



Brockville General Hospital

Right here, with you.



PATIENT AND FAMILY GUIDE

SAP #162803





Contents

Welcome to Your Patient and Family Guide	2
Visiting Our Hospital.....	2
Food Services	2
Map.....	3
Emergency Preparedness	4
Parking.....	4
Smoking/Vaping.....	4
Supporting our Hospital	4
Psychosocial and Spiritual Care	5
Translation and Interpreting Services	5
Allergens and Scents Awareness	5
Falls Prevention	5
Delerium – What you need to know.....	6
Patient Bill of Rights and Responsibilities.....	7
You have the right to:.....	7
You have a responsibility to:	7
Patient Relations.....	9
Your Care Journey	9
What you may need,	9
Your Designated Care Partner.....	10
Staff and Physician Roles	10
Families and Caregivers – How can I Help?.....	13
Preparing for discharge	14
My Personal Notes	15



Welcome to Your Patient and Family Guide

Thank you for trusting Brockville General Hospital with your care. We are the region's largest employer with approximately 1,000 staff and more than 100 credentialed staff, supported by over 200 volunteers. Each of us is committed to providing the best healthcare experience to you and your families.



This booklet contains information about our hospital and the department you are admitted to. It is designed to give you all the information you need at every step of your care journey and to facilitate communication between you and

your healthcare team. If you or your Designated Care Partner have questions, please speak with a member of your healthcare team.

Visiting Our Hospital

We encourage social visits to take place between 9 a.m. and 8 p.m. Please ask any visitors to check in at the unit workstation prior to going to your patient room. Designated Care Partners, someone identified as being essential to supporting your care while you are in the hospital, are welcome at any time. More information on visiting is available at BrockvilleGeneralHospital.ca/Visiting.



Food Services

Patient meals are delivered to patient rooms during the following timeframes:

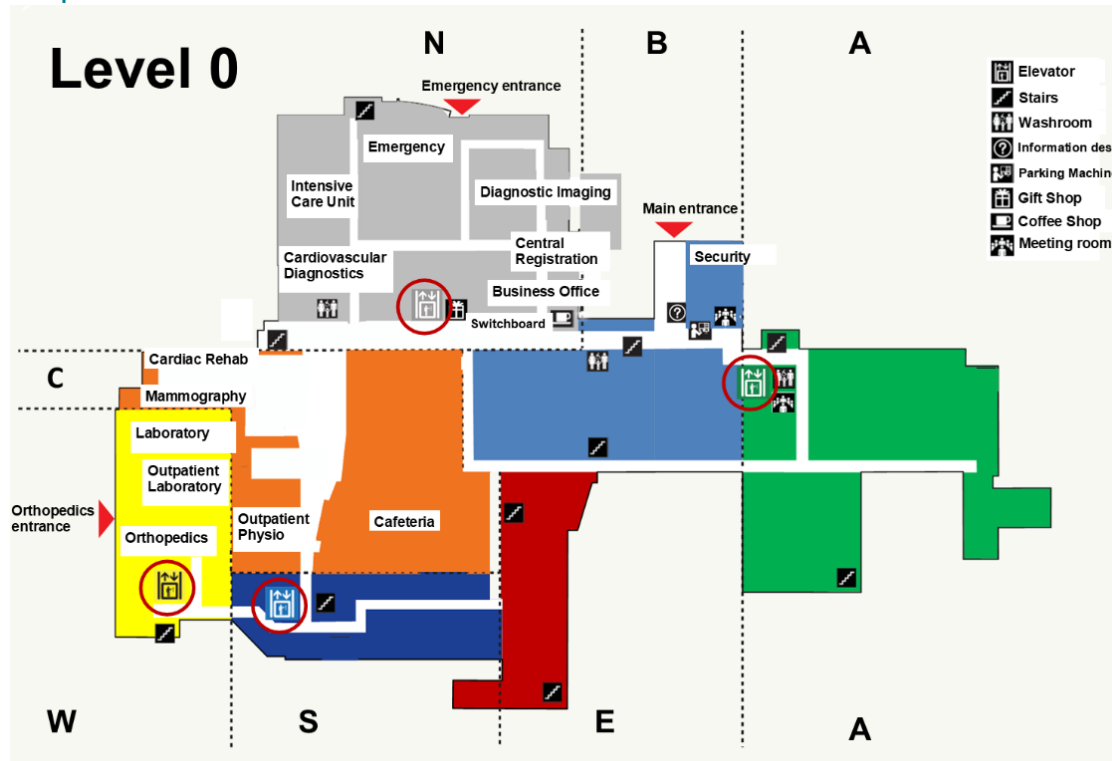
- Breakfast: 7:45 a.m. – 9 a.m.
- Lunch: 11:15 a.m. – 1 p.m.
- Dinner: 4:15 p.m. – 5:30 p.m.

