Southern Health Santé Sud

# What You and Your Family Need to Know

Healthier **people**.
Healthier **communities**.
**Thriving** together.

Information for patients

www.southernhealth.ca

*Our mission: Partnering with our communities, we provide safe, accessible and sustainable people-centred health care.*

*Our core values:* ***Uncompromising Integrity, Healing Compassion, Pursuit of Excellence, Respect for All and Purposeful Innovation.***

## YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT

**As a patient, you have the right to:**

- Considerate and respectful care.
- Understandable information about your care.
- Privacy.
- Confidentiality.
- Reasonable continuity of care (avoiding gaps in care if your doctor or facility changes).

**You also have the right to:**

- Refuse treatment and be told about the consequences.
- Expect the service that the health care facility is capable of.
- Know what rules and regulations apply.

**It is your responsibility to:**

- Provide honest information about your health.
- Tell us about any illness from the past and about any allergies you have.
- Respect the privacy of other patients by:
  - keeping information about them confidential.
  - respecting their property.
  - making sure you and your visitors follow the hospital's policies.
- Act with courtesy and respect toward those who are caring for you.

## WHAT MATTERS TO YOU – PARTICIPATING IN YOUR CARE

While you're in hospital, your care needs will be looked after by a team of health professionals that would include doctors, nurses, and health care aides. You may also meet other health care providers such as physiotherapists, occupational therapists, social workers, and dietitians depending on what you need.

Participating in your care can be easy. Your health care team wants to know what is important to you so we can work together to plan your care to match your preferences to get the best results. You and your support persons, whether family or friends, are important to your health and wellbeing.

By becoming an active partner with your healthcare team, you have a say in your care, treatment and discharge planning which leads to safer and better results. It also makes for a smoother transition

when you're discharged. Planning for your discharge home or to other services for care begins the day you are admitted.

Your involvement in your treatment includes forming a treatment plan with your care providers, sharing your concerns, and asking questions. If you wish, you can include a family member or anyone else in discussions about your diagnosis, treatment, and discharge plans. This person can help you ask questions and understand all the information better.

Being involved in your care includes being involved in your recovery—for example, working on getting stronger and telling the health care team how you're feeling. Let the health care team know what you need to go home, including any supports. Other important steps for discharge are making sure that your house keys are available and you have a ride home.

## SHARING INFORMATION

We encourage you or your family to take the time to share with us in writing some key facts on the *What Matters to Me* whiteboard. Think about what matters to you. What would you like your health care provider to know about you? What do you need in order to feel comfortable and safe in your care journey? What is important to you in your care?

The whiteboard in your room helps you and your health care team with information about your care needs, treatment goals, and discharge plans. If you prefer not to have certain information written on your whiteboard, please let your health care team know. Questions often come up after you've had discussions with your health care team. We encourage you to share your questions on the whiteboard in your room. They can be answered the next time the doctor or another team member returns to discuss your care.

## STAYING SAFE WHILE IN HOSPITAL

Southern Health-Santé Sud strives for a just culture of safety. A just culture of safety is creating a work environment where everyone feels safe to report any concerns without laying blame for system learning and improvement including patients, residents and families.

Southern Health-Santé Sud encourages patients, residents, clients and families to request the information they need in order to become active participants in their care. If you or your loved one have any questions or concerns relating to a possible safety event, do not hesitate to contact your health care provider to discuss these questions or concerns and steps that can be taken to address them.

We are committed to providing a safe, respectful, and violence-free environment for all visitors, patients and health care team members. We recognize that when people are unwell and stressed, or have medical conditions, they may sometimes behave aggressively. A plan of care is developed in specific cases for at risk patients to keep everyone safe.

As part of an active member in your treatment plan, you and your family can help to promote safe care in these ways:

### Your Identification Bracelet

You will be given a plastic identification bracelet to wear on your wrist while you're in hospital. The bracelet gives your name and other details. This information is one way to make sure we provide the correct procedures to the correct patient.

