



Patient and Family Care Guide



Join us to continue to make research and patient care world-class at The Ottawa Hospital

The Ottawa Hospital Foundation

The Ottawa Hospital Foundation raises money in support of the great patient care and world leading research happening at The Ottawa Hospital. Money raised goes to support priority projects like advancing our research with stem cells in regenerative medicine, supporting access to world-class cancer care, and purchasing cutting edge equipment for the hospital.

If you would like to join us to support research and care in Ottawa, there are many ways you can get involved.

Guardian Angel Program

Honour a member of The Ottawa Hospital team who made a difference to your care. You can make a donation in their name and the staff member will receive a beautiful angel pin they can wear with pride.

Donate to a Priority

On our website, you can learn all about the hospital's top priorities to bring incredible research projects and cutting edge care to Ottawa. You can donate one time or sign up to give monthly to the priority that matters most to you.

Estate Planning & Legacy Gifts

You don't need a time machine to change the future. Leave a lasting legacy to impact the future of health care for generations to come by including The Ottawa Hospital in your will.

Our New Campus

The planning and construction of a new campus for The Ottawa Hospital is one of the largest infrastructure projects in Ottawa's history. It will be an economic driver for the city and an opportunity for our community to collaborate on a health and research facility that will reshape health care in Ottawa and care for the people of our region for generations to come.

Stay up to date on our new hospital campus by signing up for our online newsletter and continuing to visit the website for updates.

Participate in an Event

You can participate in our signature event, The Ride, by registering to cycle the course and raise money for a cause close to your heart. Not a cyclist? You can also run in Ottawa Race Weekend and raise money for The Ottawa Hospital as part of that event.

Fundraise for Us


Organize a fundraiser, fundraise in memory or in honour of someone special, or mark a major life milestone like a birthday with a fundraising campaign instead of gifts.

Corporate Partnerships


There are many ways for businesses in our community to partner with us to support care and research priorities at The Ottawa Hospital, whether through sponsorship, employee giving, corporate giving, or supporting our marketing efforts.


To find out more:

 ohfoundation.ca

 613-761-4295

 foundation@toh.ca

 The Ride: dotheride.ca

 The New Campus: greatertogether.ca

Your care diary

Name: _____ Unit: _____ Room number: _____

Telephone number and room extension: _____

Discharge date target: _____

Family presence time preferences: _____

Patient care team members

Clinical Manager: _____

Nurse(s): _____



Doctor(s): _____

Pharmacist: _____

Other health-care professionals: _____

Medications (Upon admission):	Medications (After discharge):

Your care goals:

Patient Advocacy
Our Patient Advocacy staff follow-up on all feedback from patients and families, including compliments, concerns or complaints.
 613-798-5555 ext. 13377  patientadvocacy@toh.ca

Interpretation
Interpretation services are available for patients who do not understand English or French. Sign language interpretation is also available.

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A message from our President and CEO

From the moment you come through our doors, you're in our care. Everyone in the hospital is committed to giving you the best access to world-class medical care, in a place where you are treated like a loved one. We will take the time to introduce ourselves and keep you informed, and we will innovate through research and clinical trials to transform how we practice medicine. Whatever the circumstances, and especially in the toughest ones, you'll always know we've got you.

You and your loved ones are vital parts of your patient care team. It's important that you know what to expect. Please ask questions. We welcome your feedback.

Welcome to The Ottawa Hospital.

Dr. Jack Kitts



Vision

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

Core values

- Compassion
- Commitment to quality
- Working together
- Respect for the individual

Official languages

The Ottawa Hospital cares for patients in English and French to meet the needs of the culturally diverse community we serve.

Interpretation services are available for patients who do not understand English or French. Sign language interpretation is also available.



Admitting information


Please bring these items when you come to the hospital:

- Your health card
- A green card from The Ottawa Hospital (if you have one)
- Your insurance policy company name, address and phone number
- A credit card number for any services that your insurance doesn't cover (you and your insurance company will receive a bill and the credit card will be charged only with your consent)
- Workplace Safety and Insurance Board (WSIB) file number and information about your accident (if you're in the hospital due to an accident at work)

For more information, please contact the Admitting Department:

Civic Campus:  613-761-4131

General Campus:  613-737-8200

Riverside Campus:  613-738-8400 ext. 82053 (7 a.m. to 5 p.m.)




Discharge information

Discharge time is 10 a.m.

