



Patient & Family Guide  
2017

# Welcome to 8.2



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

## Welcome to 8.2

We are a 37-bed Medical Teaching Unit for patients with many kinds of medical conditions. The members of your healthcare team will help meet your needs while in hospital and help you get ready for going home.

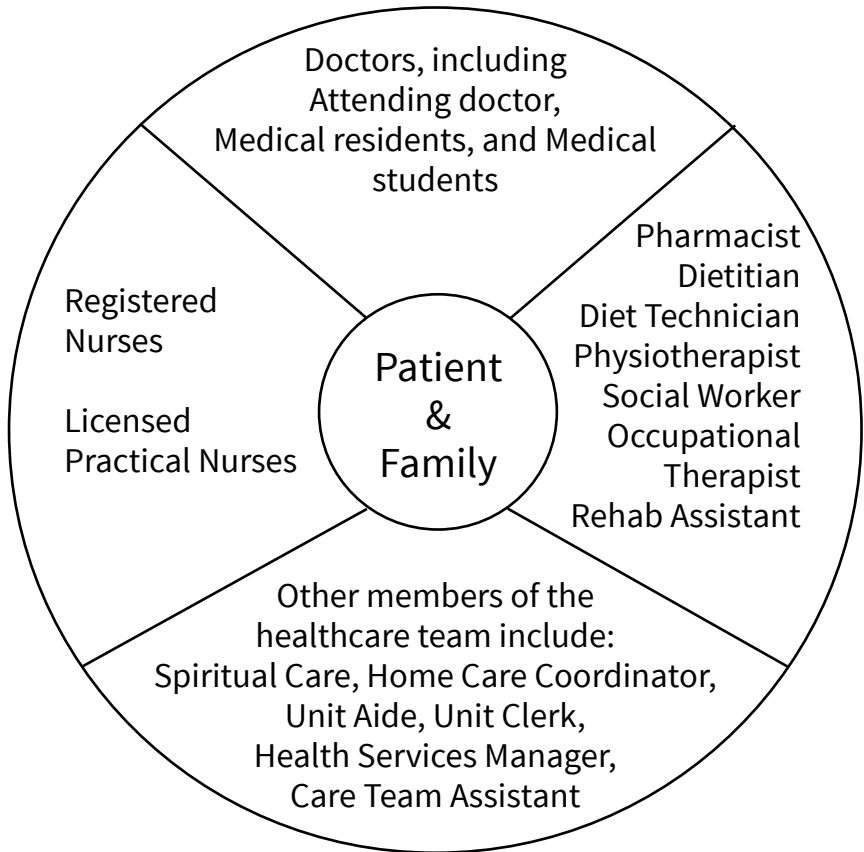
We know this is a hard time and we are open to talking about your needs with you and your family at all times.

Personal information will be given to your immediate family or other people chosen by you. Please name one family member to get and give details to the rest of your family. This helps avoid confusion and lets your healthcare team spend more time with you.

# Your healthcare team

## You and your family

The care, love, and support of family are very important. We welcome questions and ideas from you and your family. Please let us know if you have any concerns.



## **Doctors**

Your healthcare team is led by a team of doctors that includes:

- › Attending doctor - The staff doctor who is in charge of your medical care.
- › Medical residents - Doctors who are studying to specialize in one area of medicine.
- › Medical students - Student doctors in their final year of medical school.

Attending doctors, residents, and students on the unit change every few weeks. This means the doctor caring for you may change during your stay.

## **Nursing staff**

Our highly skilled Registered Nurses (RNs) and Licensed Practical Nurses (LPNs) will care for you during your stay.

Charge nurses - These nurses coordinate patient care on the unit with input from the healthcare team. They are a resource and support for staff and patients.

Care Team Assistants (CTAs) - CTAs help with basic patient care, such as bathing, dressing, feeding, and answering call bells.

## **Unit manager**

The unit manager looks after the administration and leadership of the unit.

## **Unit clerk**

The unit clerk keeps patient charts in order, answers the phone, orders meals, and coordinates test appointments. They can often help you with general questions.

