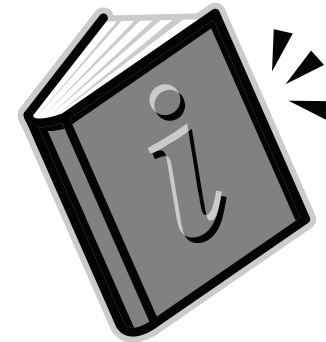


Welcome to the Cardiology Unit



Providing Patient and Family Centred Care

Discharge Time: Before 11:00 a.m.

Level 4 - Bishop Dowling Wing
St. Joseph's Hospital
50 Charlton Ave. East, Hamilton, Ontario
Telephone: 905-522-1155 ext. 33463

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Notes

Notes

Welcome to the Cardiology Unit

Although being in hospital can be a stressful time for you and your family, we hope that your stay will be positive. This booklet will give you information about the unit and services around the hospital.

Members of the health care team would like to involve you and your family in your care as much as possible. This is known as “Patient and Family Centred Care”. Please feel free to share any concerns or questions you have with any member of the team.

About the Cardiology Unit



The cardiology unit has 15 beds. There are private, semi-private and 4-bed rooms. Rooms are assigned by the patient condition as well as the available beds.

Each day and night shift has **Registered Nurses** helping you with your plan of care. Nurses have 5 to 6 patients each. **Personal Support Worker (PSWs)** help the Nurses with patient care.

A **Charge Nurse** helps with daily unit functions. The **Manager** oversees the unit and patient care.

The **Unit Communication Clerk (UCC)** greets and directs visitors, answers telephones and patient call bells, organizes health records and processes doctors' orders along with many other related activities to help keep the unit running smoothly.

Goals of your care are to:

- diagnose your condition and start the best treatment
- help you learn to do as much as you can for yourself.
- help you get support and education from the health care team to go home as soon as you are able.
- organize services as needed when you leave the hospital.

Privacy and Confidentiality of Your Patient Information

In order to protect and look after all of our patients, we ask that you assign one family member to be the person to call the unit about information and updates.

Your designated person can then pass on the information to people you want the information shared with. The telephone number is 905-522-1155 extension 33467.

Notes

Your Health Care – Be Involved

Your safety is our concern. In order to have the best health care become an active member of your health care team.

Here are some ways to **Be Involved**:

- Ask questions and talk about your concerns
- Know the medications you take and why you take them
- Carry a current list of medications and herbal products you take to share with all health care providers
- Carry a list of your current medical conditions, allergies, past problems and surgeries
- Make sure you know what to do when you leave the hospital, clinic, program or doctor's office

When you are involved, you can make better decisions about your treatment plan. For more information there is a booklet called "Your Health Care – Be Involved" published by the Ontario Hospital Association. You can download this book in many languages from www.oha.com

What happens on this unit?

On this unit, the Health Care Team will work together with you to make sure you get the treatment you need.

This will include blood tests, x-rays and other tests.

We will arrange therapy that you need to prepare you for discharge.

The nursing staff will assess your ongoing health needs, provide medications and help you with your personal care.

You may find your days start quite early with tests and medications. Members of your health care team will plan times to rest and visit.



Education Resources

There are many pamphlets and books with information about health, nutrition, exercise and medications on the unit. These are in display holders on the unit. Please ask for any information that you are interested in.

Our Health Care Team

Members of the health care team would like you and your family involved in your care as much as possible. This helps us provide patient centred care based around your needs and choices.

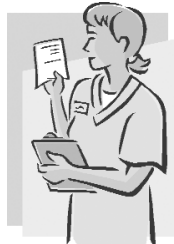


You will meet **Doctors** who are specialists in treating health problems. You will also meet Interns or **Residents** who are Doctors completing extra education in a specialty area.



Your **Family Doctor** may be in to see you, but has asked the Specialist Doctor to be in charge of your care in the hospital. When you are discharged, your Family Doctor will get a summary of your treatment while you were here.