Our Nutritional Services team may speak with you to select meals in advance of their delivery. Food options for families and visitors include our Cafeteria located on Level 0. Open 8:30 a.m. - 2:30 p.m., Monday to Friday, excluding holidays.

Our volunteer-run Eleanor's Café, located on Level 0. Open Monday to Friday from 7:30 a.m. - 3:30 p.m. and Saturday-Sunday from 10 a.m. - 2 p.m. Vending machines are located throughout the hospital.



Map



Map endorsed by Health and Safety department and Space Planning Committee. Updated May 2024

Level 1 (accessed via Silver, Blue, and Yellow Elevators)

- Surgical Services
- Maternity
- Obstetrics and Gynecology
- Inpatient Medical Surgical Level 1

Level 1 (accessed via Green Elevators)

- Inpatient Mental Health and Addictions

Level 2 (accessed via Blue and Yellow Elevators)

- Inpatient Medical Surgical Level 2

Level 2 (accessed via Green Elevators)

- Inpatient Rehabilitation and Stroke Unit

Level 3 (accessed via Blue and Yellow Elevators)

- Outpatient Care
- Cancer Care

Level 3 (accessed via Green Elevators)

- Complex Medical Management
- Palliative Care

Level 4 (accessed via Yellow Elevator)

- Physician offices
 - Dr. Abaza, Pediatric clinic
 - Dr. Burghardt, Child and Adolescent clinic
 - Dr. Davison, General Surgery
 - Dr. Fuoco, Urology
 - Dr. Hobden, General Surgery
 - Dr. Lusty, Urology



Emergency Preparedness

BGH Emergency Codes X55555	
CODE	INCIDENT
AMBER	INFANT SECURITY PREVENTION OF ABDUCTION
BLACK	BOMB THREAT
BLUE	CARDIAC ARREST
BROWN	INTERNAL HAZARDOUS SPILL
GREEN	EVACUATION (PRECAUTION)
GREEN-STAT	EVACUATION (CRISIS)
GREY	AIR EXCLUSION PLAN
	NETWORK INFRASTRUCTURE LOSS
	CRITICAL BUILDING INFRASTRUCTURE LOSS
IMMEDIATE RESPONSE	IMMEDIATE ASSISTANCE- NOT IN PATIENT CARE AREA
ORANGE	EXTERNAL DISASTER
PINK	PEDIATRIC LIFE-THREATENING CONDITION
PURPLE	HOSTAGE TAKING
RED	FIRE
SILVER	LOCKDOWN, ACTIVE SHOOTER/ PERSON WITH A WEAPON
WHITE	VIOLENT/ BEHAVIOURAL SITUATION
YELLOW	MISSING PATIENT
AQUA	FLOOD RESPONSE

Brockville General has policies, procedures, and on-going training in place to ensure patients, visitors, staff, physicians, volunteers, and students are safe during an emergency.

We use standardized Emergency Codes including a colour-coded system established by the Ontario Hospital Association.