## **Unit aide**

The unit aide takes care of ordering and restocking supplies and cleaning equipment. They may also feed patients.

Your care needs may also be met by other members of the team, such as dietitians, diet technicians, physiotherapists, physiotherapy assistants, occupational therapists, rehab assistants, pharmacists, social workers, spiritual care workers, or home care coordinators.

## **Dietitian**

Dietitians help patients who are at risk of malnutrition. They also help patients with special dietary needs and teach people about nutrition.

## **Diet technician**

Diet technicians help with menus, food allergies, and dietary needs.

## **Occupational Therapist (OT) and Rehab assistant**

The occupational therapy team will help you take part in everyday tasks such as bathing, dressing, and eating. This may involve practicing techniques or using equipment to help you be as safe as possible.

## **Physiotherapist (PT) and PT assistant**

Physiotherapy staff works with you and your family to help with your mobility (movement), strength, and balance during your stay. They will teach you how to use a walking aid, if needed, and how to get around on your own or with help.

## **Pharmacist**

The clinical pharmacist will review your current medications and help the team decide on any medication changes that may be needed during your stay. If you have any questions about your medications, please ask the pharmacist.

After we have reviewed your medications with you, we suggest you ask a family member or friend to take all medications that are not needed during your stay back to your home.

## **Social worker**

A social worker can help with coping with your illness, discharge planning, including financial concerns, and connecting you with resources in your community.

## **Spiritual care worker (chaplain)**

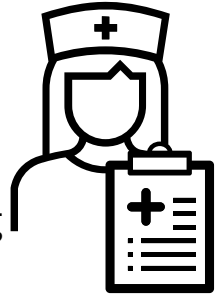
Chaplains respond to the spiritual and religious needs of patients and families. They give support to all patients and families, whatever your cultural background, beliefs, or religious affiliations might be.

## **Home care coordinator**

The home care coordinator helps arrange for services that may be needed when you go home.

## While you are here/planning for going home

Planning for your discharge starts on the day of your admission. The goal is to meet your needs and help you get ready for going home. During your stay, you may be moved to another unit, building, or hospital to meet your ongoing care needs.



You will be discharged as early in the day as possible, although there may be delays. We want to make sure there is a safe discharge plan in place.

### Visiting

Visitors are welcome as an important part of your healing and recovery process. Please try to have no more than 2 visitors at a time.

### Best times for visitors:

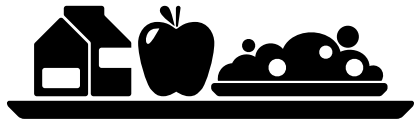
- › 11 a.m.–2:30 p.m.
- › 3:30–8:30 p.m.

### Rest period:

- › 2:30 p.m.–3:30 p.m.

### Meal times:

- › Breakfast: 7:45 a.m.–8 a.m.
- › Lunch: 11:45 a.m.–12 noon
- › Supper: 4:45 p.m.–5 p.m.





## Helping loved ones

Families are encouraged to help during meal times, with our support, as needed. If you would like to bring food in from home, your nurse will be happy to help you store it. Check with the nurse about your loved one's meal plan before bringing in food from home.

At any time during the day, families are encouraged to take part in caring for their loved ones (e.g. helping with walking).

As a patient, you are also encouraged to do as much for yourself as is safely possible. This is part of your discharge teaching plan that supports your return home.

### **Mailing address:**

Halifax Infirmary  
8th floor, Unit 8.2  
1796 Summer Street  
Halifax, NS, B3H 3A7

### **Phone calls:**

To call a patient:  
902-473-1510  
To call a nurse:  
902-473-5400

## **Parking**

The Halifax Infirmary has a parkade with an entrance on Robie Street. Before you leave, you can pay for parking at the machines inside the hospital. The machines accept cash and credit cards.

Fees are:

- › \$3 per hour for the first 2 hours
- › \$2.50 for the third hour
- › \$2 for each additional hour
- › There is a maximum daily rate of \$14.50

When a patient is in hospital for more than 14 days, family members can apply for a lower parking rate. Ask the unit clerk for a form. There are also parking meters on Summer Street.

## **Where can visiting family sleep?**

We do not have a room at the hospital where families can sleep. The unit clerk can give you information about places close to the Halifax Infirmary that offer lower rates for family members of patients at the QEII. When you call to book a room, be sure to tell the reservation clerk that you are a family member of a patient at the QEII.

## **Personal belongings and valuables**

You are strongly encouraged to leave valuables such as jewelry, money, and credit cards at home. Hospital staff are not responsible for the loss of any valuables. If you have valuables with you, send them home with a family member or friend.

## **Family room**

There is a family room on the unit for your comfort.

## **Washrooms**

Visitors may use the washrooms located outside of the unit. Please do not use patient washrooms as this can be a health risk.

## **TV room**

There is a TV room where patients and family can watch TV and spend time together.

## **Kitchen on the unit**

The kitchen is for patients and family use only. Family members may bring in food or drinks to store. These items must be clearly labelled. Ask the unit clerk for patient labels.

## **Chapel**

The chapel is open 24 hours a day for anyone looking for a place of peace and tranquility. It is on the 1st floor in room 1122.

## **Summer Savory Restaurant**

2nd floor (Summer Street entrance)

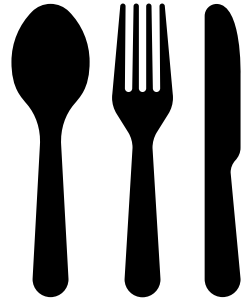
Weekdays: 7:30 a.m.–7 p.m.

## **Tim Hortons**

4th floor (Robie Street entrance)

Weekdays: 6:30 a.m.–1 a.m.

Weekends: 7 a.m.–1 a.m.



## **Gift shop**

4th floor (Robie Street entrance)

Weekdays: 7 a.m.–8 p.m.

Weekends: 11 a.m.–8 p.m.

## **Bank machines**

1st and 4th floors

## **Drugstore**

4th floor (Robie Street entrance)

Weekdays: 8:30 a.m.–5 p.m.

## **Vending machines**

There are vending machines in the cafeteria and throughout the building. The nearest vending machines are on the 4th floor.

## **Smoke-free and scent-free**

NSHA is smoke-free and scent-free. Please do not bring or wear any scented lotions or perfumes.

If you smoke and are interested in easing your cravings and withdrawal symptoms during your stay, ask your healthcare team about nicotine replacement therapy (NRT). If you are interested in quitting smoking, ask your nurse about our stop smoking program.



## **Interpreter services**

Interpreter services are available for patients, family, and staff. If you need an interpreter, please ask your nurse.

## **Patient representatives**

To talk to a patient representative, please contact [healthcareexperience@nshealth.ca](mailto:healthcareexperience@nshealth.ca) or 902-473-2133. If you are calling long distance, please use our toll-free number: 1-855-799-0990.

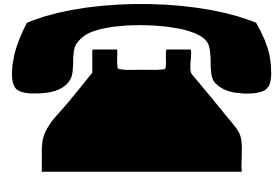
## Important times on the unit

- › 7-8 a.m. – Nursing shift change and report.
- › 8-10 a.m. – Vital signs are taken, medications and baths are given.
- › 9 a.m. – Doctors start their rounds. You will see your medical team at least once a day. We encourage you to ask questions while your medical team members are in your room.
- › 11 a.m. – The charge nurse holds a safety meeting with the nursing staff.
- › 2 p.m. – The healthcare team meets to talk about each patient's needs.
- › 7-8 p.m. – Nursing shift change and report.
- › 8-10 p.m. – Nursing rounds include vital signs, night-time care, and night-time medications.

\*\* Test and procedure times will vary. Your nurse will let you know the times of your tests and procedures to the best of their ability.

