

## 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](http://www.oha.com)

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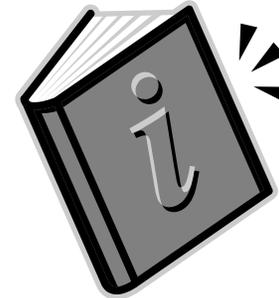
**St. Joseph's**  
Healthcare  Hamilton

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St. Joseph's Healthcare Hamilton  
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**St. Joseph's**  
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## Welcome to the Head & Neck Unit



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Providing Patient and Family Centred Care

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Visiting Hours: 9:00 a.m. to 9:00 p.m. daily

Discharge Time: 11:00 a.m.

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Level 4 - Juravinski Tower  
St. Joseph's Hospital  
50 Charlton Ave. East, Hamilton, Ontario  
Telephone: 905-522-1155 ext. 33504

[www.stjoes.ca](http://www.stjoes.ca)





**The Physiotherapist** may assess you and design an exercise plan with you.



Your plan may include exercises to help:

- prevent a chest infection
- prevent blood clots in your legs
- improve your muscle strength
- improve your exercise tolerance

**The Dietitian** will assess your nutritional needs and develop a nutrition plan with you. The plan will help you become stronger and heal after surgery. Your nutrition plan may mean you need:



- tube feeding
- a change in texture of food
- high calorie or energy food

You may also need to learn how to prepare and choose food at home. Family and friends are always welcome when the dietitian comes.

**The Speech - Language Pathologist** may meet with you to discuss ways you can communicate before or after having a laryngectomy, tracheostomy, or oral surgery. You will get help based on a plan you make together. Outpatient therapy will be arranged if you need it.

## 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.

## 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.



## 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.



## 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.



**The Social Worker** may meet with you and your family to help with concerns about:

- being in hospital
- being away from your family or job
- money
- community support
- emotional concerns
- community services to help you return home

You can ask to see a Social Worker any time during your hospital stay or call the Social Work Department yourself at extension 33101. If you need to see a Social Worker when you go home, this will be arranged for you.

**The Spiritual Care Chaplain** provides spiritual, religious and emotional support for you and members of your family.



If you would like support from your own religious leader, the spiritual care chaplain or nurse will help you make the contact.

**The Community Care Access Centre or CCAC Case Manager** will assess your needs for community services at home.

Services such as nursing, speech therapy, nutrition follow-up or counselling will be arranged if you need any of these. Any equipment and supplies you need to manage at home will also be arranged.



**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 any questions you have. You can ask to see a pharmacist any time during your hospital stay.



## **The Acute Pain Service called A.P.S.**

As members of the Acute Pain Service, doctors and nurses who specialize in pain control will manage your pain after your operation. This may be done by monitoring an epidural tube in your back or a Patient Controlled Analgesia - PCA pump. They assess you and teach you about these methods during their visit.

## **Other people you may meet**

**Housekeepers** will be in your room each day to clean.

**A Hairdresser** is available at the hospital. Ask the nurses for a request card to fill out and return to the nurses' station. Charges for these services are on the card.

**Volunteers** do many things around the unit to support your care and the health team.

## **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 a member of your health care team.

## **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.

## **Gift Shop and Store**

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



## Discharge Time

**Please arrange to leave before 11:00 a.m.** The person picking you up needs to bring a wheelchair to the unit for you. Wheelchairs are found at all of the entrances. You need to sign out at the Nursing Station before you leave.



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.

## Around the Hospital

### 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 day pass to come and go all day, a two week pass or a monthly pass at reduced rates.



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

## Your Confidentiality

In order to keep information about you confidential, you will be asked to pick a spokesperson when you first come to the unit. This person will be the first contact for friends and family who are asking about you and how you are doing. Your spokesperson will communicate with you and the team and then contact the family and friends to pass messages along.

Your family and friends will contact the spokesperson first to keep up-to-date on how you are doing and if you are ready for visitors. This helps control the number of telephone calls coming into the hospital and protects all of our patients' private information. You also need treatment, care and rest to recover and this helps you meet these goals.

### Privacy and Confidentiality

We are 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 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.

## 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.



## 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

**Tell your visitors to clean their hands before and after each visit using the hand sanitizer outside the room.**



## Discharge Plans

Before you come into St. Joseph's Hospital, you may have already discussed your plan for leaving. All along, you and your family will take part in discharge planning.



There are many discharge plans available for patients based on each person's needs. You may be in St. Joseph's Hospital then go home with no extra care.

You may be in St. Joseph's Hospital then go home with CCAC follow-up. A nurse or physiotherapist, for example, may need to come to your home to help you. The CCAC Manager will assess your needs before you leave. If you go home with CCAC care, please make sure you go right home so you will be there when they call you to arrange a visit.

## Before you leave

Your nurse will give you any medication prescriptions and appointment cards before you leave. You should also have arranged to rent or borrow any equipment you need when you are going to your home. A Physiotherapist or Occupational Therapist will help you make these plans.