In the event of an emergency, please be assured that your healthcare team will respond accordingly and ensure you are kept informed during the response.

For more information on measures to keep you safe during your stay with us please visit

BrockvilleGeneralHospital.ca/EmergencyPreparedness.

Parking

Public parking is available and monthly parking passes can be purchased at our Business Office or by calling 613-345-5649 ext. 51542. Full details on parking can be found on our website at BrockvilleGeneralHospital.ca/Parking.



Smoking/Vaping

In accordance with the Smoke-Free Ontario Act, Brockville General Hospital is a smoke-free environment. Nicotine replacement therapy is available to patients upon request to help manage the cravings to smoke. Please let your nurse or doctor know how you would like to manage your smoking restrictions.

Supporting our Hospital

Giving to Brockville General Hospital supports our ability to modernize and expand to meet future healthcare needs of our community. The Brockville and District Hospital Foundation is our charitable partner and the funds they raise are invaluable to improving the healthcare experience of every patient.

Every dollar raised by the Foundation goes directly to supporting the hospital's mission and enhancing patient care. To learn more about how a gift can make a positive impact on Brockville General visit www.bdhfoundation.com.



Psychosocial and Spiritual Care

Spirituality can play an important role in healing. Spiritual health is a source of coping, inner strength, peace, hope, and comfort in times of distress for many people. A member of our Psychosocial Spiritual Care team is available to you during your time in hospital. Please speak with your healthcare team to be put in contact with them.

If you require a quiet place for reflection and/or prayer, our Quiet Room is available 24/7. The Quiet Room is located on level 0, near our Cafeteria. Your healthcare team can guide you should you wish to visit.

Translation and Interpreting Services

We recognize it's vital to ensure all patient information presented to you and your family is clear and effective, including for patients whose primary language is not English or of those unable to hear. If you require translation and/or interpreting services, notify your healthcare team and they will arrange use of Brockville General's Voyce interpretation system. Patients who prefer in-person translation are asked to coordinate this.

Allergens and Scents Awareness

During your stay at Brockville General, please respect the sensitivities of others by avoiding the use of scented products or keeping flowers with scents in your room. Latex balloons are not permitted in the hospital, and we ask you to consider common allergens when bringing any other items to the hospital. Pets are permitted with advance permission from your care team. Proof of vaccination must be shown prior to the pet coming in.

Falls Prevention

On admission to Brockville General and throughout your stay, your healthcare team will assess you for fall risk as part of our fall prevention program. We want to ensure your safety while in our care. To help prevent you from losing your balance or falling, please follow these tips:

- Never be afraid to ask for help.
- Keep your bed in the lowest, and locked position.
- Keep items you need close at hand to avoid reaching.
- Ensure you have proper lighting.
- Wear non-slip, well-fitting footwear.
- Get up slowly from a sitting/lying position.
- Wear your glasses and hearing aids and use mobility aids if needed.
- Inform staff of any spills in your space.



Delirium – What you need to know

- Delirium is a state of mental confusion. It comes on quickly and causes significant changes in a person's thinking and behavior.
- Delirium is a sign of a serious underlying medical condition.
- Certain medical conditions or a long hospital stay may increase the risk of developing delirium.
- Treatment of delirium involves treating the underlying cause and providing supportive treatments, such as a calm and familiar environment.

Symptoms of Delirium include:

- Not being able to stay awake (*drowsiness*) or pay attention.
- Being confused about places, time, and people.
- Forgetfulness.
- Having extreme energy levels. These may be low or high.
- Changes in sleep patterns.
- Extreme mood swings, such as sudden anger or anxiety.
- Focusing on things or ideas that are not important.
- Rambling and senseless talking.
- Difficulty speaking, understanding speech, or both.
- Hallucinations.
- Tremor or unsteady gait.

If you notice these changes in your loved one, please let a member of your healthcare team know.





