



L'HÔPITAL  
DU DISTRICT DE  
GERALDTON  
DISTRICT  
HOSPITAL  
GERALDTON  
OODENA AAKOZIIWIGAMIG



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BEST PRACTICE  
SPOTLIGHT  
ORGANIZATION

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## Patient Information Booklet



### **Our Mission**

We are committed to delivering Quality, Coordinated,  
Patient and Family Centered Care

### **Our Vision**

Partnering for a Healthier Community

### **Our Values**

**Respect:** We respect and promote the dignity of each individual

**Excellence:** As a team we provide quality inspired and seamless care  
to our patients/residents and their families

**Accountability:** We are accountable to the communities we serve through  
ensuring that available resources are utilized efficiently and appropriately



# Accessibility

Geraldton District Hospital is committed to continually improve accessibility to Hospital facilities and services for people with disabilities. The Hospital has accessibility policies related to accessibility, as well as annual and multi-year Plans to identify, remove and prevent barriers to people with disabilities who live, work in or use our facilities and services of the Geraldton District Hospital.

# Feedback

Your questions and concerns are important to us. Please give us a call, send us an email, submit a feedback form, or visit us in person. A hospital team member will be more than happy to assist, by answering questions or dealing with concerns you may have.

## Share Your Experience

Your comments and feedback are important. Please fill out the appropriate comment card as thoroughly as possible and it will be sent to our customer feedback team for review. These cards are available throughout the Hospital.

## Complaint Process

If you are dissatisfied with the care or service provided by the Geraldton District Hospital, please feel free to complete a Complaint Form, available upon request. The completed Complaint Form must be returned to the Executive Assistant at the Geraldton District Hospital either in person (located in Administration), via email (jgoulet@geraldtondh.com), or by mail (500 Hogarth Ave., Postal Bag #4, Geraldton ON, P0T 1M0). Once you submit the Complaint Form, it will be directed to the most appropriate Manager for review. They will be responsible for an investigation, resolution and response.

In exceptional circumstances, there may be changes to the services provided and/or information in this booklet.

Please speak with your nurse if you have any questions or concerns.

# Programs & Services

- ♦ 23 Acute Care Beds
- ♦ 26 Long-Term Care Beds
- ♦ 24-Hour Emergency Department
- ♦ Laboratory Services
- ♦ Diagnostic Imaging & Ultrasound PACS
- ♦ Rehabilitation: Physiotherapy, Occupational Therapy & Kinesiology
- ♦ Social Work & Discharge Planner
- ♦ Registered Dietitian
- ♦ Outreach Chemotherapy
- ♦ Telemedicine
- ♦ Breast Screening Van and CNIB Mobile Van Visits
- ♦ Foot Care for Seniors
- ♦ Chiropractic Services
- ♦ Aboriginal Services
- ♦ Diabetes Education provided by the Greenstone Diabetes Education Centre

# General Information

## Bed Times

Proper rest and sleep are important to your recovery. We ask that in the interest of providing an environment that promotes recovery, TVs are to be turned off at 11:00 pm if you are sharing a room.

## TV

You are allowed to bring in your own TV with the screen size not exceeding 19". It needs to be CSA approved. All TVs require a maintenance inspection.

## Telephone

Local telephone services are provided free of charge by dialing "7" to obtain an outside line. Long distance is available by calling card or collect call.

## Internet Services

Wi-Fi Access: GDHGUEST

## Dietary Services

Meal times are 7:30 am, 11:30 am and 4:30 pm. Special diets are ordered by your physician according to medical needs. Patients are given selective menus for meal selection for the following day's meals. Please discuss any special needs with the dietary or nursing staff.

## Visiting Hours

Visiting hours are from 1:00 to 4:00 pm and 6:00 to 8:00 pm.

## Gift Shop/Auxiliary

**Hours:** 1:00 - 4:00 pm & 6:00 - 8:00 pm daily\*

\*Subject to change depending on volunteer availability.

## Smoking

Smoking is not permitted on Hospital Property. Residents, patients, volunteers and visitors MUST leave the property to engage in smoking. For the protection of staff, staff are not allowed to accompany a patient or resident off the property to smoke.

