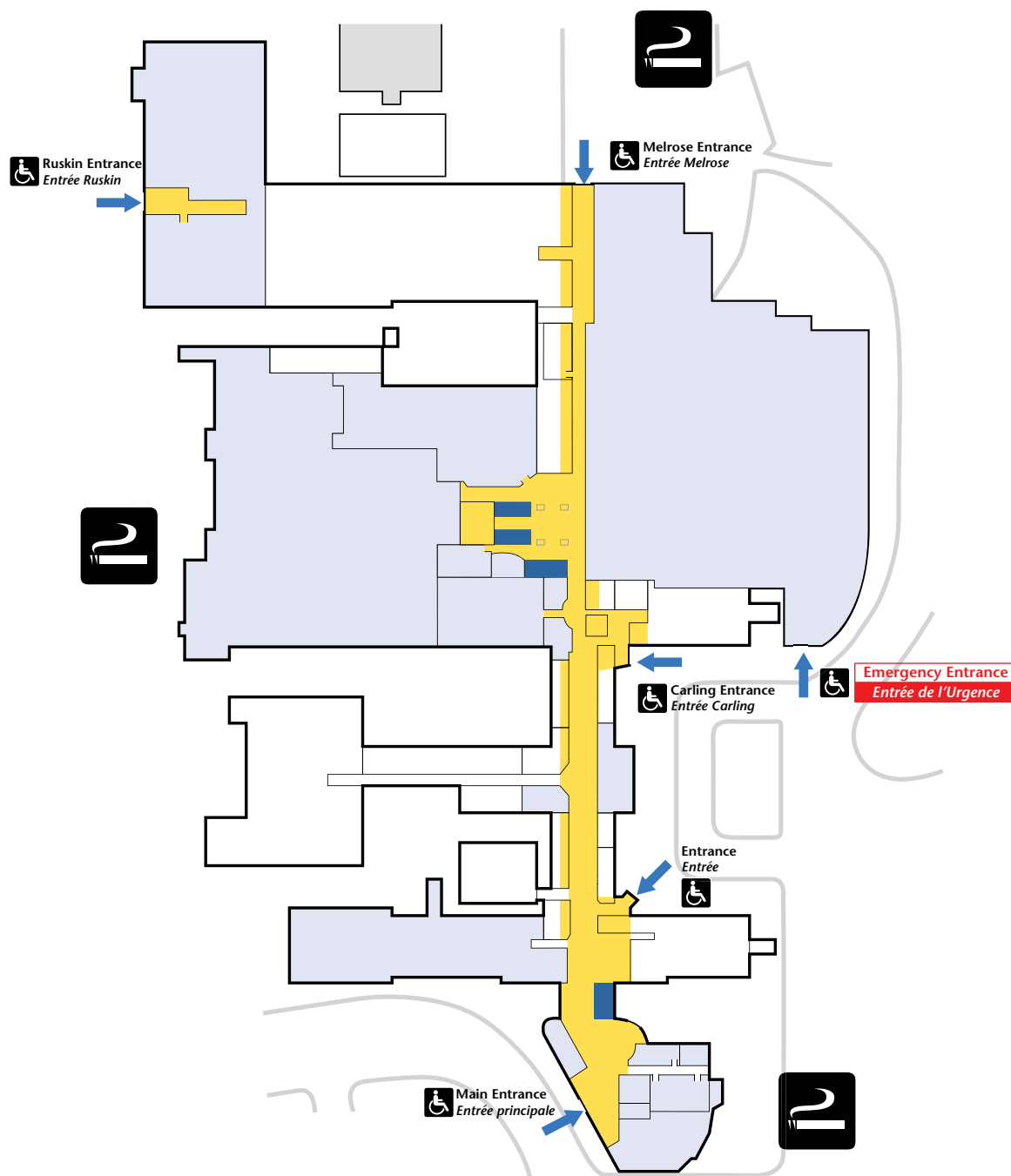


Smoking

If you want to quit smoking, we want to help. Please talk to your doctor or a member of your Patient Care Team for more information.