Patient Bill of Rights and Responsibilities

You have the right to:

Safety/Quality of Care

- Considerate, respectful care from your doctors and other healthcare providers, free from discrimination.
- Privacy in personal care and confidentiality of information.
- Have spiritual and cultural needs addressed, including having a spiritual care provider as a member of your inter-professional healthcare team.
- Clean and safe environment.

Communication

- Know the members of your healthcare team, including their names and roles.
- Assistance and easily understood information about your diagnosis, and plan of care. Language translation service can be provided.
- Participate in goal setting and choices being made about your treatment, care, discharge planning, and placement options.
- Have family members and persons with Power of Attorney speak up for you and if you are unable to make your own decisions.

Choice

- To accept, ask for, or refuse treatment to the extent permitted by law.
- To read or copy your own medical record, subject to legislation, in the presence of your healthcare provider. To obtain a copy of your health records, contact our Health Records office at BGHPrivacy@BrockvilleGeneralHospital.ca.
- Provide compliments and share concerns regarding the care you received.

You have a responsibility to:

Safety/Quality of Care

- Treat your healthcare team and other patients and visitors with respect.
- Respect the privacy of other patients, staff, and visitors in the hospital.
- Keep track and look after your own property and valuables.
- Report any safety concerns.



- Understand that the needs of other patients may sometimes be more urgent than your own.
- Participate in safety activities such as handwashing, falls prevention, medication safety, and public health measures/requirements.

Communication

- Ask if you do not know who someone on your care team is or what their role is.
- Take part in your treatment plan to the best of your ability.
- Identify if you have a disability or need a support person.
- Understand that a treatment you ask for may not be provided if it is medically or ethically inappropriate.
- Be honest about your personal health information.

Choice

- For you or the person named Power of Attorney to provide documentation to your healthcare team in case you become incapable of making treatment decisions for yourself.





Patient Relations

Communication is crucial to your relationship with your care team, and we understand any questions, concerns, or compliments about your care and experience with us are fundamental to Brockville General's patient and family centered culture.

If you have a concern, as a first step you should feel comfortable speaking with a member of your healthcare team. Should your concern not be resolved, you can ask to speak with the unit manager or attending physician. A list of unit managers and their contact information is included in your patient package folder.



You may also share details of your care experience with us by completing a Patient Experience Survey, submitting a formal complaint, or sharing a compliment. More details, including contact information for our Patient Relations Team, is available on our website at

BrockvilleGeneralhospital.ca/Feedback.



Your Care Journey

At Brockville General, one of our core values is that we are accountable to deliver excellent healthcare. We are committed to providing patient and family centered care, which means ensuring you and your loved ones are actively involved in your healthcare journey.

What you may need,

- ☐ Your pre-admission package if you received one.
- ☐ Health card and any other insurance documentation.
- ☐ All your current medications. Please be prepared to use your own inhalers, eye drops, and over-the-counter medications.
- ☐ Smart/cell phone, tablet, laptop including chargers.
- ☐ Toiletries (toothbrush, toothpaste, mouthwash, sanitary napkins, etc.)
- ☐ Child's favourite toy or blanket (if required).
- ☐ Adaptive aids such as canes, walkers, wheelchairs, hearing aids, dentures, eyeglasses, supportive footwear, etc.
- ☐ When possible, please label your belongings or ask a member of your healthcare team to assist.

Please note, personal items permitted may vary depending on the area in which you are admitted. You are responsible for the safekeeping of all items brought



with you for the duration of your stay and we encourage you to leave valuables at home. If you have left any items behind after discharge, contact our Security team at 613-345-5649 ext. 52001. Lost items will be kept for 30 days.

Your Designated Care Partner

A Designated Care Partner is a family member, friend, or loved one identified by you or your substitute decision maker, who is essential to your safety and well-being while you are here in the hospital.

Designated Care Partners provide you with emotional, cognitive, and/or physical care. They are an important member of your healthcare team and provide critical and often ongoing care.