Registered Nurses look after you 24 hours a day. You see many Nurses during your stay. Nurses give medications, help with personal care and any learning needs that you may have. Your assigned Nurse keeps your Doctors and team members informed of your progress.



Comments and Compliments - Patient Relations

At St. Joseph's Healthcare Hamilton we expect everyone will treat each other with dignity and respect at all times.



We invite you to contact our Patient Relations Department at 905-522-1155 ext. 33838 when you have comments, compliments or complaints about the care you had here.

When you call with a compliment, we will pass this message on.

When you call with a complaint, we will work with you and your health care team to try and resolve the problem using respect, compassion, confidentiality and fairness for all involved.

If no one is available when you call, please leave a message.

Parking

Follow the signs for parking. Visitor parking is off James Street South beside the Fontbonne Building.

You can call the Parking Office at 905-522-1155 ext. 32750 to get a reduced rate to come and go all day, or a reduced rate 2 week pass or monthly pass.

The parking lot off Charlton Avenue is premium parking. No in and out privileges, coupons, passes or validations are accepted and it costs more to park here.

There are also local parking lots in the area if you do not mind walking.



Registered Nurses (RNs) work 12-hour shifts. Shift changes occur at 6:45 to 7:15 a.m. and p.m. At shift changes the Nurses discuss each patient with the oncoming staff and may come into your room to check on your condition and talk to you. The nurses may also check your equipment and treatments at this time.

Although nurses are always available for urgent needs during this report time, you should try to plan your needs or discussions for before or after shift change over.

Visitors may be asked to leave the room or the unit at times to promote privacy, confidentiality and patient safety.

The **Pharmacist** can help you learn about your medications. He or she can come to talk to you about your medications and give you some written information. You can ask your Nurse to arrange for a Pharmacist to come and see you.



Respiratory Therapists are available for lung function tests and to apply devices for treating special breathing needs. They are available in the hospital 24 hours a day.

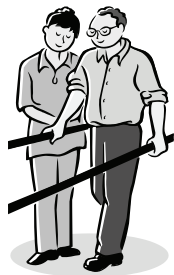
The **Registered Dietitian** can discuss your diet if changes need to be made or if you have any concerns.

A **Speech-Language Pathologist** will be part of your care plan if you need help with communication and swallowing.

The **Physiotherapist** may assess you and design an exercise plan to help you recover.

Your plan of care may include:

- deep breathing exercises
- leg exercises to prevent blood clots
- walking to increase your independence after surgery.



A **Spiritual Care Specialist** can be contacted to visit you. At your request, a visit from the clergy of your choice can be arranged.

A **Social Worker** can meet with you to form a plan for your discharge if other agencies or programs in the community are needed. Special counselling can also be planned.

Palliative Care Team

Members of the Palliative Care Team may help with pain and symptom management or when someone has a terminal illness. The team will answer your questions and help you plan and decide the best care. They will listen and support you and your caregivers.

The Sherman Library

The Sherman Library is on the 2nd floor of the Juravinski Tower. You can ask the librarian for help finding information. You can read the information in the library or may be able to pay for a copy to take home.



Outpatient Pharmacy

The Pharmacy in the main lobby can meet all of your medication and health care product needs. It offers professional advice, education and fast and friendly service. The pharmacy accepts all drug plans. Any patient or visitor may use the pharmacy.



Smoking

There is no smoking at St. Joseph's Healthcare Hamilton. This means there is no smoking anywhere on the property inside or outside.



If you would like help to quit smoking talk to member of your health care team.

Around St. Joseph's Hospital

Food and Drinks

The cafeteria, on Level 2, offers a wide variety of snacks, meals and food. There is a coffee and snack shop on Level 1 by the main entrance and Level 1 of the Fontbonne Building. There are also vending machines around the buildings.



If you are on a special diet, please talk to the staff before you buy food off the unit. Check with a Nurse before eating food brought into the hospital for you.

Chapel

The chapel is located near the main entrance. It is a quiet, peaceful place where everyone is welcome. Daily mass and special services are posted on the chapel door.