At the Civic Campus, there are three smoking areas, marked by : 

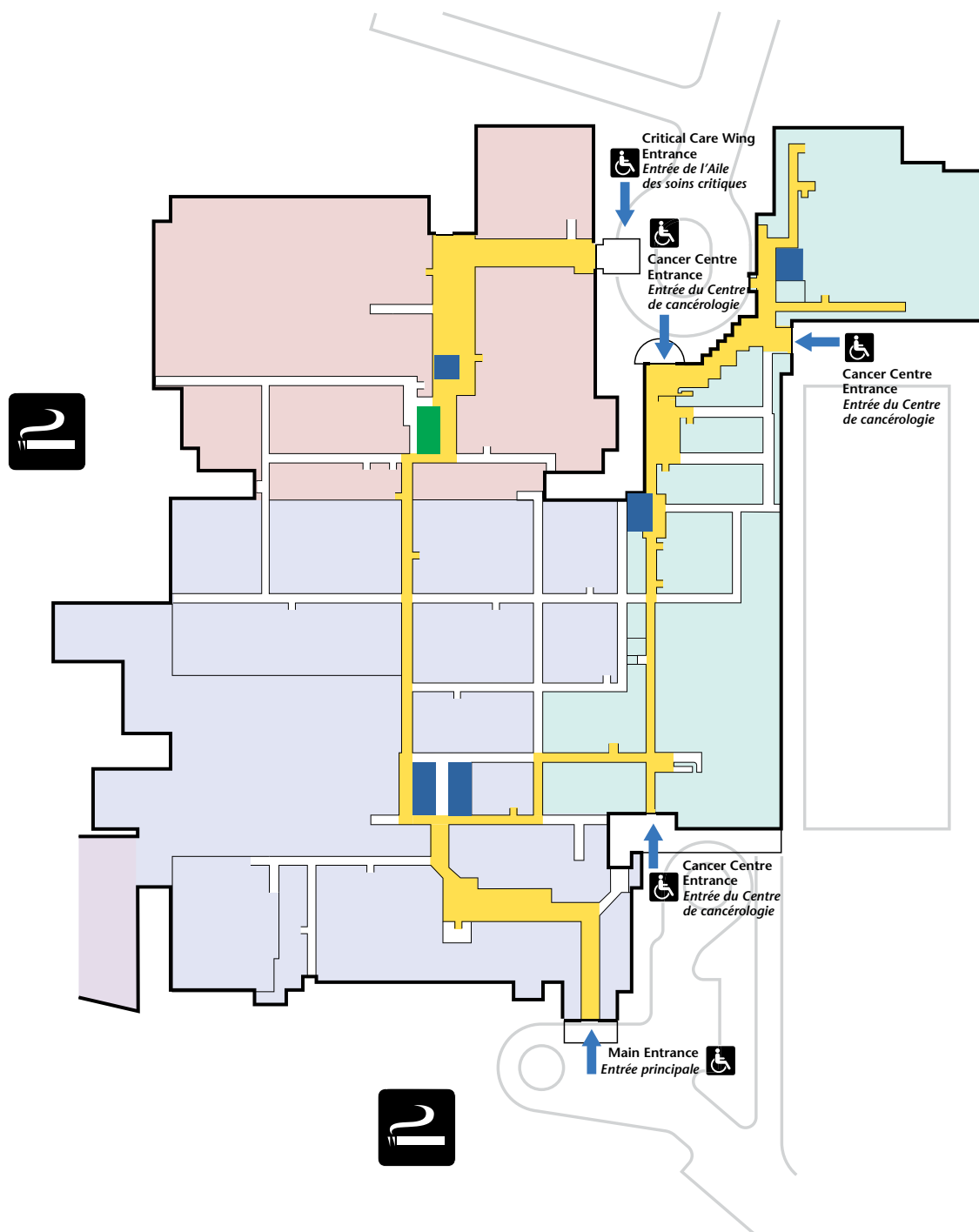
- 1 South side of the main building near Carling Ave.
- 2 Grimes Lodge parking area
- 3 behind main building facing Ruskin Avenue



**SMOKING IS ONLY ALLOWED IN CERTAIN AREAS AT THE HOSPITAL.
YOU MAY BE FINED UP TO \$5,000 FOR SMOKING IN NON-DESIGNATED AREAS.**

