

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

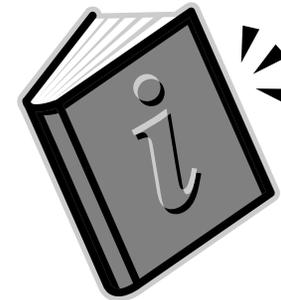
When you are involved, you can make better decisions about your treatment plan. For more information there is a booklet called "Your Health Care – Be Involved" published by the Ontario Hospital Association. You can download this book in many languages from www.oha.com

St. Joseph's
Healthcare  Hamilton

St. Joseph's Healthcare Hamilton
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Welcome to the Nephrology Unit



Providing Patient and Family Centred Care

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

Discharge Time: 11:00 a.m.

Level 7 - Juravinski Tower
Kidney and Urinary Program
St. Joseph's Hospital
50 Charlton Ave. East, Hamilton, Ontario
Telephone: 905-522-1155 ext. 33224

www.stjoes.ca

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.

Your Nephrologist is a doctor who specializes in kidney problems. The nephrologists all share in your care and are on service for patients in the hospital, 2 weeks at a time. This means you may not see your own nephrologist on the unit while you are here. The nephrologist on service, talks to your own nephrologist about your care regularly.

Residents are doctors learning more about the special problems concerning the kidney and urinary system. Residents work closely with the doctors to manage your day to day treatment.

The Charge Nurse is the day to day co-ordinator of unit activities. The charge nurse works closely with members of the health care team to help plan for your care. You can talk to the charge nurse if you have questions or concerns about your care.

The **Nurse Manager** looks after all aspects of patient care and nursing on the unit. If you or your family have any questions or concerns, you can ask to speak to the Nurse Manager.

Registered Nurses and Registered Practical Nurses look after you 24 hours a day. This includes planning with members of the health care team, giving medications and helping you learn about your care. Your nurse keeps the charge nurse and nephrologist informed about your care and progress.



Nurses work 12-hour shifts with changes at 7:00 a.m. and 7:00 p.m. Your nurses will also help you learn what you need to know to manage at home. Your nurses will help you talk to any member of the health care team and represent you in team meetings to make sure you get the care you need.

A **Nurse Practitioner (NP)** may also be involved in your care. The Nurse Practitioner is a registered nurse with advanced education and training. The NP can review your medical history, do physical exams, adjust or order any medications, tests or treatments you need. The NP also helps you and your family with any issues that arise. The Nurse Practitioner works closely with the doctors and other members of the team to help manage your daily medical care.

Special Registered Nurses are also involved in your care when needed such as diabetes educators and skin care nurses.

A **Primary Care Nurse or PCN** is a nurse who works closely with each nephrologist. Before you start dialysis, you will meet your PCN. Your PCN will talk to your nephrologist about any concerns you may have throughout your time in the program.

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.



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 nurse 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.



The Physiotherapist will assess you and design an exercise plan with you. Your plan may include exercises to:

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



The Dietitian may see you to help you meet your nutritional needs. If you are on a special diet and want to talk to a dietitian, ask your nurse to arrange a visit. If you are eating poorly or not able to eat, a dietitian can add nutrition supplements or other forms of nutrition into your diet.



The Social Worker will help you and your family plan your return home. Being in the hospital can disrupt you and your family. The social worker can talk about any concerns you may have. These may include emotional, financial, social and physical concerns. A social worker can help you get back into the community with the support you need. You may ask to see a social worker any time during your hospital stay or call the Social Work Department yourself at extension 33101.

The Occupational Therapist or OT may see you to look at how your kidney disease affects your ability to manage your day to day activities such as washing, dressing, getting in and out of the tub, going to work and doing housework. He or she will help you learn ways to use any aids or tools that may help you stay independent. The OT will also help you and your doctor decide the type of dialysis that is best for you and recommend training techniques to help you learn to manage dialysis. The OT will also make a guard for you to wear to protect your graft or fistula.

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.

Members of the Palliative Care Team offer education and advice about pain control, symptom management, comfort measures and spiritual guidance. You need a Doctor's order to be referred to the Palliative Care team.

The Spiritual Care Specialist or

Chaplain provides spiritual, religious and emotional support for you and your family. If you would like support from your own clergy, the chaplain or nurse will help you make the contact.



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.

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 PT or OT will help you make these plans.

The Community Care Access Centre or CCAC

will assess your needs for community services after you go home.

Professional services such as nursing, physiotherapy, nutrition follow-up or counselling will be arranged if needed.

Any equipment and supplies you need to manage at home will also be arranged.



The Hospital Pharmacist will 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 may ask to see a pharmacist any time during your hospital stay.



The Unit Clerk helps the care team by answering the call bells, telephones and visitors' questions.

A Peer Support Program is available through the Kidney Foundation. If you would like this support, talk to your nurse. You can also call 905-574-5222 yourself.



Each member of the **Kidney and Urinary Team** helps you get well and feel better. It is also up to you to help yourself. The team meets daily to talk about:

- your progress
- what you need to learn to do
- when you can expect to go home

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.

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.

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?"

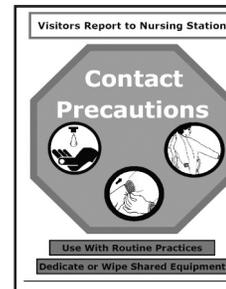


Remember to clean your hands often while in the hospital.

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

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.



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

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.

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. There are many ways they can help you get better.

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.



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.

Around the Unit

Meals

Breakfast is served about 7:30 to 8:00 a.m., lunch around 11:30 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. A patient refrigerator, microwave oven, kettle and toaster are also here. Label food brought from home 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.

Storage

Each patient has a closet in the room to put personal items in. **Keep valuable items at home.** St. Joseph's Healthcare is not responsible for lost or stolen items. You should only keep a small amount of money with you if you wish. If you keep valuables at the hospital, they will be locked in the hospital vault.



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.

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

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.

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