Welcome to 5B: Information for Patients, Families & Friends
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General information
Welcome to 5B. Our unit has 27 beds with 22 for urology and 5 for ophthalmology patients. We have 7 private rooms and 5 wards (4 beds in each ward). There are no semi-private rooms on this unit.

From time to time, we may need to move patients from one room to another in order to accommodate patient, family, and gender needs. We try to do this as infrequently as possible, but the need does arise. You will most likely share a room with other patients.

If you would like to request a private room, please check with the unit clerk to make sure we have all of your information and to be put on the waiting list. We thank you in advance for your understanding.

Visitors
Visitors are a key element to the healing process and we welcome them as much as a patient would like. Please keep in mind that if you are in a 4-bed ward, your visitors can become everybody’s visitors.

We ask that friends and family keep this in mind during their conversations. We are very concerned about each patient’s right to confidentiality. A visitor may be asked to leave the room when any member of the healthcare team is assessing you or your roommates, out of respect for every patient’s right to privacy.
Morning rounds
The surgical team usually starts rounds at 6:15 a.m. and finishes by 7:30 a.m. During rounds, you will meet the residents and the medical students looking after you and other members of the healthcare team.

This is a good time to ask the team any questions that you have. It may help to write down your questions in advance. If someone in your family wants to be with you when the doctors visit, he or she is welcome.

Your specialist is: ________________________________

Your resident is: ________________________________

Notes:
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Your healthcare team

Registered Nurses (RN), Licensed Practical Nurses (LPN) and occasionally nursing students care for patients on our unit. Your nurses will be caring for many patients at the same time. If you need a nurse, ring your call bell and someone will help you as soon as possible.

Other members of the team you may meet are:

A physiotherapist and/or occupational therapist can assist you if needed.

A social worker is available if you have any questions about things like work, money, or family when you go home.

A staff member from Food and Nutrition Services can talk about your nutritional needs with you.

Unit clerks and unit aides help other members of the healthcare team.

The Home Care Coordinator is available to talk about services you may receive after you go home.

The charge nurse is available 7 days a week from 6:15 a.m. to 6:15 p.m. This nurse is with the doctors during morning rounds and is familiar with your condition. If you or your family has a question or concern that you would like to talk about with someone other than your nurse, the charge nurse is available. There is always a charge nurse who can speak with you when the daytime charge nurse is not on duty.
The **Nurse Manager** is available Monday-Friday during the day. You are encouraged to get in touch with the charge nurse or the Nurse Manager if you have any issues and they will be pleased to speak with you. We appreciate your comments during your stay with us. This way we can be sure we are meeting your needs.

A **Patient Representative** is available to patients and families who may wish to express concerns, comments, or give compliments about their care. They can be reached at 902-473-2133.

A member of the **Spiritual Care Department** is available to help meet any spiritual needs that you may have. They can be reached at 902-473-4055.

**Important info:**

**Valuables**

We are not responsible for lost or misplaced items. **We encourage all patients to leave valuables at home** or send them home with a family member or friend. If this is not possible, you may have them locked up in the Business Office on the main floor.

**We are “scent-free”**

The QEII has a “scent-free” policy. If you bring in personal care items from home, please make sure they do not have scents.

There is no smoking or vaping in the hospital or on the grounds.
TV
The solarium (room 5145) has a TV for patients and families. TVs in patients’ rooms are provided by Hospitality Services. Call 2999 to activate the TV.

Phone
Payphones are located by the Centennial building elevators. To activate the bedside patient phone, dial 499 from the handset. If your friends or family would like to talk to you, have them call the patient switchboard at 902-473-1510. The 5B Nursing Station is 902-473-6675.

Cell phones are permitted on the unit but please be respectful of others if you are using it.

The nurses change shifts at 7 a.m. and 7 p.m.
It is best to avoid calling during this time as this is when the nurses exchange information and assess their patients. Many phone calls take us away from you. It is helpful to have only 1 or 2 family members call and relay information to other family members. Please note that due to confidentiality policies, information can only be given to the listed next of kin.

Kitchen
There is a kitchen on the unit with some food items (milk, bread, and juice). There is a kettle and microwave if you or a family member bring food from home. These are for patients only.
Quiet room
We also have a family room for special times when a family needs a quiet space.

Public washroom
There is a public washroom in the north hallway, room 5021. This is just around the corner from the nursing station.

Air conditioning
Do not open the windows as it affects the air conditioning.

Shopping and eating
There is a cafeteria, gift shop, and drugstore on the main level of the Centennial building. We hope you get well quickly and that we are able to make your stay with us as comfortable as possible.

Thank you for your cooperation.

This pamphlet is just a guide. If you have questions, please ask. We are here to help you.
Looking for more health information?
Contact your local public library for books, videos, magazines, and other resources.
For more information go to http://library.novascotia.ca

Capital Health promotes a smoke-free, vape-free, and scent-free environment.
Please do not use perfumed products. Thank you!

Capital Health, Nova Scotia
www.cdha.nshealth.ca

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The information in this brochure is provided for informational and educational purposes only. The information is not intended to be and does not constitute healthcare or medical advice.
If you have any questions, please ask your healthcare provider.

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The information in this pamphlet is to be updated every 3 years.