## Telephone set up

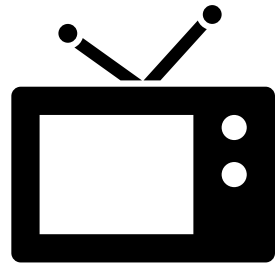
Dial 499, then say the floor number (8.2), the patient's name, and their room number. This message will be recorded.



## TV set up

Turn on the TV in your room and follow the on-screen instructions.

The Hospitality Network has free patient education. See channel 75 for the schedule. No earphones are needed; just turn up the volume and enjoy.



## What you can do to stay safe

### Your medication

The best way to help prevent errors is to be an active member of your healthcare team. We encourage you to ask questions about your medications, as they may be changed during your stay.



Make sure that all of your doctors know every medications you are taking. This includes prescription and over-the-counter medication, vitamins, and herbs.

Do not take over-the-counter medications on your own during your hospital stay without telling your team because they could interact with other medications you are taking.

### **Medication safety once you are home**

Bring a list of **ALL** of your medications to your doctor visits. This can help you and your doctor find out if there are any problems. It can also help your doctor keep your records up to date and help you get better quality care.

Make sure your doctor knows about any allergies or bad reactions you have had to medications. This can help you avoid getting a medication that could hurt you.

When your doctor writes a prescription (drug order) for you, make sure you can read it. If you can't read your doctor's handwriting, ask your doctor to write it again or spell out the name so you can write it down.

**Ask for information about your medication in words you can understand—both when your medications are prescribed, and when you get them:**

- › What is the medication for?
- › How am I supposed to take it and for how long?
- › What side effects are likely?



- › What do I do if I have side effects?
- › Is this medication safe to take with other medications, as well as over-the-counter medications, vitamins, and herbs that I am taking?
- › What food, drinks, or activities should I avoid while taking this medication?

Ask your pharmacist for the best way to measure your liquid medications. For example, many people use household teaspoons, which often do not hold a true teaspoon of liquid. Special devices, like marked syringes, can help you measure the right dose.

Ask for a written brochure about the side effects your medicine could cause. If you know what might happen, you will be better prepared if it does, or if something unexpected happens.

## Infection control

### Information for visitors and patients

Washing your hands is the best way to prevent infections. Remember to clean your hands after using the washroom or touching objects or surfaces in your room and **ALWAYS** before eating.



- Please do not visit if you are sick. Even a cold can be serious for a patient.
- Visitors should clean their hands before and again after visiting.
- Clean your hands between visiting patients in the same room.
- Follow special precaution signs as posted. If you have questions, please ask staff.
- At times visiting may be restricted, such as during a flu outbreak. This is done for the health and safety of both patients and visitors.

### **What you can do to prevent an infection while in hospital**

- Cleaning your hands is the number one way to prevent the spread of germs. All staff should clean their hands before caring for you. If you have not seen a staff member clean their hands, feel free to ask if they have done so.
- Cover your cough with fresh tissue. Try to keep your hands away from your face because germs can enter through the nose, eyes, and mouth.
- Tell your nurse if your gown or linens are dirty or if you need tissues or any other cleaning supplies.
- Try to keep the area around your bed clutter-free. This helps housekeeping staff keep the area clean and can prevent accidents.

- Some patients are placed on “special precautions” during their stay. This may include the wearing of gloves, gowns, and masks by staff, visitors, and patients. If you have questions about these special precautions while in hospital, ask your nurse or a member of the Infection Prevention and Control Department. They will be happy to answer any questions you may have.
- If any of your dressings are loose or appear to have more drainage, tell your nurse. They will check for any signs of infection.
- Intravenous (IV) tubes and drains (tubes into the body) can be places for infections to enter. If your IV dressing is loose or the area gets red or sore, tell your nurse. They will look for any signs of infection.
- Follow your healthcare team’s instructions about breathing exercises and plans for getting out of bed. Moving more can help prevent a lung infection (pneumonia) after surgery.

## **Once you go home:**

1. Follow all discharge instructions given to you by your healthcare team.
2. Make sure you go to all follow-up appointments.

