

Your Health Care – Be Involved

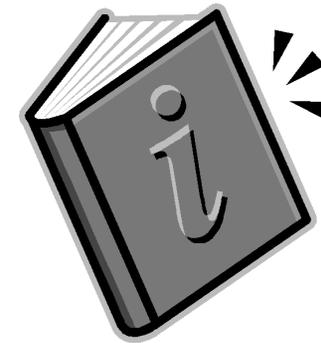
Your safety is our concern. In order to have the best health care be an active member of your health care team.

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

- Ask questions and talk about your concerns
- Know the medications you and your child take and why they are needed.
- Carry a current list of medications (and herbal products) to share with all health care providers.
- Carry a list of 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. Ask a member of your health care team for a copy. You can download this book in many languages from www.oha.com

Welcome to the Pediatric Short Stay



Providing Client Centred Care

Pediatric Short Stay Unit
Level 1, Luke Wing
St. Joseph's Hospital
905-522-1155 ext. 33472

What is Pediatric Short Stay?

Pediatric Short Stay is a special unit where children stay for up to 18 hours. Children are assessed, treated and observed closely by members of the health care team.

What happens when you here?

Members of the health care team will develop a treatment and care plan for your child. As this happens, you will also learn how to look after your child. The goal is to send your child home within 18 hours. Research has shown, that for many health problems, children recover better at home.

Here are some of the things that will happen while you are here:

- Lab tests and x-rays are done as soon as they can be.
- Your nurse will talk to you about your role as a parent in your child's care.
- Members of the health care team will monitor your child's progress all the time and keep you up-to-date on your child's care.

Children that are not ready to return home after 18 hours are transferred to a Pediatric Unit in the region that provides longer inpatient care.

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 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.

Comments and Compliments

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. 36838 when you have comments, compliments or complaints about the care your child had here.



When you call with a compliment, we will inform the ICU team.

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.

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.

Service Excellence

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

Our goals are to:

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

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 will not be tolerated.

Privacy and Confidentiality

SJHH is committed to protecting the privacy of all patients, visitors and staff. We want to make sure everyone is comfortable and safe.

Who are the members of the health care team?

Your health care team includes doctors and nurses. Other members of the team such as a therapist, social worker, pharmacist and dietitian will be part of your child's care when needed.

Your child's doctor will be the doctor on-call when your child came to the hospital. This doctor may change the next day. Your family doctor will get a summary of your child's problem and care so your child can be followed after discharge.

A Child Life Specialist may also see your child to help him or her adjust to being in the hospital. The Child Life Specialist knows the best approach for your child based on his or her age and health problem. This may be reading a book, playing with a puppet or doing a puzzle.

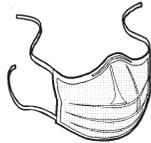
Can I stay with my child?

One adult should stay with your child as your child could be discharged home any time during the day or night. Every effort is made to make you comfortable while you are here.

Patient Safety – Protect Yourself and Others

Each time you enter and leave the hospital use the hand pumps to clean your hands.

Before you enter and leave the unit follow the handwashing directions posted and clean your hands well.



**JUST CLEAN
YOUR HANDS**



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.

Isolation and Visitors - Patient Safety

If your child is in isolation there will be a special sign on the door. The sign will show what you need to do.

Here is an example of an Isolation Sign:



Around St. Joseph’s Hospital

The cafeteria is on the 2nd floor and the coffee shop is in the main lobby on the Level 1 of the Sister Mary Grace Building

There is a Chapel, Pharmacy, Gift Shop and Convenience Store in the main lobby on the Level 1 as well.

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.