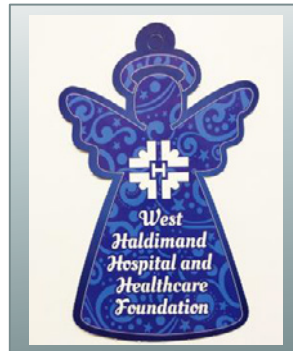


PATIENT and FAMILY GUIDE



West Haldimand
General Hospital



75 Parkview Road • Hagersville, Ontario • N0A 1H0 • Tel. 905-768-3311 • www.whgh.ca

This directory is also available online at www.patientdirectory.ca

Welcome to the West Haldimand General Hospital

Welcome to the West Haldimand General Hospital. This Patient and Family Guide has been designed to provide useful information about our hospital and the health care services we offer.

At the West Haldimand General Hospital, we're committed to providing high-quality health care in a friendly hospital environment.

We understand you have a choice when it comes to meeting your health care needs. Through continuous quality improvements and constantly reassessing our community's health care needs, we are always seeking new ways to enhance our hospital's services and technology. What really makes the West Haldimand General Hospital unique is the people who work here, their caring attitude and their desire to serve you and your family. Thank you for allowing us to serve you.

I also encourage you to share your thoughts, suggestions and questions so that we can continue to improve what we do. Please don't hesitate to contact me.

Sincerely,

Kelly Isfan, President and CEO.

Tel. 905-768-3311, ext. 1117 Email Kelly.isfan@whgh.ca



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About The West Haldimand General Hospital

In 1959 a group of community members formed a committee to plan the building of a community hospital and their dream was realized when the West Haldimand General Hospital opened on March 1st, 1964 on a ten-acre property donated by the Hunter family. At that time the hospital consisted of the ground floor and floor II. In 1967 floor III was added to increase the complement of beds to more than 70. In 1983 the Emergency Department was renovated and updated to its current state and the Health Care Centre was added on the north end of the hospital. The Health Care Centre was built to accommodate physician practices, and other health care programs.

In 2005 the Haldimand Family Health Team was established and leased a large part of the Health Care Centre for its Hagersville operation.

Currently the hospital hosts a 24-hour Emergency Department, Laboratory, Diagnostic Imaging (X-ray, ultrasound and mammography); 23 acute care medical beds; in-hospital pharmacy services; inpatient and outpatient physiotherapy; outpatient surgical services and a range of outpatient clinics within the Ambulatory Care Centre as well as a Diabetes Program, administered though the Haldimand-Norfolk Regional Diabetes Program.



The West Haldimand General Hospital

Vision, Mission, Values and Strategic Directions

VISION

To be the best rural hospital, through partnerships and integration.

MISSION

To ensure access to quality health care for everyone who enters our doors.

òneh ẹdihswáyo òneh ẹęwáhsnyě gwáhs gyoyànre adagaihdehsrǎ oihwgehǎ.

VALUES

Innovation
Adehsrǎnisǒhsrǎ

Compassion
Gẹdẹđ srǎ

Accountability
Ganhodǒgwẹhsrǎ

Respect

Excellence

Dẹdwadadrihwanǒhkwa:k

Oyǎ dawǎdǒhsrǎ

STRATEGIC DIRECTIONS

1. The West Haldimand General Hospital will deliver the best care for patients and families.
2. The West Haldimand General Hospital will build/develop partnerships/alliances to better serve patients/families through integrated care.
3. The West Haldimand General Hospital will be a magnet organization for staff, physicians and volunteers.
4. The West Haldimand General Hospital will use resources wisely.

The West Haldimand General Hospital

Code of Conduct

It is the policy of the West Haldimand General Hospital that every person will receive fair treatment built on Innovation, Compassion, Accountability, Respect and Excellence (I~CARE). This values-based Code of Conduct describes the fundamental principles that guide our behaviours. The West Haldimand General Hospital is committed to supporting a culture which upholds the hospital's Mission, Vision and Values and promotes a caring environment for patients, employees, professional staff, volunteers, Board members, students and visitors.

Principles

This policy is hospital-wide, and pertains to employees, professional staff, volunteers, board members, students, visitors and contract staff.

Accountabilities

All individuals at the West Haldimand General Hospital are expected to maintain a safe and professional work environment. As such, each individual takes responsibility and is accountable for his/her behaviour.

Respectful Workplace

The West Haldimand General Hospital is committed to creating and maintaining an environment that is healthy, and where the dignity and worth of all employees is valued and respected.

Accordingly, the Hospital will:

- Not tolerate workplace violence from employees, volunteers, patients, visitors, or any affiliated parties.

- Actively respond to and correct potentially harmful security and program deficiencies.