Full details on our care partner program are available on our website at BrockvilleGeneralHospital.ca/DesignatedCarePartner.

My Designated Care Partner is:

They will help me with:

Staff and Physician Roles

At Brockville General Hospital we have staff, physicians, and volunteers who are dedicated to your care. Many of our staff and physicians have specialized training for the care you need.

Diagnostic Imaging Technologists: Sometimes you will be required to have diagnostic testing such as XRAY, MRI, CT scans, and Ultrasound. The diagnostic imaging team will perform these tests for you, which are then read by a Radiologist. The report will go into your chart for your doctor to read and review with you.

Home and Community Care Support Services: The Home and Community Care Coordinator works with you and your healthcare team to determine what home care services are needed after you return home.

Housekeeping: Housekeepers support your stay by regularly cleaning your patient room and public areas of the hospital.

Medical Lab Assistant: Medical Lab Assistants provide blood drawing services (also known as phlebotomy services). They may come to your bedside to draw your blood prior to certain procedures. The results of the tests can tell your doctor a lot about your health.



Nurse (RN, RPN, Externs): During your stay, nurses will continuously assess your condition and provide the medications and treatments you require. Nurses also support the therapists to help you to do as much for yourself as possible. Nurses will work with you on your Activities of Daily Living (ADLs), such as bathing, dressing and toileting.

Nutrition Services: Staff from Nutrition Services prepare and deliver your meals to you. In some areas of the hospital, you can pre-order your meal and a member of the Nutritional Services Team will come to your room to place your order.

Occupational Therapists (OT): OT's help you to become as safe and independent as possible with your Activities of Daily Living to work towards achieving your goals. They may also assess your thinking skills, perception and how to move in your everyday life. OT's will also work with you to determine what equipment and support you will need in the future.

Patient Flow: The Patient Flow Team may assist you with their transition through the healthcare system with the overall goal of safe integration back into the community. This includes helping patients and their family/caregiver look at options for discharge destinations, providing resources and linking you to community supports at time of discharge.

Personal Support Partners (PSP): PSP's help provide care to any person who require personal assistance with Activities of Daily Living (ADL). They may also provide additional care as delegated by a Registered Health Professional as needed and when it can be performed safely and within Provincial legislation. For example, PSPs can assist with feeding, lifts and transfers, bathing, skin care, oral hygiene, and toileting.

Pharmacy Team: While you are a patient at Brockville General, a pharmacy technician will work with you to identify your medication history. A pharmacist will ensure that you are receiving medications in a safe manner. They do this by reviewing your medications and making sure the dose is right for you.

Physiotherapist (PT): The Physiotherapist will help you to achieve your highest level of independence possible. PT's support you as you recover using exercises specific to you. These exercises help you regain strength, coordination, balance and movement.

Porters: Porters help to transfer you to different areas of the hospital for appointments or in the event you are moving to another unit.

Registered Dietitian: A Registered Dietitian may become involved in your care during your stay. Registered Dietitians review nutritional status and recommend a special diet to ensure your nutritional needs are met while you are here.



Rehabilitation Assistants (OTA/PTA): Rehabilitation Assistants work closely with your Occupational Therapist and your Physiotherapist to help you work towards achieving your goals. They will assist you with ADLs, movement, exercise, problem-solving and thinking.

Social Work: Your Social Worker provides a wide range of support and services to you and your family/caregiver to assist with any challenges you may face after illness or injury. The Social Worker can assess your mood and discuss coping strategies with things such as your illness and life stressors, as well as provide community resources and supports. The Social Worker plays an integral role in advocating for you during your hospital stay.

Speech Language Pathologist (SLP): While you are in the hospital, the SLP may assess your speaking, understanding, reading, and writing skills, and provide therapy in those areas as needed. They may also assess your swallowing and recommend specific swallowing strategies and safe liquid and food textures.