# Discharge

## Discharge Planning

Discharge Planning assists patients and families with arrangements for care upon discharge from the hospital. The hospital's Discharge Planner can provide information on:

- ◆ Community Support
- ◆ Rehabilitation Services
- ◆ Northwest LHIN
- ◆ Information and/or application to Long-Term Care facilities, if required
- ◆ Medical Equipment
- ◆ Respite Care
- ◆ Palliative Care

If you would like to meet with our Discharge Planner, please speak to a member of your healthcare team.

## Leaving the Hospital

Your physician will determine the day of discharge. Before you leave the hospital, you will receive instructions about medications, convalescent care and any follow-up treatment from members of your healthcare team.

# Pastoral Care Services

## Services Available in the Community

### Geraldton

**Anglican Church of Canada**  
(807) 854-1701

**St. Theresa**  
(807) 854-0849

**Geraldton Faith Chapel**  
(807) 854-0092

**St. Andrews Presbyterian**  
(807) 854-1437

**Faith City Church**  
(807) 854-1051

### Longlac

**St. Jean-Baptiste**  
(807) 876-2332

**Pentecostal Assembly**  
(807) 876-4619

## Services Provided by the Geraldton District Hospital

### **Social Worker**

The Geraldton District Hospital employs a full-time Social Worker, providing the following service:

- ◆ Personal and Family Support
- ◆ Grief and Bereavement Counselling
  - ◆ Coordinating Respite Care
- ◆ Coordinating Discharge Planning
- ◆ Coordinating Volunteer Services

# Informed Consent

You have the right to be given information on the risks and benefits of the tests and treatments that you are receiving.

## Patient Privacy

GDH Staff is dedicated to maintaining your privacy during your stay, this also includes you as the patient. The use of electronic devices is permitted in hospital but we ask that you refrain from using the device in a way that would compromise the privacy of other patients.



## Senior-Friendly Hospital

Hospitalization can be a critical event in a senior's life. It can add years and quality to life or create complications that are difficult to reverse.

The Senior-Friendly Hospital (SFH) Strategy at the Geraldton District Hospital aims to improve the health and well-being of seniors, by including senior-friendly processes before and during admission to help avoid complications, such as falls, poor outcomes and readmissions.



## What to Bring and What Not to Bring

### What to Bring:

- ◆ Health card and health coverage information
- ◆ Up-to-date list of all medications, including supplements/ vitamins, or bring current medications in their original packaging
- ◆ Personal care products (deodorant, shampoo, toothpaste, brush, comb, skin care products, etc.)
- ◆ Nightgowns or pajamas, if desired
- ◆ Rubber soled slippers/shoes

### What NOT to Bring:

- ◆ Any valuables such as jewelry or money
- ◆ Contraband substances such as alcohol or drugs



## *A Patient's Guide to Preventing Venous Thromboembolism (VTE), continued...*

### **Will my risk of VTE be assessed?**

The government recognizes VTE as an important problem in hospitals and has advised doctors and nurses that everyone being admitted to a hospital should have a risk assessment completed.

Your individual risk for VTE will be assessed by your health team. If you are at risk, your doctor or nurse will discuss with you what can be done to reduce your risk and will offer you protection against VTE.

### **What can I do to reduce my risk of VTE when in hospital?**

- ◆ Keep moving or walking; leg exercises are valuable. You can ask to see a physiotherapist if you would like to learn some leg exercises.
- ◆ Drink plenty of fluids to keep hydrated.
- ◆ Avoid bumping or hitting your legs.
- ◆ Avoid crossing your legs.
- ◆ Look for unusual or sudden swelling or redness of your legs everyday.
- ◆ Avoid pillows under your knees.

### **In Hospital, what will be done to reduce my risk of VTE?**

- ◆ If considered appropriate by your doctor, you will be measured for elastic stockings and shown how to wear them. While these may feel tight, they are designed to promote circulation and do not pose a risk of cutting off circulation. These will reduce your risk of VTE.
- ◆ Finally, your doctor might consider that you should take an anticoagulant injection or tablet, which reduces the chances of your blood clotting and stop DVT from forming. The drug normally prescribed is Heparin, which is given by injection.

### **What happens after I get discharged from the hospital?**

Elastic stockings may need to be worn from admission until you return to your usual level of mobility. If you have been advised to continue anticoagulation medication at home or you need help with the administration of injections or tablets, please ask your nurse before discharge.

If you develop any signs or symptoms of VTE at home, seek medical advice immediately, either from your family doctor or your nearest emergency department.



## A Patient's Guide to Preventing Venous Thromboembolism (VTE)

### What is VTE?

VTE is the name given to a deep vein thrombosis (DVT) or a pulmonary embolism (PE).

A DVT is a blood clot that forms in a deep vein, most commonly in your leg or pelvis and can cause swelling and pain.

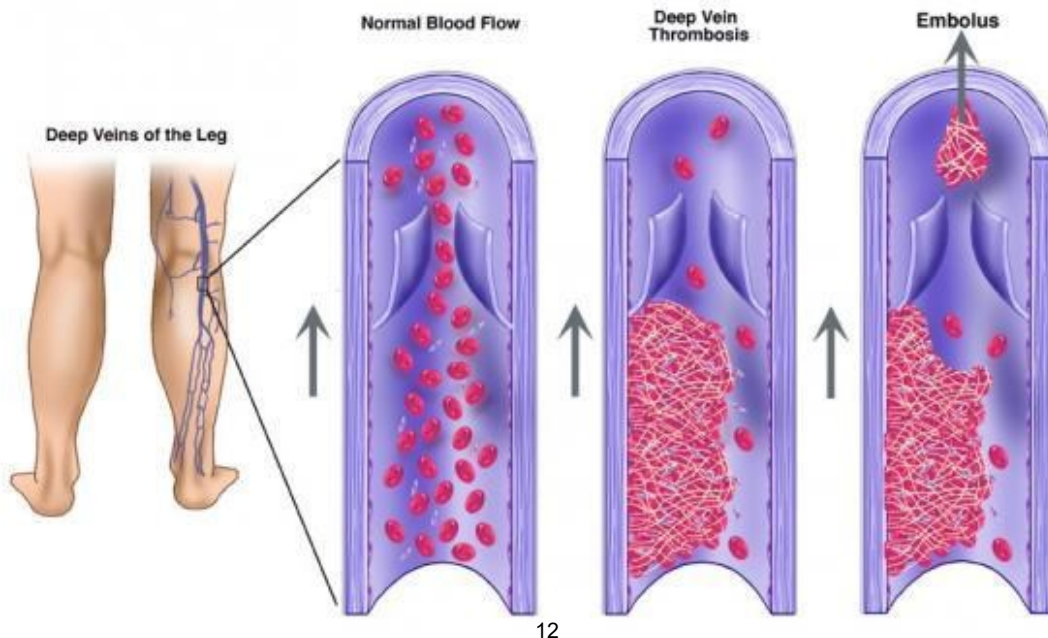
If a clot becomes dislodged and passes through your circulation and reaches your lungs, this is called a PE and can cause coughing with blood stained phlegm, chest pain and breathlessness. A VTE diagnosis requires immediate treatment. If you develop any of these symptoms either in hospital or after discharge, please seek medical advice immediately.

### Is VTE common?

VTE occurs in the general population in about one in 500 people. You will have heard in the news about DVT in people flying or being in a car for long periods, but you are actually much more likely to get VTE if you are going into the hospital because of illness or for surgery.

### Who is at risk for VTE?

In addition to admission to the hospital, there are other factors which place you at greater risk of VTE. These include Previous blood clots, a recent diagnosis of cancer, and certain blood conditions, such as clotting disorders. In addition, pregnancy, certain contraceptives and hormone replacement tablets can increase your risk.



## Your Healthcare

### Be Involved...

**Tip #1** - Be involved in your health care. Speak up if you have questions or concerns about your care.

**Tip #2** - Tell a member of your healthcare team about your past illnesses and your current health conditions.

**Tip #3** - Bring all your medications with you when you go to the hospital or to a medical appointment.

**Tip #4** - Tell a member of your healthcare team if you have ever had an allergic reaction or bad reaction to any medications or food.

**Tip #5** - Make sure you know what to do when you go home from the hospital or from your medical appointment.



### It's YOUR health!

**GDH patients have certain rights and responsibilities:**

**S**peak up! If you have any questions or concerns, it is your right to know.

**P**ay attention.

**E**ducate yourself about your condition.

**A**sk a trusted family member or friend to be your supporter while you are in the hospital.

**K**now which medications you are taking and why you are taking them.

**U**nderstand that you are the center of your healthcare team.

**P**articipate in all decisions about your treatment.

# Patient Rights & Responsibilities

The Geraldton District Hospital views healthcare as a partnership between patients and their caregivers. Mutual respect and cooperation are essential to the delivery of quality healthcare. The Hospital respects your rights, values and dignity. The Hospital also asks that you recognize the responsibilities of being a patient for your own well-being, as well as that of your fellow patients and healthcare team. Please read and exercise these rights and responsibilities as outlined below.

## PATIENT RIGHTS:

The Geraldton District Hospital will respect your right to:

- ◆ Receive quality care, appropriate services and treatments within the hospital’s capacity, which are considerate, compassionate, confidential and respectful of your diverse views, cultural background and human rights.
- ◆ Receive information about your medical condition and treatments, alternatives and outcomes in terms you can understand.
- ◆ Make choices about treatments and be informed of the health benefits and risks of those decisions.
- ◆ Refuse any recommended treatment(s) to the extent permitted by law and to be informed of the potential medical consequences of refusal.
- ◆ Be treated in a safe environment, free of all forms of abuse and harassment.
- ◆ Freedom from restraints that are not medically required or are used inappropriately.
- ◆ Privacy and confidential treatments, communications and medical records to the extent permitted by law and existing government regulations.
- ◆ Receive information related to continuity of healthcare at the end of your stay.
- ◆ Know the name and profession of the members of your healthcare team.
- ◆ Participate in the consideration of ethical issues that may arise in your care.
- ◆ Create advanced directives (living will, health care Power of Attorney), which the healthcare team will respect and comply with to the extent permitted by law.
- ◆ Appoint a suitable decision-maker to make health care decisions on your behalf.
- ◆ Spiritual care and religious support consistent with personal beliefs.
- ◆ Request a second opinion.

## Patient Safety Information, continued...

### Protecting from Falls - Home Setting

Be aware that most falls occur in the kitchen or bathroom. You may want to consider the following home safety ideas:

- ◆ Long handled reacher (available from medical supplies stores)
- ◆ Long handled mop to clean spills
- ◆ Step stools with rubber feet
- ◆ Rubber/non-skid bathtub mats
- ◆ A grab bar in the shower or tub
- ◆ A bath bench or shower chair
- ◆ A night light in hallways and bathroom
- ◆ Light switches that are easy to reach
- ◆ Handrails on both sides of stairs
- ◆ Shoes with good support
- ◆ A walking cane that fits well and has a rubber tip
- ◆ Electrical cords that are kept out of the way



### How Can I Prevent A Fall?

- ◆ Get up slowly from your bed or chair. This prevents a sudden drop in blood pressure. Ask for help if you need it.
- ◆ Watch for slippery surfaces when you walk, especially in winter.
- ◆ Have your doctor check your blood pressure, eyesight and hearing regularly.
- ◆ Review your medications regularly with your doctor.
- ◆ Use the same drug store for all of your prescriptions and over-the-counter medications. Many drug stores will track your medications and tell you about possible problems or side effects.
- ◆ Wear shoes that fit well and have non-slip soles. Do not wear socks on tiled or wooden floors.
- ◆ Do exercises that improve your strength and balance. Chair-based exercises, stretching and walking are good examples. Before starting an exercise program, speak with your doctor or nurse.



**Patient Safety Information, continued...**



**Preventing Falls**

*GDH has a fall assessment and prevention policy. The goal is to reduce falls and injuries in the hospital and at home by developing an individualized care plan.*

**Protecting from Falls - Hospital Setting**

To protect you from a fall, our staff will:

- ◆ Orient you to your room, bathroom and the patient care/nursing unit,
- ◆ Ensure the call bell works and that you can reach it,
- ◆ Put your personal items and drinks within reach,
- ◆ Ensure you have your eyeglasses, hearing aid and walker/cane within reach,
- ◆ Keep your tray table and telephone within reach,
- ◆ Put the bed in the lowest position with the brakes locked,
- ◆ Place the pull cord for your light within reach and ensure you have enough light,
- ◆ Clean up spills immediately,
- ◆ Remove obstacles from your path to the washroom, doorways, and hallways,
- ◆ Check in on you often, and
- ◆ Help you manage your pain if you have any.

**How Can I Help?**

- ◆ Wear non-skid footwear. Please bring from home.
- ◆ Do not lean on equipment for support. Most hospital equipment is on wheels.
- ◆ Call for assistance when you need the bedpan or urinal.
- ◆ Your medications may make you dizzy. Please let your nurse know if this is happening.
- ◆ Ask for help if you feel dizzy. For example, when getting out of your bed or chair, getting into your bed or chair, or when walking in the hallways.

- ◆ Request interpretive services, if required.
- ◆ Request that a physician, family member, friend or other specified individual be notified that you are a patient in the hospital.
- ◆ Have us help you with any special needs.
- ◆ Be listened to, make complaints, raise concerns or recommend changes without fear of reprisal, discrimination, coercion or interference.
- ◆ Have your questions and concerns responded to within a reasonable timeframe.
- ◆ Access information contained in your medical records within a reasonable timeframe.
- ◆ Know the policies that affect your care and treatment.

**PATIENT RESPONSIBILITIES**

The Geraldton District Hospital asks that you and/or your representative please:

- ◆ Provide accurate and complete information related to your health, medical history and insurance benefits.
- ◆ Be actively involved in your care, treatment and discharge plan.
- ◆ Inform the healthcare team about unexpected changes in your condition.
- ◆ Inform the healthcare team when you do not understand any or all of the information given to you.
- ◆ Express any complaints or problems regarding your care.
- ◆ Accept responsibility for outcomes related to refusing treatment(s) or not following the instructions of the healthcare team involved in your care.
- ◆ Inform a staff member if you have a safety concern or if you see a safety issue.
- ◆ Be considerate and respectful of other patients, hospital staff, visitors, hospital property and policies.
- ◆ Be responsible for meeting any financial obligations to the hospital.
- ◆ Be responsible for the safekeeping of valuables and personal possessions you choose to keep with you while a patient in the hospital.

# Patient Safety

## An Informed Patient is a Safe Patient!

## Patient Safety Information



### Medication Safety

**When you are admitted to the hospital**, bring an up-to-date list of all your medications, including herbal supplements/vitamins, or bring the medications in their original containers. Always inform your doctor, nurse and pharmacist about your allergies or intolerance to medications.

**During your stay in the hospital**, look at all medications you receive. If the medications you are given do not look familiar, inform your doctor, nurse or pharmacist.

**When you leave the hospital**, make sure you know which medications to take when you go home. Your medications may have changed while you were in the hospital.



### Hand Hygiene

#### **Cleanliness and Safety go Hand in Hand!**

Cleaning your hands is one of the fastest and best ways to stop the spread of infection!

Alcohol-based hand rub or soap and water are the most effective methods of cleaning your hands.

Your hands should be cleaned before and after meals, after sneezing or coughing, or after using the washroom.

Everyone must clean their hands! Visitors should clean their hands before entering and after leaving your room. Do not hesitate to ask your doctor, nurse or other healthcare providers to clean their hands before touching you.



### Preventing Pressure Injuries

Pressure ulcers (also known as bed sores) are sores that develop when blood flow to a part of the body is blocked and the tissue in that area dies.

Pressure ulcers occur most often over bony areas of the body, such as heel, tail bone, hip, etc.

The best way to prevent pressure ulcers is to change positions often, eat and drink well, and use pillows/cushions to relieve pressure and help ensure that your body is well positioned. Do not use doughnut cushions, as they can focus pressure on surrounding tissue.