If you have any allergies, you will receive a second bracelet that lists your allergies.

Please check that the name, date of birth, and all details on your bracelet are correct. Make sure the doctor or nurse calls you by name and checks your bracelet before giving you medicine or treatments. Keep your bracelet on your arm until you're discharged from the hospital.

If you need to replace your bracelet, for any reason, tell a member of the health care team that you need a new one.

### Your List of Medications

Keep a current list of your prescription medications, traditional medicines, over-the-counter products, vitamins, and herbs. Your health care provider or pharmacist can help you create this list.

At the hospital, the doctor and/or nurse will review with you what medications you're taking. Show them the bottles if you have them with you.

Tell your doctor or nurse about any side effects you feel, such as headaches and sleepiness, after any new medication**.**

### Preventing a Fall

As part of your care, the nursing staff will assess your risk of falling and with your assistance, will develop a plan of care to mitigate your risk of falls and injuries, both while in hospital and after discharge. Let your health care team know if you've fallen in the past and/or if you're worried about falling.

If you are at risk of falling or you would like more information on how to prevent falls, a brochure, "*Falls and You – Most are preventable*", is available by asking the nurses for a copy.

### Ways to Prevent and Control Infection

To protect yourself and others, use the hand sanitizer found at your bedside and locations throughout the hospital. Wash your hands often at the sinks available in your room and bathrooms.

If you must cough or sneeze, use a tissue or your upper sleeve to cover your mouth, and then wash your hands. Ask your health care team to do the same and to wash their hands before they provide you with care.

### Isolation

For health reasons, you may be placed in isolation. While you're in an isolation area, you must remain in your room. You cannot visit other parts of the hospital. Visitors will need to check with the nurse

before they can enter the isolation area. When they visit, they must follow any instructions that the nurse gives them.

### Goals of Care

We respect an individual's rights to accept or refuse medical care or treatment and to make choices and decisions about their health care. Members of the health care team may speak to you about your goals of care, such as decisions about treatments, or planning for future care needs. We encourage you to share your goals of care and your health care directive (living will) with the health care team.

## DURING YOUR STAY

### Mental Health

Being in hospital can be stressful for anyone. If you're finding it hard to cope, please tell your health care team how you feel.

### Indigenous Health Services

Indigenous Support Workers offer support to First Nations, Métis, and Inuit patients. Please ask for this service if you need it.

### Visiting Hours

The goal of visiting hours is to benefit all patients. When you have visitors, please think about the care and rest you may need. Please also think about the care and rest other patients near you may need. Staff may ask you to limit your visitors to two people at one time. If you are wanting less, or no, visitors, please inform the staff and they can assist you with this so you can get the rest you require to heal.

Ask your family or visitors to check with staff about the food and drink you're allowed to have before they bring any items to the hospital.

- General visiting hours are from Noon (1200hrs) to 8 pm (2000hrs) except for:

### Pediatric (Children under 16 years old)

- Two designated parents/guardians may visit daily, and one may remain overnight with the child.

### Health Inquiries

Staff are allowed to give **general** status reports (i.e. 'stable condition') about you to friends and relatives who ask how you are doing. They will share specific details only to those people you have chosen as your contacts.

### Confidentiality/Privacy

During your hospital stay, you may hear information about other patients. Please be respectful of their privacy and do not repeat/share the information heard.

Photos/video: Please do not photograph/record other patients and/or staff without their permission.

### Spiritual or Pastoral Care

When you're admitted, you may be asked about your religious choices. Please let the admission clerk or your health care team know if you'd like to have a visit from your spiritual guide.

### Food and Nutrition

You will receive meals and snacks based on your care plan. If you have specific dietary needs, and/or likes and dislikes, please let your health care team know.

Visitors should check with your health care team if they want to bring you additional food/snacks.