Physiatrist (also known as physical medicine and rehabilitation physician). The physiatrist specializes in non-surgical care for conditions – such as neuromuscular disorders including stroke (nerve, muscle, and bone). The consulting Physiatrist who specializes in stroke recovery will help provide recommendations for your inpatient rehabilitation to help support the best possible outcome.

Physician Assistant (PA): PA's work with hospitalist as a team, meaning you may see either hospitalist or the physician assistant during your rehab stay. Physician assistants assess you, manage your medical condition and direct your care.

Hospitalist: The hospitalist is a physician who will look after you during your stay. Hospitalists work as a team, so you may have more than one physician caring for you. Hospitalists assess you, manage your medical condition and direct your care. During your stay physicians will complete bedside rounds 2-3 times per week for ongoing monitoring of your medical needs, as well as attend family meetings, if they are required during your stay.

Psychiatrist – If your stay is in the mental health unit you will see a psychiatrist regularly. You may also see a psychiatrist in other areas of the hospital, depending on your condition. Psychiatrists assess, diagnose, and treat mental health disorders.

Surgeons: If you have surgery, you will be under the care of a surgeon for the duration of your surgery, after that your care will transfer to the Hospitalist.



Families and Caregivers – How can I Help?

Build a positive healing environment

- Bring in clothes and personal care items from home (see page 8)
- If the patient is going to be here for an extended time, bring in familiar photos (pets, family, etc.). Please label the photos so that staff can use them in therapy.
- Promote self-care. Find out what the patient can do alone or with a little help. Support staff by assisting your loved one with basic care they are unable to do on their own.
- Encourage other family and friends to visit for short periods; sometimes just being there is supportive.
- Celebrate progress, no matter how small.
- When possible, take the patient for a walk/ride around the unit. Make sure to ask your nurse beforehand.
- Encourage the patient to practice what is being done in therapy if provided.

People who are sick in hospital are at higher risk of depression. If you notice a change in your loved one's mood, let the doctors and nurses know.

Some things to say / do:

- Take time to listen.
- Put yourself in their shoes.
- Encourage the expression of emotions.
- Identify and encourage activities that might be enjoyable or rewarding.

Some things not to say:

- It could be worse.
- Try harder.
- Why are you so sad.
- If you don't know what to say, acknowledge this and provide empathy to the patient.

Respect Rest:

- Encourage rest between treatment and therapies as needed
- Have your loved one wear headphones (if permitted on the unit) if noise is a problem.

Decrease Boredom:

Bring in cards, puzzles, games, newspapers, and books, or whatever your loved one is interested in.

Communication:

- Discuss the date/where they are and why.
- Discuss current events / things of interest.
- Have regular conversations like you normally would.



Preparing for discharge

Taking time to plan for your discharge from hospital can help in your recovery. It also reduces the chances of your re-admittance to the hospital and prepares you to care for yourself.

To ensure your discharge goes smoothly, please plan ahead. This includes coordinating your ride home in advance and having them on standby on the day you're being discharged.

Use the checklist provided to ensure you have all the information you need before you are discharged from the hospital. You should also remember to bring this guide and your folder with you to any follow-up appointments at the hospital or in the community.

Yes	No	Question
		Has your discharge summary been reviewed with you?
		Did you learn about new medications or changes in medications you already have? Were your discharge prescriptions faxed to your pharmacy?
		Have you been told about any mobility precautions and/or exercises you need to do as part of your recovery?
		Has transportation been arranged for your discharge time? Please note the cost of some discharge transportation services are paid by the patient.
		Have you arranged for your personal items, including your health card and medications, to be taken home?
		Did your healthcare team discuss with you any follow-up instructions and/or follow-up appointments?
		Do you have all the needed equipment and community support services in place when you return home?



My Personal Notes

My medications are (include the frequency I must take them):

Symptoms I should watch for include:

My test results are:

My future appointments are:



I need more information about:
