

Welcome to the Hamilton Regional Eye Institute

~ Eye Clinic and Surgery Centre ~

at the King Street Campus

This is a Regional Centre that looks after adult eye problems in the greater Hamilton area, Niagara and Brantford.

Eye specialists and staff are from St. Joseph's Healthcare Hamilton Department of Eye Medicine and Surgery and the Faculty of Health Sciences, McMaster University Department of Eye Medicine and Surgery. Services are provided by doctors in private practice as well as full-time clinicians in the Faculty of Health Sciences at McMaster University.

Doctors in the Eye Institute also provide emergency services for all Hamilton hospitals and hospitals in Grimsby and Dunnville.

Since our doctors serve the region, urgent or emergency eye problems are also managed in this centre. This can affect the flow of patients and may affect the time you spend here.

St. Joseph's is also a teaching centre. This means you may have a learner involved in your care under the direction of the health care team. We welcome all learners from all health care programs.

Residents are doctors training to be eye medicine and surgery specialists. Medical and nursing students observe or take part in your care depending on their level and ability. Learners are always closely monitored by the staff doctors.

The Hamilton Regional Eye Institute has two parts:

- Coming to the Eye Clinic – Information starting on page 2
- Coming to the Surgery Centre – Information starting on page 5

Coming to the Eye Clinic

Eye Clinic Services

The Eye Clinic provides many services including consultation, assessment, special eye tests and procedures.

The Eye Clinic is a very busy clinic. However, we expect all of our staff to treat you with respect and a pleasant and caring attitude at all times.

Before your appointment:

- Arrange for a driver if you are visiting with one of the Hamilton Regional Eye Institute doctors. Most doctors give eye drops so you cannot drive.
- If you are visiting for a visual field you can drive after if you normally drive.
- Make sure you have a current list of medications ready to bring to your appointment.



Bring to your appointment:

- Ontario Health Insurance (OHIP) card
- snack, water and medications you normally take during the day
- money for parking
- a person who can translate for you if you do not speak English well



The day of your appointment:

Plan to arrive no more than 15 minutes before your appointment time.





When you arrive:

- Clean your hands with the pumps provided.
- Check in at the self-check in kiosk when you enter the building. There are instructions on what to do but you press the screen to get your check-in number:
 1. **Press** the **Day** you are here.
 2. **Press** the **Doctor** you are seeing.
 3. Wait for the numbered ticket to come out and take it.
- 4. Go and sit in the waiting room.
- 5. Wait for your number to be called and go to the Registration Desk with your Ontario Health card.
- 6. After registering, you will be shown where to wait for the next step of your appointment. There are several places patients go after registering. You will go to the next place according to your appointment time, not the time you arrive.
- 7. This depends on things such as:
 - the type of test or procedure you are having
 - the type of preparation you need and
 - the member of the health care team or doctor you are seeing

◆ Plan to be at the Eye Clinic about 2 hours. There are many doctors and patients in this clinic for many tests and procedures so you may see people go in “out of order”.

Location:

St. Joseph’s Healthcare Hamilton – King Campus
2757 King Street East
Hamilton, Ontario L8G 5E4

When you arrive, go through the main doors off the front parking lot and the Eye Clinic Kiosk is on the left.

To cancel or change an appointment call:

- **905-573-4848**



During hours of operation, the phones are answered from 8:00 to 11:45 a.m. and 1:00 to 4:00 p.m. The clinic gets a high volume of calls daily and they are answered in the order they come in.

Parking

Take a ticket when entering the parking lot.
Keep this ticket with you when you come into the building.



Just before leaving the building, follow the directions on the machine at the entrance to pay for parking.

When leaving the parking lot, put the paid ticket into the machine and the bar goes up to let you drive out of the parking lot. The bar takes some time to go up after putting the paid ticket into the machine.

Extra Charges

Many of the tests and procedures done in the Eye Clinic are covered by Ontario Health Care. However, some are not.

Your doctor should tell you when a test, procedure or product is not covered. You will be billed by St. Joseph's Healthcare Hamilton after your appointment at the Eye Clinic. This bill comes in the mail. Follow the instructions in the letter to make the payment.



Fragrance Free

Many patients, staff and visitors are allergic to scented products and find it hard to breathe. For everyone's safety, please do not apply any scented products such as perfume, cologne, after-shave or lotion when you come for your appointment.

Coming to the Surgery Centre

Surgery Centre Services

The Surgery Centre is a day surgery unit meaning that patients who have an operation or procedure will go home on the same day.

Many different operations and procedures are done at the Surgery Centre including eye surgery, plastic surgery and pain management.

All eye surgeries are booked by your ophthalmologist (eye doctor). Contact your ophthalmologist for your surgery date and arrival time.

Since our doctors serve the region, urgent or emergency eye problems may also be managed here. This can affect the flow of patients and may affect the time you spend in the centre.

Before your appointment

- Arrange for a driver to bring you and take you home after surgery. Your surgery will be cancelled if you do not have arrangements.
- Make sure you have your medications and eye drops to bring.



Bring

- Ontario Health Insurance (OHIP) card
- money for parking and leave all other valuables at home
- your medications and eye drops
- a person who can translate for you if you do not speak English well



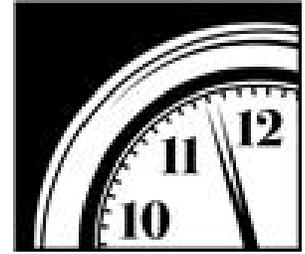
Fragrance Free

Many patients, staff and visitors are allergic to scented products and find it hard to breathe. For everyone's safety, please do not apply any scented products such as perfume, cologne, after-shave or lotion when you come for your appointment.

The day of your surgery

Arrive at the time given. Most patients are told to arrive 1½ hours before their scheduled surgery time.

For example, if your surgery is scheduled for 8:00 a.m. you need to check-in at 6:30 a.m.



When you arrive

1. Clean your hands with the pumps provided.
2. Go to the Registration Desk in the Surgery Centre.
3. Follow the signs or ask for help. The Surgery Centre is on the main floor to the right down a few halls. **It is not the same waiting room as the Eye Clinic waiting room.**



Location:

St. Joseph's Healthcare Hamilton – King Campus
2757 King Street East
Hamilton, Ontario L8G 5E4

Parking

Take a ticket when entering the parking lot.
Keep this ticket with you when you come into the building.



Just before leaving the building, follow the directions on the machine at the entrance to pay for parking.

When leaving the parking lot, put the paid ticket into the machine and the bar goes up to let you drive out of the parking lot. The bar takes some time to go up after putting the paid ticket into the machine.

Extra Charges

Your doctor should tell you when a procedure or product is not covered. You will be billed by St. Joseph's Healthcare Hamilton after your surgery



This bill comes in the mail. Follow the instructions in the letter to make the payment.

Other questions you may have after surgery:

Will I feel pain during the surgery?

Most eye surgeries in the Surgery Centre are done under local anesthetic meaning that you are awake. You are given medication to help you relax. You may feel some pressure.

Will I have pain after surgery?

Some discomfort after surgery is expected. If it persists or gets worse call your surgeon or go to the nearest emergency department.

Can I drive after surgery?

No. You must have a caregiver/driver with you on the day of your surgery. Your surgery will be cancelled if you do not have arrangements.

Your surgeon will tell you when you may begin driving again.



Comments and Compliments – Patient Relations

At St. Joseph's Healthcare Hamilton, we expect that 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. 35938 when you have comments, compliments or complaints about your care.

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