## 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?”

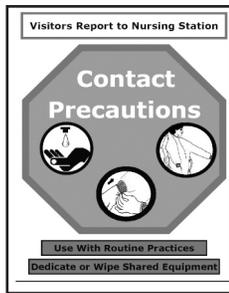
**Remember to clean your hands often while in the hospital.**



## Isolation and Visitors – Patient Safety

If you are in isolation there will be a special sign posted. The sign will show your visitors what they need to do to visit with you safely.

**Here is an example of an Isolation Sign:**



**Wash your hands**



**Put on a gown**



**Put on gloves**

**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 open sores

## 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.

### Around the Unit

#### Meals

Breakfast is served about 8:30 a.m., lunch around 12:30 p.m. and dinner about 4:30 p.m.



Please check with your nurse before you eat food brought in from home.

If you have any questions about your food, ask your nurse or ask to see a dietitian.

#### Unit Kitchen

There is a small kitchen with snacks and drinks such as coffee, tea, milk, juice and bread. A patient refrigerator, microwave oven, kettle and toaster are also here. Label food items with your name and date.



**Before eating anything from home, check with your nurse to make sure that the food is allowed on your diet. Food brought from home must be put on disposable dishes found in the unit kitchen.**

## Call Bells

Each bed and bathroom has a call bell. If you need help, press the red button at your bedside or pull the chain in the bathroom. A nurse will come to help you as soon as possible. The staff at the nurses' station can talk to you over the intercom. Your nurse will also make routine checks in your room.

## Telephones

Telephones are hooked up each day in the afternoon. You 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 8 or 88 and then the number.



There is a pay phone on the first floor. There are also taxi phones and pay telephones at each building entrance.

## Television

There is a television at each bedside. Cable T.V. can be rented by filling out a television rental card found on the wall outside the Nephrology nurses' station. Cable service is started between 1:00 and 4:00 p.m. each week 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.

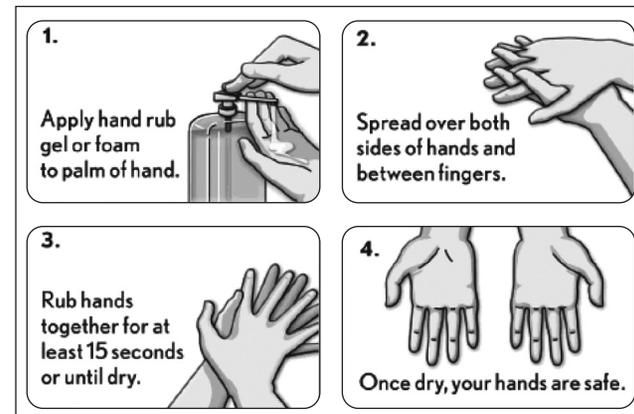
## Patient Safety – Protect Yourself and Others

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



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

### Steps to Handwashing



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.



## Leaving the Unit

Your doctor must write an order on your chart for you to leave the unit while you are a patient in the hospital. Each time you leave the unit, you must sign out at the nursing station so we will know where to find you.

## Visiting

You should not have more than 2 visitors at a time as the rooms are small and other patients are disturbed. Patients need care, treatment, therapy and rest. Visitors should not get in the way of your treatment plan. Please tell your visitors the best times to visit you. Children must be with a responsible adult at all times.



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

Visitors can help with your care or meals, play cards with you or read a book to you. There are many ways they can help you get better.

## Washrooms

Washrooms in the rooms are for patients' use only. There are visitor washrooms:

- on the unit
- on the first floor of the Sister Mary Grace Wing close to the information desk
- on the second floor of the Sister Mary Grace Wing near the cafeteria

## Education Room and Visitors' Lounge

Everyone is welcome to visit this room. You, your friends and family should feel free to relax and read here.



## Flowers

**X** There are no flowers allowed in the Head and Neck Unit



## Items you will need here

You should bring personal care items, shaving equipment, makeup, feminine hygiene products and tissues. You should also bring any things you use such as a walker or cane. You cannot bring any electrical equipment. You may bring battery-operated items.



You will wear hospital clothes when you have drains or tubes. You can wear your own clothes when these come out. Bring easy care and easy wear clothes such as track suits. Nightgowns, bed shirts and housecoats should be well above the ankle so you do not trip on them.

St. Joseph's Healthcare is not responsible for lost or stolen items. Please **leave all valuables at home**. It is best to have your family and friends bring in money as you need it. Valuables kept at the hospital will be locked in the hospital vault until you leave.

**Make sure your name is on anything you bring to the hospital.**

## 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 or non-skid socks 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.



You can also help yourself from falling. Around the unit and the buildings you may see signs and posters with helpful hints to follow.

If you go outside, be careful when it has rained, snowed or there is ice on the ground. Always wear shoes or non-skid socks. Use your walking aid if you have one.

Some medications may make you feel dizzy. To prevent a fall when you get out of bed, sit up slowly. Sit on the bed for a minute, then stand up. If you feel dizzy or like you may fall, sit down right away – on a chair, a bed or on the floor. Ask someone for help. Tell a member of your care team about what happened.