At the General Campus, there are two smoking areas, marked by : 

Across from the main entrance in the shelter, and outside The Ottawa Hospital Rehabilitation Centre, next to shipping and receiving



**SMOKING IS ONLY ALLOWED IN CERTAIN AREAS AT THE HOSPITAL.
YOU MAY BE FINED UP TO \$5,000 FOR SMOKING IN NON-DESIGNATED AREAS.**



Surgery postponements

If your doctor has arranged for you to be admitted to The Ottawa Hospital for an elective surgery, please read the following message:

From time to time, we have to postpone elective surgeries. This can happen due to unforeseen circumstances, or because an emergency surgery needs to be scheduled at the last minute. Please know that we do not make this decision lightly. Elective surgeries are only postponed when there are no other options.

If your surgery is postponed, we will work with your surgeon to reschedule it as quickly and conveniently as possible.

If your surgery is postponed and you want to talk to somebody about it, please talk to your doctor.

Visiting hours

Please ask a member of your Patient Care Team about visiting hours or policies on your unit.

DAILY: 3 P.M. TO 8 P.M.

For more information on our visitor's policy, please see page 10.



Parking and transportation

Civic Campus

Parking

You must pay to park anywhere on The Ottawa Hospital's property. Money we raise from our parking lots is used to purchase medical equipment and build new patient-care centres.

Many of our parking lots are automated. There is a self-serve pay station in the parking lot across from the main entrance at the Civic Campus.

Accessible parking

Accessible parking (handicap parking) spaces can be found outside of the main entrance and in most parking lots at The Ottawa Hospital. You need a permit to park in an accessible parking space.

Meter parking

There are parking meters available for short-term parking. All our parking meters are clearly marked. You have to pay at all times to park at a meter including on weekends and holidays.

Passes

If you will be parking at the hospital frequently, or for an extended period of time, you may wish to purchase a parking pass. There are three types of parking passes: daily, weekly, and monthly. You can use your pass at any of our three campuses. Weekly and monthly passes are available at the following locations:

P1 parking garage

Open 24 hours

Transportation

OC Transpo

There are several buses along Carling Avenue and Parkdale Avenue. To learn more about bus routes and schedules, visit the OC Transpo website.

 www.octranspo.com

Para Transpo

You can reach ParaTranspo by calling from a direct-line telephone. There are direct-line telephones in the Emergency Department and in the Norman Paterson (main entrance) lobby.

Taxis

WestWay Taxi provides all taxi service at The Ottawa Hospital. There are direct-line telephones to reach WestWay in the Emergency Department and in the Norman Paterson (main entrance) lobby. There are usually taxis waiting outside of the Admitting Department.



General Campus

Parking

You must pay to park anywhere on The Ottawa Hospital's property. Money we raise from our parking lots is used to purchase medical equipment and build new patient-care centres.

Many of our parking lots are automated. There are five self-serve pay stations at the General Campus:

Main floor:	Across from the information desk
Main building, second floor:	At the top of the escalator
Critical Care Wing:	Main lobby
TOH Cancer Centre:	Main lobby
TOH Rehabilitation Centre:	Main lobby

Accessible parking

Accessible parking (Handicap parking) spaces can be found outside of the main entrance and in most parking lots at The Ottawa Hospital. You need a permit to park in an accessible parking space.

Meter parking

There are parking meters available for short-term parking. All our parking meters are clearly marked. You have to pay at all times to park at a meter including on weekends and holidays.

Passes

If you will be parking at the hospital often, or over a long period of time, you may want to buy a parking pass. There are three types of parking passes: daily, weekly, and monthly. You can use your pass at any of our three campuses. Weekly and monthly passes are available at the following locations:

General Campus

Cashier's Office (main level)

Monday to Friday	8 a.m. to 4 p.m.
Weekends and holidays	Closed (see Security Office)


Security office (second floor)

24 hours per day

Transportation

OC Transpo

There are several bus stops along the General Campus ring road. To learn more about bus routes and schedules, visit the OC Transpo website.

 www.octranspo.com

Para Transpo

You can reach ParaTranspo by calling from a direct-line telephone. There are direct-line telephones in the Emergency Department, in the main lobby, in the Critical Care Wing lobby, and in The Ottawa Hospital Cancer Centre lobby.

Taxis

WestWay Taxi provides all taxi service at The Ottawa Hospital. There are direct-line telephones to reach WestWay in the Emergency Department, in the main lobby, in the Critical Care Wing lobby, and in The Ottawa Hospital Cancer Centre lobby. There are usually taxis waiting outside of the main entrance.

Notes



In your room

Electrical safety

If you bring electrical equipment to the hospital, like a hairdryer or a laptop, it has to be safe. Please do not bring items with frayed or broken cords, or items that don't work properly. Please tell a member of your Patient Care Team if you are bringing electrical equipment with you.

You can bring:

- Items that run on batteries, like razors, lamps, or a radio with earphones.
- A hairdryer that is less than 800 watts or a curling iron. You should not use these in bed or alone in your room.

Please do not bring:

- Adapters, chargers, T.V. sets, coffee makers, fans, humidifiers
- Portable heaters or electric blankets
- Hairdryers that use more than 800 watts
- Any gas-powered equipment
- Any device where the plugs have been altered (ground prong removed) or damaged


Fire safety

Fire is not permitted in the hospital. You cannot light candles or other small flames in your room or anywhere else. Butane-powered hair appliances are not allowed.

Please do not worry if you hear the fire alarm. As part of our commitment to safety, we test our fire alarm system regularly. If you hear the fire alarm, please go back to your room if you can. If you don't know what to do, ask any staff member or a member of your Patient Care Team. Please do not use the elevators during a fire alarm.

Lost and found

Lost and found items are turned in to Security Services. If you have lost something, please talk to a member of your Patient Care Team, or call Security Services.

 613-761-4888

Mail

Your mail will be delivered to your unit. Please give your family and friends the address for the hospital, and be sure to include your room number.

**The Ottawa Hospital
Civic Campus**
1053 Carling Avenue
Ottawa, Ontario
K1Y 4E9

**The Ottawa Hospital
General Campus**
501 Smyth Road
Ottawa, Ontario
K1H 8L6

Meals

Your meals are planned using *Canada's Food Guide*. If your doctor has you on a special diet, your meals will follow that diet. If you have food allergies or special food preferences, please tell a member of your Patient Care Team.

Mealtimes:

Breakfast	7:45 a.m. to 9 a.m.
Lunch	11:45 a.m. to 1 p.m.
Dinner	4:45 p.m. to 6 p.m.

Some patient wards have small kitchens with a few drink and snack choices. Please remember, these are for our patients only.

Technology

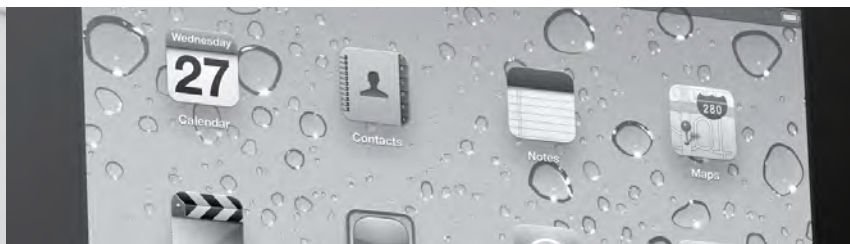
We are pleased to offer bedside telephone service, in-room televisions, and wireless internet (wi-fi) service. To access these services, or to report a problem talk to a member of your Patient Care Team.

Televisions are also available in patient lounges. The hospital offers two free patient education channels: Health TV (channel 4) and The Parent Channel (channel 21).

Telephone service information

Local calls: To make a local call, dial "9", then the area code, then the number.

Long-distance calls: To make a long-distance call, dial "333" to reach the operator.



In-room TTY telephones

TTY telephones have to be booked in advance of admission. If you haven't booked one in advance, you might not get one right away when you request it. If you would like to rent a TTY telephone, ask a member of your Patient Care Team. We will do our best to get it to you as soon as possible.

Pay phones

There are pay phones on every floor. The pay phones in the Emergency Department, in the main lobby and near the cafeteria are adapted for people who are Deaf, deafened or hard of hearing.

Cell phones, smartphones, and PDAs

It is usually safe to use your cell phone, smartphone or PDA at the hospital. In some areas, cell phones, smartphones or PDAs can interfere with medical devices. For safety, please stay at least one meter or three feet away from medical equipment while you are using your cell phone, smartphone or PDA.


You cannot use your cell phone, smartphone or PDA in high-risk areas of the hospital, like the Intensive Care Unit (ICU), the Operating Rooms (ORs), and some other places. Please check with a member of your Patient Care Team, or any staff member, before using your cell phone.

Please be considerate of others when using your cell phone, smartphone, or PDA.

Valuables

The Ottawa Hospital is not responsible if your valuables are lost or stolen. It is best to leave your valuables at home. You can use a safety deposit box in our Security office to keep your valuables safe if you bring them to the hospital. Please call the Security office, or ask a member of your Patient Care Team.

Civic Campus  613-761-4888

General Campus  613-737-8899 ext. 72003



Notes



Food, pharmacies, prayer rooms,
shops, and libraries



Civic Campus

Food

In order to give you a variety of different foods and beverages while you are at the hospital, we have several cafés and food options available.

The Tulip Café

Monday to Friday	6:30 a.m. to 9 p.m.
Weekends	6:30 a.m. to 7:30 p.m.
Holidays	6:30 a.m. to 7:30 p.m.

Second Cup coffee shop

Monday to Friday	6:30 a.m. to 10 p.m.
Weekends	7 a.m. to 7:30 p.m.
Holidays	7 a.m. to 4 p.m.

Tim Hortons coffee shop: main entrance

Monday to Friday	7 a.m. to 10 p.m.
Weekends	7 a.m. to 7 p.m.
Holidays	8 a.m. to 7 p.m.

Vending machine locations


There are vending machines at various locations in the building, including in the Emergency Department and near the Norman Paterson (main entrance) doors.


Prayer room

The prayer room is located in the C lobby, near the elevators. Look for the stained glass windows.

Shops

You will find many gifts and personal items in our shops, located on the main level. Many of the boutiques at the Civic Campus are staffed and run by the Civic Campus Auxiliary. This group of volunteers wants to help enhance the experience of our patients at the Civic Campus. To learn more, please contact the Auxiliary or visit the “Volunteers” page on our website.

 613-798-5555 ext. 16317

 www.ottawahospital.on.ca

Art gallery

The Main Street art gallery shows the works of local artists. You can purchase art shown in the Gallery by visiting the bookstore.

Bookstore

The bookstore sells newspapers, magazines, paperbacks, bus tickets, stamps, phone cards, greeting cards, gift bags, ribbons and novelty items.

Monday to Friday	10 a.m. to 8 p.m.
Weekends	Noon to 4 p.m.
Holidays	Closed

Flower shop

Our flower shop sells fresh flowers, potted plants, silk flower arrangements, wreaths, as well as garden and gift items. Flower shop volunteers will happily work with you to make a beautiful bouquet, and delivery is free to patients at the Civic Campus or the Heart Institute.

Monday to Friday	10 a.m. to 8 p.m.
Weekends	Noon to 4 p.m.
Holidays	Closed

Gift shop

Our gift shop carries all kinds of home décor items, bath and body products, stuffed animals, candy, or other gift items. The gift shop also carries baby clothing, toys, and supplies. You can rent or buy breast pumps and accessories at the gift shop.

Monday to Friday	10 a.m. to 8 p.m.
Weekends	Noon to 4 p.m.
Holidays	Closed


Lottery kiosk

The lottery kiosk offers full lottery service.

Monday to Friday	10 a.m. to 3 p.m.
Weekends and holidays	Closed

Desjardins Pharmacy

The pharmacy is located on the main level and offers a large selection of over-the-counter products for health and well-being, as well as bath and body products. The pharmacy also offers full prescription service.

 613-761-4157

Monday to Friday	8:30 a.m. to 6:30 p.m.
Weekends and holidays	Closed

Libraries

The **Patient and Family Library** has information for patients and their families about health-related issues. We have friendly, knowledgeable librarians available to help you find what you are looking for.

Room D100 (main building, section D, level 1)

☎ 613-798-5555 ext. 13315

✉ patientlibrary@toh.on.ca

Monday to Friday	8:30 a.m. to 3:30 p.m.
Weekends	Closed
Holidays	Closed

The **May Court Library** offers patients various recreational books, magazines or talking books. A friendly librarian can help you find something to read.

Level S

☎ 613-798-5555 ext. 16717

General Campus

Food

Café 501 Cafeteria

Monday to Friday	7 a.m. to 9 p.m.
Weekends	7 a.m. to 7 p.m.
Holidays	7 a.m. to 7 p.m.

Le Café

Monday to Friday	6 a.m. to 8 p.m.
Weekends	7:30 a.m. to 8 p.m.
Holidays	Closed

Tim Hortons coffee shop: Critical Care Wing lobby

Monday to Friday	6:30 a.m. to 9 p.m.
Weekends and holidays	Closed

Volunteer Café: TOH Rehabilitation Centre

Monday to Thursday	8 a.m. to 4 p.m.
Friday	8 a.m. to 3 p.m.
Weekends and holidays	Closed

Vending machine locations

There are vending machines at various locations in the building, including in the Emergency Department, and next to Café 501.

Prayer rooms

Main building: The prayer room is in the same hallway as Human Resources, in the hallway across from the mailroom. Talk to a member of our staff, or your Patient Care Team, for directions. There are signs posted in the hallways to help you find it.

The Ottawa Hospital Rehabilitation Centre: The prayer room is in the Cafeteria on the second floor.

Shops

Friends' Corner convenience store

This convenience store sells soft drinks, ice cream, sweets, newspapers, lottery tickets, greeting cards, stamps and bus passes. Friends' Corner also has a selection of DVDs to rent or buy.

Monday to Friday	7 a.m. to 8:30 p.m.
Weekends	10 a.m. to 4 p.m.
Holidays	10 a.m. to 4 p.m.




La Boutique gift shop

The gift shop sells religious items, flower arrangements, baby clothing, stuffed toys, books and magazines, CDs, bath and body products, candy, and other gifts.

Monday to Friday	8 a.m. to 8 p.m.
Weekends	11 a.m. to 7 p.m.
Holidays	Closed


Desjardins Pharmacy

The pharmacy is on the main level and offers a large selection of over-the-counter products for health and wellbeing, as well as bath and body products. The pharmacy also offers full prescription service.

 613-731-9152

Monday to Friday	8:30 a.m. to 6:30 p.m.
Weekends	Closed
Holidays	Closed

La Boutique gift shop, **Le Café** coffee shop, and **Friends' Corner** convenience store are staffed and run by The Friends of The Ottawa Hospital, General Campus. This group of volunteers contributes to the wellbeing of patients at the General Campus. To learn more, please contact the The Friends or visit the "Volunteers" page on our website.


 613-737-8515


 www.ottawahospital.on.ca

Libraries

The **Ninon Bourque Patient Resource Centre** specializes in information about cancer. Internet access is available at this library.

TOH Cancer Centre (main floor)


 613-737-8899 ext. 70107


 patientlibrary@toh.on.ca

Monday to Friday	8:30 a.m. to 12:30 p.m. 1 p.m. to 3:30 p.m.
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Weekends and holidays Closed

The **Resource Centre** at TOH Rehabilitation Centre provides information and resources to people with disabilities, their families, and the community at large. The Centre has books, brochures, and other materials covering disability-related topics. There are volunteers in the Resource Centre to help visitors search for information.

 613-737-7350 ext. 75689

 trcresource@toh.on.ca

From September 1 to June 30

Monday to Thursday	8:30 a.m. to 4:30 p.m.
Fridays, weekends, holidays	Closed

Summer hours – from July 1 to August 31

Monday to Thursday	8:30 a.m. to 4 p.m.
Fridays, weekends, holidays	Closed





Build a better hospital




TOH Foundation

The Ottawa Hospital Foundation raises money to support The Ottawa Hospital. The Foundation works with our community to raise money to enhance patient care, buy new equipment, and support medical research at the Ottawa Hospital Research Institute.

Our hospital is the largest in Eastern Ontario. The support we get from our community means we can give better support to our patients and their families when they need hospital care.

Build a better hospital!

If you would like to make a donation to help The Ottawa Hospital Foundation build a better hospital, talk to a member of your Patient Care Team or contact the Foundation directly.

 613-761-4295


 foundation@toh.on.ca

Who is your Guardian Angel?



Did a member of our team make a difference during your time at here? Did one of our compassionate employees go above and beyond the call of duty while caring for you or your loved one?

You can pay tribute to an outstanding staff member by making a donation in their name through our Guardian Angel Program. Staff members awarded Guardian Angels get a beautiful angel pin they can wear with pride. Talk to a member of your Patient Care Team about recognizing your Guardian Angel today!

 613-798-5555 ext. 13147

 isauve@toh.on.ca



For families and visitors

Food

We want to make your visit to the hospital as pleasant as possible. We have a variety of food options for patients, visitors and families.

If you want to bring food from outside the hospital to a patient you are visiting, please ask a member of our staff first.

*For information about food at the **Civic Campus**, please see page 34.*

*For information about food at the **General Campus**, please see page 35.*

Latex-free hospital

Latex is a type of rubber found in many things like gloves, balloons, and rubber bands. Many people are highly allergic to latex, and it can put their lives in danger. The most common way that latex enters the hospital is in latex balloons. Please check with a member our staff before bringing rubber into the hospital.

Libraries

We strive to bring you the most up-to-date information about our patients and their medical conditions, but sometimes you want to learn more. Other times, you might be looking for a little light reading to help you pass the hours while waiting for your loved one to finish their appointment. Our libraries offer the most up-to-date information about all kinds of medical conditions, and our friendly and knowledgeable librarians can help you find the information you need, or help you with web searches and other online media. They can also help you find a novel or a magazine to keep you busy while in the waiting room.

*For information about libraries at the **Civic Campus**, please see page 35.*

*For information about the library at the **General Campus**, please see page 36.*

Parking

You must pay to park anywhere on The Ottawa Hospital's property. Money we raise from our parking lots is used to purchase medical equipment and build new patient-care centres.

*For information about parking at the **Civic Campus**, please see page 26.*

*For information about parking at the **General Campus**, please see page 26.*

Scent-free hospital

Some people have serious allergies to scented products. Perfumes, body sprays, and colognes can make our staff or other patients sick. The Ottawa Hospital is a scent-free hospital. During your stay, please use only unscented products. Please do not bring scented products to the hospital. Please tell your family and visitors about our policy. Visitors wearing scented products may be asked to wash the product off or to leave the hospital.

Flowers

Some flowers can cause allergic reactions as well. Freesia, lilies, lilacs, lavender, peonies and hyacinths may not be delivered.

Shops

Sometimes, a little gift is the perfect way to cheer up a patient who is staying at the hospital. Our shops have a variety of options for you to choose from, including toiletries, stuffed animals, books, religious items, flowers, sweets, and latex-free balloons. We want to make it easy for you to bring a little extra cheer to your loved one while they are in the hospital.

*For information about shops at the **Civic Campus**, please see page 34.*

*For information about shops at the **General Campus**, please see page 35.*



Smoking

If you want to quit smoking, help is available! Please talk to your doctor for more information.

We want to keep our patients and our employees healthy. We believe that our entrances should be free from second-hand smoke. Smoking is only allowed in designated smoking areas on hospital property.

Please take a moment to look at the maps to see the designated smoking areas at the hospital before you light up.

You may be fined up to \$5,000 for smoking in non-designated areas.

*For information and maps of designated smoking areas at the **Civic Campus**, please see page 22.*

*For information and maps of designated smoking areas at the **General Campus**, please see page 23.*

Visiting hours

Please ask a member of our staff about visiting hours or policies on the unit you are visiting

VISITING HOURS ARE 3 P.M. TO 8 P.M. DAILY.

We believe that family and friends are an important part of the healing process. We encourage you to visit your friends or family members while they are here, during regular visiting hours. These visiting hours are in place to make sure that all of our patients can get the rest that they need to get well. Please respect the limit of no more than two visitors in the room at a time. This will help to maintain a quiet, healing environment for all of our patients.

For your safety, and the safety of all of our patients, please do not visit the hospital if you are sick. If you are not sure if you should be visiting the hospital, ask a member of our staff or talk to your doctor.