- Take decisive and meaningful action to eliminate and remedy any threatening behaviours including: abusive, violent or disruptive conduct, which endangers the safety of the Hospital staff.



The West Haldimand General Hospital

Mission Statement

To ensure access to quality health care for everyone who enters our doors.

Patient's Rights

You have the right to:

1. Respect
2. Be treated kindly by qualified staff in a safe environment with proper regard for your privacy
3. Receive communication that is supportive and caring, and information that is understandable to you
4. Have your informed decision be listened to
5. Have your concerns be addressed in a safe and timely manner
6. Have a choice of participating in research, studies, surveys and teaching opportunities
7. Have your family and friends involved in your care, if you wish
8. Know the identity of your caregivers, who is in charge and to expect them to be in communication with each other

As a patient, you are expected to:

- œ Respect others and their needs
- œ Respect hospital property and help maintain a safe environment
- œ Communicate on-going information about your health and well-being
- œ Participate in your mutually agreed upon treatment
- œ Express any concerns to your health care team
- œ Honour the privacy and confidentiality of others
- œ Consider participating in research, studies, surveys and teaching opportunities
- œ Let us know who we can involve in your care

***“We believe that our patients and families are partners
in the delivery of quality patient care.”***

Patient and Family Centered Care

Patient and Family Centered Care at the West Haldimand General Hospital is health care based on a partnership among practitioners and patients/family. Our goal is to ensure that decisions respect the patient's needs, values and preferences. The outcome provides patients with information, knowledge and support to participate in their care as they choose. The key principles of Patient and Family Centered Care at the West Haldimand General Hospital include:

Ethics

All issues of health care have an ethical component. Ethical decision-making includes: committing to provide access to ethical consultation, knowledge of fact and situation; clarity of thought; adherence to the Mission, Vision and Values of the West Haldimand General Hospital. Ethics addresses questions and dilemmas faced by the patient, family and caregivers within the health system. Members of the West Haldimand General Hospital Ethics Committee are available to meet with patients or families. An appointment can be made by calling (905) 768-3311, ext. 1212.

Dignity and Respect

To actively listen and honour patient and family ideas and choices and to use patient and family knowledge, values, beliefs and cultural background to improve care planning and delivery. This principle recognizes each patient and family as being unique. Care provided should be accessible and equal for all patients and flexible so that the needs and choices of families can be met.

Information Sharing

To communicate and share complete and unbiased information with patients and families in useful ways. Patients and families receive timely, complete and accurate details so they can take part in care and decision-making. This principle recognizes the need for open honest and accessible communication between patients, their families and health care staff. This kind of clear communication enhances the patient's and family's health care experience.

Participation

To encourage and support patients and families in care and decision-making at the level they choose. This principle strives to empower patients and families to join in their health care journey. It maintains that when families and patients understand their options, they are empowered to be involved in their care.

Collaboration

To invite patients and family members to work together with health care staff to develop and evaluate policies and programs. This principle acknowledges that patients and families have much to offer in ensuring safe and quality care for all. By working together patients, families and staff are strengthened by their partnership and shared knowledge. This results in the highest quality of care.

Patient Safety

Everyone at the West Haldimand General Hospital is committed to providing the best care we can in a safe manner. We work together as a team and you are an important member of that health care team. Being an active and knowledgeable member of your health care team will help to ensure your experience is as safe as possible. Sometimes, despite our best efforts, things do not go as planned, or actually go wrong. In health care these are called “adverse events”. Our health care providers are open to your questions and concerns about your care to help avoid these adverse events. This health care facility has many Patient Safety initiatives in place to identify risks to our patients and then act on them to improve the quality of care in our facilities. We encourage you to take an active role in helping to prevent these events by considering the following:

Medication Tips

Know what medicines (name, strength, and how often) you are on and why (include any non-prescription medicines like Tylenol, vitamin supplements or herbal products).

Make sure your health care provider identifies you correctly before giving you any medicine.

Make sure you tell your health care provider about any allergies or bad reactions to medicines you may have had.

When given medicine ask what it is and what it is for.

If the medicine given looks different than what you are used to – ask.

Review your current medications with your health care provider before leaving the hospital.

Talk to your health care provider about any questions or concerns with your medicines (how to know if it is working, how long you will be on it, any side effects).

Always carry with you:

- a list of current medications
- your pharmacy contact information
- any drug allergies with reactions

Medications

The West Haldimand General Hospital will provide the medications your doctor orders during your stay. You may be asked to bring any medications that you were prescribed prior to your admission. You will be educated on any new medications prescribed. Please do not take any medications other than those given to you by your nurse.

Allergies

Please bring any allergies to the attention of your health care provider.

Patient Identification

All patients will be provided an identification band. Staff will verify your identity using two identifiers prior to treatment by asking you standard questions that correspond with your ID band.