Your patient care team will aim to give you one day's notice of your discharge from the hospital. Please prepare for your discharge the night before. Try to arrange to leave on time.

Please pay any extra costs for your stay before leaving the hospital.

Cashier's Office:

 613-761-4444

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



Alternate level of care (ALC) copayment

If your doctor finds that you no longer need medical care in a hospital, and you can't go home, you will be designated as "alternate level of care" (ALC). The ALC copayment – also called a 'fee' – applies only to patients waiting for a place in Long-Term Care or Complex Continuing Care. It may take a few days to figure out where you will go after you leave the hospital. **Once the best place has been decided, you will be charged the fee from the date that your doctor designates you as ALC.**

- The fee covers only room and board. All care by nurses, social workers etc. is still covered by provincial health insurance plans.
- The daily fee is based on income. A member of our social work team will provide cost details. If you feel you cannot afford it, you can take part in a Ministry of Health and Long-Term Care process that could reduce the rate. This process ensures that no patient has financial hardship from the fee.
- The ministry sets the fee rules. Your patient care team cannot change them. However, in special cases outlined by the ministry and the hospital, the rules can be changed to ensure no patient needs to pay unless able. Ask your social worker for details.



Family Presence

Families are welcome to visit patients at any time, **24 hours a day**, as long as that's what the patient wants. It's good for patients when loved ones visit and stay in contact during a hospital stay. Please keep in mind that the patient care team needs to provide timely and effective care to all patients.

Also, you as well as other patients (in the same room or on that unit) need to rest and recover in a quiet and healing environment.

Quiet hours are between 10 p.m. and 6 a.m.

During this time, loved ones may enter only through the Paterson entrance at the Civic Campus or the Main Entrance at the General Campus. Loved ones will be asked to sign in to get a temporary visitor pass.

Visits between 10 p.m. and 6 a.m. should be planned in advance with you and your care team. If your loved one is on a mental health unit, please talk to their doctor or care team about their treatment plan before visiting during hospital quiet hours (10 p.m. to 6 a.m.), since there may be additional restrictions.

Loved ones who feel unwell, have an infection or contagious disease, or have any of the following symptoms should not come to the hospital: cough, fever, runny nose, diarrhea, or vomiting.



Where to Stay

Whether you're on staff, getting outpatient care, or supporting a sick relative, our long and short-term room rentals offer a comfortable, affordable stay in the Ottawa area.

Interns' Residence

(located on The Ottawa Hospital Civic Campus)

751 Parkdale Avenue, Ottawa ON K1Y 1J7

☎ 613-761-5434

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

Toll-Free: 855-366-3082

✉ internresidence@toh.ca

Rotel

(located in The Ottawa Hospital General Campus area)

411 Smyth Road, Ottawa ON K1H 8M8

☎ 613-733-1412

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

Toll-Free: 1-800-267-4700

✉ rotel@magma.ca 🌐 rotel.ca



Become a patient and family advisor

Patient and family advisors provide a voice that represents those who receive care at The Ottawa Hospital. If you want to share suggestions, propose solutions or improve care for others based on your experience as a patient or family member, please contact Patient Advocacy.

☎ 613-798-5555 ext. 13377 ✉ patientadvocacy@toh.ca



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, are not tolerated.

Security Services:

☎ 613-761-4888



Health-care professionals

While you are here, you will meet many members of our staff, including doctors, clinical managers, nurses and other health professionals. The people who care for you are called your patient care team. This team will work together to give you the best possible care and treatment. If you have any questions, please ask a member of your patient care team.



Patients and families

Patients and families play an important role in making care safe by being aware, informed, and actively involved as a member of their patient care team.



Spiritual care

Hospital chaplains provide spiritual support for patients, their families and staff. Chaplains offer spiritual counseling, emotional support and resources to take care of your ethical or religious concerns.

Civic Campus:  613-761-4587

General Campus:  613-737-8126

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

For an emergency on-call chaplain:

Civic Campus:  613-761-4221

General Campus:  613-737-8222

7 days a week: 4 p.m. to midnight



Support staff

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



Volunteers

Our volunteers help us to reach our goals and make our hospital a better place. They help by giving directions, visiting with patients, working in our boutiques and cafés, and cheering our patients, visitors and staff.

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

Civic Campus:  613-761-4279

General Campus:  613-737-8094

 volunteerapplicants@toh.ca



#HelloMyNames

The Ottawa Hospital takes part in the international #HelloMyNames campaign, in which staff pledge to introduce themselves to every patient, every time. Our goal is to put you at ease and improve your patient experience by giving you the compassionate care that we would want for our loved ones.