Gift Shop and Store

These are located near the main entrance. You can get cards, flowers, gifts, magazines, books, snacks, and much more here.



Members of the Palliative Care Team offer education and advice about pain control, symptom management, comfort measures and spiritual guidance. Anyone can contact the Nurse or Social Worker for a referral. You need a Doctor's order to be referred to a Palliative Care Doctor.

The **Community Care Access Centre or CCAC Case Manager** and members of the team will assess your needs for services in the home as needed. Professional services such as nursing, physiotherapy, and nutrition follow-up may be arranged if needed. Equipment may also be arranged.

Other people you may meet

Housekeepers keep the unit and your room clean.

A **Foot Care Nurse** can come to trim toenails and do foot care. There is a fee for this service. You can ask your Nurse or the Unit Clerk to request this service for you.



Around the Unit

Quiet Rooms

There is a special room for family and friends when they need a private place to rest or talk. If you think that you and your family could use a quiet place together, talk to your nurse. These rooms are available for 3 to 4 hours at a time only.

Heart Monitors

Some patients on the unit need to have their heart rhythms monitored. A small machine, called a telemetry unit, is attached to your chest by sticky pads.



You wear the machine around your neck in a pouch. The machine sends messages to the monitor at the nurses' station.

Call Bells

Each bed and bathroom has a call bell. If you need help, press the red button. The Unit Clerk at the Nurses' Station can talk to you through your room speaker. If you do not need help right away, tell the person on the speaker. The Nurse will come to help you as soon as possible. This should be within 10 minutes. If not, please call again as the Nurse may be looking after another patient when you call.

Before you leave:

- collect your medication prescriptions and make sure you know about new medications
- have a plan to get prescriptions filled
- make sure you know what medications you have already taken in the morning
- collect any appointment cards for tests ordered or follow-up visits
- tell your nurse about the type of transportation you have
- have proper clothing to wear
- have a key to your home



Remember:

- Discharge time is before 11:00 a.m. The person picking you up needs to bring a wheelchair to the unit. These are found at the entrances.
- Please check in at the Nurses Station for last minute instructions before signing out.

If you are not able to leave by 11:00 a.m., you may have to wait in the patient lounge so the bed can be prepared for the next patient.

Discharge Planning

For some patients discharge planning begins before coming to St. Joseph's Hospital. For other patients discharge planning begins on the day they are admitted. Members of your health care team will begin planning the type of help you need to be able to go home.

Some of the things the team can do are:

- give you and your family information, help or advice to help you manage at home
- arrange any equipment you need for going home
- arrange for support services in your community

There are many types of support services in the community. The type of services you can use depends on your needs. We try to match your needs with the services offered where you live.

Your Community Care Access Centre (CCAC) can also help link you with services and resources in your community.

You and your family will be given as much notice as possible about the exact date and time of your discharge. However, some people are discharged on the same day that they are told they are leaving.

If you or members of your family have any concerns about discharge planning, ask to talk to a Social Worker as soon as you can. It is best to talk about your concerns to find solutions as soon as possible.

Possessions

Please send all medications, valuables and clothes not needed during your stay home. This includes jewelry, wallet, money and credit cards. You need personal items such as shaving equipment, reading glasses, dentures, hearing aids, tissues and reading material.

You can bring in battery operated items such as listening devices with headphones. Make sure you have proper walking footwear such as non-skid socks or shoes.

Label all of your personal items with your name and home telephone number.

If you bring valuables to the hospital, they will be put in a sealed envelope in the hospital vault for safe keeping.

Telephones

Telephones are hooked up each day. You or a family member can arrange to have a telephone by paying a service charge at the Patient Accounts Office in the front lobby of the hospital.



If you have a telephone at your bedside, dial 88 then the number. If you need to change rooms in the hospital, your telephone will go with you at no extra charge. Telephone calls are not put through to patients' telephones between 9:00 p.m. and 7:00 a.m.

Taxi Phones, Pay Phones Cell Phones

There are taxi phones and pay phones at each entrance.

Please turn all cells phones off.

Cell phones may cause problems with the heart monitors and other equipment on this unit.



Television

There is a television at many bedsides. Cable TV can be rented by filling out a television rental card found on the wall outside the nurses' station.

Cable service is started between 1:00 p.m. and 6:00 p.m. each day. Fees must be paid in advance to the television person or cable will not be started. You cannot bring a television from home even if it uses batteries. If you do not have a TV guide at your bedside ask the television person for one.

Patient Education Television

Channels 82, 84 and 85 are free on all bedside TVs. There are many educational programs for patients and family members on this channel. You do not need earphones.



To get these channels, turn on your TV and select a channel. If the voice does not come on, talk to the television person.

- Children cannot visit if you are in Isolation Precautions and they do not fit the Personal Protective Equipment such as proper size isolation gown, mask and face shield.
- Visitors should not use any empty bed in the room for putting things on, resting or sleeping.
- If there are special circumstances for visiting, please talk with the Nurse Manager (ext. 33467) or Charge Nurse (ext. 34125).

Visiting in your room:

When there is an empty bed in your room, do not use the empty bed for:

- putting visitors' coats or bags on
- allowing family members to use it for sleeping or sitting

Remember:

- Do not visit during nursing report and shift change:
 - 6:30 a.m. to 7:30 a.m. and
 - 6:30 p.m. to 7:30 p.m.You may be asked to step out of the room if you are visiting at this time.
- Visitors may be asked to step out of the room so privacy and confidentiality can be maintained at any time.



Guidelines are also made to make sure we maintain privacy, confidentiality and safety for all of our patients and families at all times.

We would be pleased to show your visitors how they can help you while you are in the hospital.

Guidelines:

- You should not have more than 2 visitors at a time.
- If you are on Isolation Precautions you may only be allowed 1 visitor at a time.
- Visitors should be quiet and respect everyone's privacy inside and outside of your room.
- Visitors should not use an empty bed in the room to rest or put items such as purses and coats on.
- There is no visiting during the rest time between 2:00 p.m. to 4:00 p.m. This is a rest time for all of our patients.
- No visiting during shift changes from 6:30 to 7:30 a.m. and 6:30 to 7:30 p.m.
- Visitors may be asked to step out of your room so privacy, confidentiality and patient safety can be maintained.
- Children can visit if always with a responsible person and they are well behaved. We suggest that children under 8 years of age should not visit unless there are special circumstances.

He or she will adjust your set and give you a TV guide. The television person comes around in the afternoon.

Washrooms

Each patient room has its own washroom. Many also have a bath tub or shower. These are for patient use ONLY.



There is a visitor washroom located outside the door to the Cardiac Care, Medical Step-Down and Cardiology Units.

Meals

Breakfast comes around 8:30 in the morning, lunch around 12:00 p.m. and dinner about 5:00 p.m. Let your nurse know if you are on a special diet so the kitchen can be told.



Unit Kitchen

There is a small kitchen with snacks and drinks for patient use only.

A patient refrigerator, microwave oven, kettle and toaster are also here. **Before eating anything from home, check with your nurse to make sure that the food is allowed on your diet. Label all items with the patient's name and date. If you are on Isolation Precautions, food brought from home must be put on disposable dishes found in the unit kitchen.**



Service Excellence

All of the staff, doctors, volunteers and learners at St. Joseph's Healthcare follow a set of "Standards of Behaviour".

Our goals are to:

- treat everyone with dignity and respect
- work together to provide great care and service

Privacy and Confidentiality

St. Joseph's Healthcare Hamilton is committed to protecting the privacy of all patients, visitors and staff. We want to make sure everyone is comfortable and safe.



While we encourage the participation of our patients and families in their health care, it is important to understand that taking photographs or videos (cellphones and cameras) is prohibited unless those involved have given written consent to having their pictures taken.

If you want to take pictures and/or record an event, please talk to your health care provider or the manager, supervisor or person in charge. Without permission you may be asked to leave.

Patient Safety – Preventing Falls

One of our goals is to make sure that everyone is safe all of the time. A fall can happen any time but there are ways to prevent falling.



When you arrive on the unit and are able to answer questions, your nurse will take a history. Some questions ask about your history of falling and your risk of falling in the future. **Please tell the nurse if you have a history of falling.** Your therapist may also ask you about falling as well.

Plans to prevent a fall may include:

- asking for help before you get up the first time
- making sure you are wearing a good pair of walking shoes, slippers or non-skid socks or slippers when you are up
- helping you learn to use a walking aid such as a walker
- walking with a family member, friend or visitor around the unit.



Visiting

Visiting hours are 2:00 to 8:00 p.m. Visiting, outside of these hours, is with special permission.



There are some visiting guidelines to follow to make sure you get the care and rest you need to help you recover as well as be safe.

Patient Safety – Isolation and Visitors – Patient Safety

If you are in isolation there will be a special sign on your door. The sign will show your visitors what they need to do to visit with you safely. Your Nurse will help you and your visitors as well.

Here is an example of an Isolation Sign:



Children cannot visit if you are in Isolation Precautions and they do not fit the **Personal Protective Equipment** such as a proper size isolation gown, mask, gloves and face shield.

People should not visit if they do not feel well or have:

- chills or fever
- diarrhea in the last 48 hours
- nausea or vomiting
- signs of an infection such as a rash or sores

Wash your hands before and after each visit.



Culture and Religion



Although St. Joseph's is a Catholic organization, all faiths are recognized and respected here.

If you want to, please share any of your beliefs that will help us get to know you.

The Spiritual Care Team consists of chaplains who are men and women from many denominations. They are trained to be with patients, families and staff. A member of this team can be contacted for you if you ask.

Violence in the Workplace

St. Joseph's Healthcare Hamilton is working to prevent violence in the workplace. The goal is to provide a healthy, safe, secure and violence-free place for patients, staff and visitors. Violent or abusive behaviour by anyone will not be tolerated.

Teaching Centre

St. Joseph's Healthcare is a teaching organization. This means that you may have students involved in your care. We welcome students from all health care profession colleges and universities.

Research Centre

St. Joseph's Healthcare is a research organization. Many new treatments and changes in health care have come from research done here. You may be asked to take part in a research study. Be sure you understand the details of the study and how you would be involved before you sign a consent form for the research. If you do not want to be in a research study, your care will not be affected.



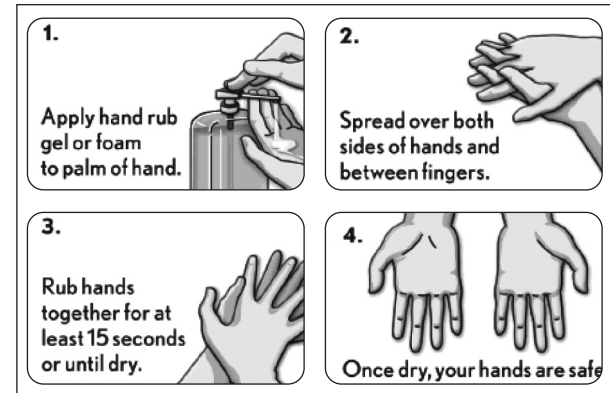
Fragrance Free

Many patients, staff and visitors are allergic to scented products. For everyone's safety, please do not use any scented products such as perfume, cologne and aftershave on the unit.



Protect Yourself and Others

Each time you enter and leave the hospital use the hand pumps to clean your hands. Before you enter and when you leave the unit follow the handwashing directions posted and clean your hands well.



If you are visiting a patient in isolation, please speak with the Nurse before you enter the patient's room. The Nurse will show you what to do before you visit.

Why is handwashing important?

- Clean hands reduce the spread of germs.
- Germs, like cold or flu, can make you sick.
- Clean hands can save lives.



While you are here, do not be shy:

Help our staff remember how important it is to wash their hands by asking any member of your health care team, "Did you clean your hands?"

Remember to clean your hands often while in the hospital.