Hot meals for visitors may be purchased in the kitchen but must be ordered by 10:30 am for lunch and 3:30 pm for supper.

A kitchenette is located in the unit. We supply coffee, tea, toast, etc. Please check with your health care provider about any restrictions that apply to the food or drinks you may consume during your time with us.

### Fire Drills and Disaster Drills

Fire and disaster drills take place to test plans for the safety of patients and staff. During these drills, it's normal for buzzers and alarms to make a lot of noise. Don't worry. Follow any directions that staff give you.

### Smoke-free

This hospital is a smoke-free environment. Patients and visitors may smoke and/or vape in a designated outdoor area. If you're a smoker, please talk to your health care team about how we can support you during your stay.

### Scent-free

Please do not wear scents such as perfumes, colognes, and scented lotions. Avoid having flowers with strong scents in your room.

### Personal Property

Staff will do all they can to safeguard your personal items, such as jewelry, money, dentures, and eyeglasses. However, the hospital **accepts no responsibility** for loss or damage to personal items. We strongly advise you to send home anything of value. Please do not keep these items at your bedside.

### Paying for Health Services

Manitoba Health (health insurance) pays for standard rooms and care. If you don't have provincial insurance or don't live in Manitoba, find out what health services your plan covers, as charges may apply.

Manitoba Health sets a daily rate for certain bed classifications. Staff can explain this to you if needed.

Emergency Response Services (ERS) transports, such as ambulances, are not insured by Manitoba Health except in specific situations. Please ask your health care team for more information before any ERS transport.

### Interfacility Transfers

Health facilities in Manitoba aim to provide the most appropriate care in the most appropriate setting. Patients requiring specialty care are transferred to a hospital that can deliver it. Patients whose condition has improved may be transferred to another facility. That way, specialty care is available for those who need it.

These transfers may be to facilities in a different community. If you need to be transferred to another facility, your team will provide information to you and your family.

## YOUR COMFORT IN HOSPITAL

### Newspapers

Copies of the Winnipeg Free Press are delivered daily and are available for patients to share

### Parking

For visitors parking during business hours (7 am – 5 pm), Monday-Friday, please ask your visitors to use the parking at 39 Roch Street (East side of the building). After business hours, please park in the designated parking area at 50 Rogers St. (by the Emergency entrance).

There are special parking spaces for physically handicapped visitors. Look for the wheelchair symbol.

### Television and Telephones

There is a television in each patient room. Personal televisions cannot be brought in. Cable services are provided to you compliments of the Fondation santé Notre-Dame Health Foundation.

Each patient room has a remote that controls your television, lights and call bell. The volume of your television can only be adjusted with this special remote. The speakers for the television are located in this remote.

A cordless phone is available to you for making local calls. Please ask the nursing staff to access the cordless phone.

You or your visitors may use cell phones in certain parts of the hospital. Ask your health care team for locations.

### Wireless Internet

We provide limited internet services in designated areas. Ask your health care team for details.

There are options for **virtual visits** using iPads. Ask a nurse or health care aide for details.

## PLANNING YOUR DISCHARGE FROM HOSPITAL

Over the course of your stay in hospital, we will discuss with you your discharge plans and what you need to successfully go home. Follow-up care means taking care of yourself after you leave the hospital, or getting help from services in your community.

### Community Supports

If assistance is needed to support your discharge, your health care team will work with you and your family to seek out the appropriate resources.

### Follow-up care

When planning for your discharge, we will review your medication needs, follow-up appointments and what supports have been arranged. If you don't understand the information shared with you, please ask questions.

### We want to hear from you!

If you have concerns or wish to share positives about your experience, you are encouraged to talk to your health care provider. If you still have more to share, please contact the site manager at 204-248-2112.

If your concern or feedback is not acceptably attended to, call our Regional Office at 1-800-742-6509 or email info@southernhealth.ca

We would also appreciate your comments on this Patient Handbook. Please fill out this quick survey or scan the QR code

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