Ask me about our research

Research improves care at The Ottawa Hospital and around the world. The “Ask me about our research” campaign aims to increase patient participation and engagement in research.

**Say yes
to research
and improve
care for
everyone**

**To learn more, speak to your doctor,
nurse or any staff wearing this button.
ohri.ca/AskMe**



Patients can help staff provide the best care by:

- using tools such as the care board in your hospital room and this Patient and Family Care Guide
- taking an active role in your care plan
- noting all medications and doses you take and are prescribed
- asking your patient care team questions and voicing any concerns you may have
- committing to our non-violence policy toward hospital staff



Hand hygiene

While in hospital, you should clean your hands:

- Before entering or leaving your room
- Before eating or drinking
- Before taking pills
- After using the washroom
- After sneezing or coughing

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.

There are two ways to clean your hands:

- Rub an alcohol-based hand sanitizer, such as Purell, on your hands **for at least 15 seconds**
- Wash your hands with soap and water **for at least 60 seconds**



Coughing and sneezing

While in hospital, to keep germs from spreading and to protect others around you:

- Cover your cough or sneeze with a tissue, throw it out right away, and clean your hands
- Use your elbow to block your cough or sneeze



Fall risk reduction

A fall can happen to anyone in any place at any time. During your stay in hospital, we will:

- Ask questions about how you move around or if you have had a fall before
- Show you around your room, bathroom and nursing unit
- Keep your room and walkways clear and free of tripping hazards
- Keep important things close to you so you can reach them, such as your call bell, walker, glasses, phone, and Patient and Family Care Guide
- Check in on you every hour to make sure you are comfortable and have what you need

If your patient care team concludes that you are at risk for falls, they will add special safety measures to your care plan. To prevent falls:

- Wear non-skid shoes that fit well
- Take your time and use your mobility aid when moving around
- Sit upright for a few moments on the edge of your bed before standing
- If you feel weak, sleepy or dizzy, ask your nurse for help before you get up
- Get up slowly and make sure you feel steady before walking
- If your patient care team has told you that you need help getting up or to walk, always use the call bell and ask for help



Medication

We work hard with our patients to make sure that medications are used safely. Soon after you arrive in the hospital, we will complete a medication history with you. This will be kept on your chart so that members of your patient care team can see which medications you are taking, if they want to write you a new prescription.

Questions to ask your patient care team about your medications:

- Have any medications been added, stopped or changed? Why?
- What medications do I need to keep taking? Why?
- How do I take my medications, and for how long?
- How will I know if my medication is working? What side effects do I watch for?
- Do I need any tests? When do I book a follow-up visit?


Please ask our pharmacists about your medication. They are part of your patient care team.



Smoking

As of January 2018, all hospitals in Ontario are smoke-free.

If you want to reduce your tobacco use or quit smoking, we can help! Please talk to your doctor for more information. Once you leave the hospital, you can use myQuit, a free program run by trained coaches.

 1-877-376-1707  myquit.ca



Scent free facility

The Ottawa Hospital is a scent free facility.



Latex free facility

The Ottawa Hospital is a latex free facility.



Accessibility

Many people live with disabilities. We are committed to giving all our patients equal access to our services. Please tell us:

- the best way to communicate with you
- if you have trouble 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 devices that help you
- if a sign-language interpreter could help
- if you have a support worker or service animal
- if, when, and how we can help you

We have some devices that we can lend to our patients. Please talk to a member of your patient care team about which ones could help you during your stay.



Interpretation

We can arrange Interpretation services for patients who do not know English or French. We can also arrange sign-language interpretation.



Patient Advocacy

Our Patient Advocacy staff follow-up on all feedback from patients and families, including compliments, concerns or complaints.

☎ 613-798-5555 ext. 13377 ✉ patientadvocacy@toh.ca



Health records

Your health record, or chart, is a private document that is set out in a standard format by the *Public Hospitals Act of Ontario*. It contains information such as: results of tests you have had, your medications, your appointments, and other information.

If you want information from your chart, or want to share information with another health-care provider, you must ask in writing and sign the request.

For more help, please contact the Health Records Department:

Civic Campus ☎ 613-798-5555 ext. 18720

General Campus ☎ 613-737-8899 ext. 78800

Riverside Campus ☎ 613-738-8400 ext. 82231

TOH Cancer Centre ☎ 613-737-7700 ext. 70274

TOH Rehabilitation Centre ☎ 613-737-7350 ext. 75340

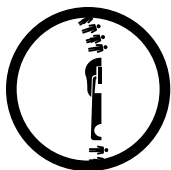


MyChart™

MyChart is a secure, online service that lets you see your medical and personal health information from wherever you are, at any time. This helps you track your health status and make informed decisions. Patients can update and manage their own personal health information.

For more information about using MyChart, please ask your patient care team or contact the Health Records Department.

📞 613-737-8800 ✉️ mychart@toh.ca



Privacy

The Ottawa Hospital has a Privacy Policy that follows Ontario's *Personal Health Information Protection Act (PHIPA)*. This law is designed to keep your personal health 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.

If you want to be anonymous while you are here or are concerned about a certain hospital staff member seeing personal health information, you can ask to have a “privacy level code” or “VIP warning flag” attached to your electronic health record. For more information, or to raise a concern, please contact our Privacy Officer.

📞 613-739-6668 ✉️ infoprivacyoffice@toh.ca



Clinical Ethics Consultation Service

You can contact the ethics service at any time if you would like information or guidance on the ethical aspects of your care. This may include: appropriateness of care, disagreements about your care plan, end-of-life care planning, and whether to withhold or withdraw care and treatment.

📞 613-722-7000 ✉️ ethics@toh.ca



Comments and feedback

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. **Website:** Fill out the form at the feedback link on ottawahospital.on.ca.
2. **Comment card:** Please ask someone from your patient care team for a comment card. Your comments and your personal information are 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. **Survey:** Some patients will get a survey from a research company. You do not have to fill in the survey. Your answers and your personal information are kept private. If you do not want the survey sent to you, please call the research company.

📞 613-761-5221



Technology

We offer bedside phones, in-room TVs, and wireless internet (wifi). To access these services, or to report a problem, talk to a member of your patient care team.

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.



Bedside shift report

The nurses caring for you will report to each other at your bedside when they change from one shift to another. They will exchange information about your care in front of you. You can be a part of the report, if you want. Please ask questions or give information to the nurses at this time.



Hourly rounding

A nurse will come to your bedside about once every hour to see if you are comfortable, ask about your pain, and help you move or change position. The nurse will make sure you can reach your phone, bedside table, call bell and any other items you need. If you need help between these hourly visits, please use your call bell.



Care boards

The white board on the wall near your bed is a communication tool for you, your family and your care team. Nurses will update your care board at change of shift and as needed. You or your family can also leave notes for your care team on the care board.

If it is hard to reach, please use the notes section in this Patient and Family Care Guide instead and then discuss with your nurse during hourly rounding.



Fire and electrical safety

Please do not bring items with frayed or broken cords, or items that do not work properly, to the hospital. Ask a member of your patient care team if you should bring certain electrical equipment with you.

As part of our focus on safety, we test our fire alarm system regularly. If you hear the fire alarm, please go back to your room if you can and do not use the elevators. If you don't know what to do, ask any staff member.



Good wishes form

Would you like to send good wishes to a loved one staying at The Ottawa Hospital? We can deliver messages to inpatients at our General and Civic campuses. You can find the form on The Ottawa Hospital website:


ottawahospital.on.ca/en/good-wishes-form



Valuables/lost and found

The hospital is not responsible for lost or stolen valuables. It is best to leave your valuables at home.

Found items are turned in to Security. If you have lost something, please talk to a member of your patient care team, or call Security.

 613-761-4888

General Campus



Automated bank machines (ABMs)

Main entrance lobby: Across from Information desk

Main building, second floor: Top of the escalator

Main level: Outside Café 501

Cancer Centre: Near Module C

Critical Care Wing: In main lobby

Rehabilitation Centre: Across from the elevators



Food

Café 501 (cafeteria): Main level

Monday to Friday: 8 a.m. to 6:30 p.m.

Second Cup: Main level, near elevators

7 days a week: 6:30 a.m. to 10 p.m.

Tim Hortons: Critical Care Wing lobby

Open 24/7

Le Café volunteer coffee kiosk: Main entrance of Rehabilitation Centre


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



Pharmacy

Medical Pharmacy: Main level next to Second Cup

Monday to Friday: 8:30 a.m. to 6 p.m.

 613-731-9152



Prayer room

Main building: Across from room M1326, in the hallway across from the mailroom

Rehabilitation Centre: in the cafeteria on the second floor



Shops

Friends' Corner Convenience Store: Main level across from Information desk

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): Main level across from Second Cup

Monday to Friday: 8:30 a.m. to 8 p.m.

Weekends: 11 a.m. to 6:30 p.m.

Civic Campus



Automated bank machines (ABMs)

Employee Corner: Next to Tulip Café

Main entrance lobby: Next to Tim Hortons



Food

Second Cup: Main level

7 days a week: 6:30 a.m. to 8 p.m.

Tim Hortons: Main entrance

Open 24/7

Tulip Café (cafeteria): Main level


Monday to Friday: 9 a.m. to 6 p.m.



Pharmacy

Medical Pharmacy: Main level

Monday to Friday: 8:30 a.m. to 6 p.m.

 613-761-4157



Prayer room

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 on the Main level.

Art Gallery and The Auxiliary Shop

Monday to Friday: 10 a.m. to 8 p.m.

Weekends: 12 p.m. to 4 p.m.

Flower Shop

Monday to Friday: 10 a.m. to 8 p.m.

Weekends: 12 p.m. to 4 p.m.

Gift Shop

Monday to Friday: 10 a.m. to 8 p.m.

Weekends: 12 p.m. to 4 p.m.

Lottery Kiosk

Monday to Friday: 10 a.m. to 3 p.m.



Parking

All parking on The Ottawa Hospital's property is paid parking. Money raised from parking lots is used to purchase medical equipment and support research.

Accessible parking is outside the main entrances and in most parking lots. You need a permit to park in an accessible parking space.

Meter parking is available for short-term parking. You have to pay at all times to park at a meter, including on weekends and holidays.

Passes are available for those who visit the hospital frequently or for an extended period of time. There are three types of parking passes: **daily**, **weekly**, and **monthly**. You can use your pass at any of our three campuses, and the pass gives you in and out privileges between our campuses.

Civic Campus

Many of our parking lots take credit card payment at the gate before exiting. There are also two self-serve pay stations:

Main entrance: Next to Tim Hortons
East entrance: Near Security Office

Weekly and monthly passes are available at:

P1 parking garage: 24/7

Main level
Security Office: 24/7



OC Transpo has several bus routes along Carling Avenue and Parkdale Avenue. To learn more, please visit the OC Transpo website.

 octranspo.com

Para Transpo has direct-line telephones in the Emergency Department and in the Norman Paterson–Main entrance lobby.



WestWay Taxi has direct-line telephones in the Emergency Department and in the Norman Paterson–Main entrance lobby. There are usually taxis waiting outside the Admitting Department.

General Campus

Many of our parking lots take credit card payment at the gate before exiting. There are also six self-serve pay stations:

Main building, second floor:	Top of the escalator
Main entrance:	Near the Information desk
Critical Care Wing:	Main lobby
Cancer Centre:	Module C
Cancer Centre:	Main lobby
Rehabilitation Centre:	Main lobby

Weekly and monthly passes are available at:

Main level, Admitting: Cashier's Office
Monday to Friday
8 a.m. to 4 p.m.

Second floor
Security Office: 24/7

OC Transpo has several bus stops and routes along the General Campus Ring Road. To learn more, please visit the OC Transpo website.

 octranspo.com

Para Transpo has direct-line telephones in the Emergency Department, in the Main lobby, in the Critical Care Wing lobby, and in the Cancer Centre lobby.

WestWay Taxi has direct-line telephones in the Emergency Department, in the Main lobby, in the Critical Care Wing lobby, and the Cancer Centre lobby. There are usually taxis waiting outside the Main entrance.



Your surgical discharge checklist

If you were in the hospital for a surgery, the information below will be reviewed with you before you go home. You will also get a Discharge Information Sheet from your patient care team.

Please check only the boxes that are clear to you and/or your family. If anything is not clear, it should be added to your list of questions.

- I have any prescriptions that I need (including any pain drugs).
- If I have a new prescription, I know why I should take the new drug, when I should take it and the side effects that could happen.
- I know what to do with the drugs that I am already taking.
- I understand the recovery plan, including:
 - The activities I am allowed to do
 - Physiotherapy (if needed)
 - Any homecare and/or rehab I will get
 - How to take care of my incision and dressings
- I know when and where my next visit is:
 - Date, time and place: _____
- I know how to contact my surgeon: _____
- I know what to do in case of emergency: _____



Notes

Lined area for writing notes, consisting of multiple horizontal lines.