Falls

Falls are a patient safety concern. Notify your health care provider immediately if you have fallen in the last six (6) months, you use a walking aid that you have NOT brought with you or you have an illness or disability that puts you at risk for falls. All admitted patients will undergo a falls risk assessment to enable interventions to minimize falls risks.

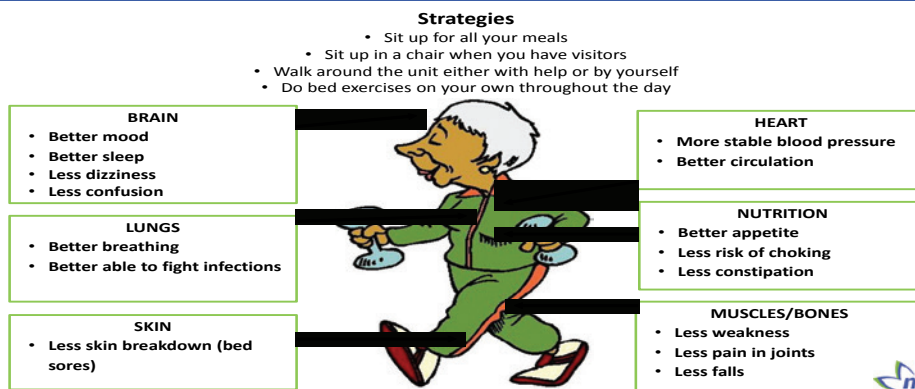
While in hospital you can reduce your risk of falling by:

Make sure you can reach the call bell if you are in your bed, chair, or the bathroom to ring for help

Make sure you ask for help if you need it to use the bathroom or sit / stand up
Maintain mobility by participating in activities as outlined by your health care provider

- Wear nonskid footwear that fits properly
- Some medications can make you sleepy or dizzy – know how they may affect you

Benefits of Getting Out of Bed While in Hospital



Hand Hygiene and Additional Precautions

Hand Hygiene: In health care settings hand hygiene is one of the most effective methods to prevent and control infections. Hand sanitization with Alcohol Based Foams (ABFs) are located at every entry/exit point including elevators throughout the West Haldimand General Hospital. Hands need to be washed with soap and water when they are visibly soiled and when in contact with C. Difficile.

Additional Precautions/Isolation: Signs are posted on the door of the patient who needs isolation. All health care professionals and visitors are required to follow instructions mentioned on the signs (e.g. wear gown, gloves and face mask while visiting patients who are in isolation). Visitors may also be restricted if patients are in isolation. It is important that all visitors, family members and health care workers clean their hands:

upon entry/arrival

upon exiting/leaving the patient's room and/or hospital building

before and after wearing gloves

Accessibility

At the West Haldimand General Hospital we are committed to improving access to our facilities, services and care for patients, their families, visitors, staff and volunteers. Guided by our values of respect and collaboration, and the principles of the Accessibility for Ontarians with Disabilities Act (AODA) Customer Service Regulation we continue to work towards eliminating barriers to our care and services.

The West Haldimand General Hospital implements policies, procedures and plans that contribute to making the hospital fully accessible by 2025. Our multiyear Accessibility Plan and our Compliance Report are located on the Hospital's website.

Accessible Information

The West Haldimand General Hospital will provide upon request a variety of formats when possible to support information sharing.

Assistive Devices

The West Haldimand General Hospital requests patients bring with them assistive devices they use to carry out everyday activities, when accessing care and services. We will make reasonable efforts to ensure that patients with disabilities can use their assistive devices while in the building. These devices may include (but are not limited to): wheelchairs, hearing aids, walkers, crutches and personal sound amplification devices.

Wheelchairs are available for use in the front lobby, at the entrance of the Emergency Department and at the entrance to the Health Care Centre.

Patient drop off is located at the front of the hospital where automated doors are operated between 6:00 a.m. and 9:00 p.m. Automated doors are also located at the Emergency Department entrance 24 hours a day and an accessible access at the Health Care Centre entrance between 7:00 a.m. and 6:00 p.m.

Elevators are available in the centre of the hospital to transport patients to all levels of the hospital.

The following devices are available on site to assist patients, staff, physicians and volunteers in communicating effectively:

Pocket Talkers: Pocket talkers are available to amplify conversation for patients who are hearing impaired.

TTY (teletypewriter) Bell pay phones: The TTY allows the user to send a message over the phone through a keyboard. This service is available on the pay phone in the main lobby of the hospital. Please follow the instructions which are located on top of the pay telephone.

The **Uniphone** combines a telephone, TTY and amplified phone - all in one. People who are deaf, hearing impaired, or hearing can all share one phone. The Uniphone includes a display, a keyboard and an amplified handset.

The **Uniphone** allows Voice Carry Over (VCO) calls. With VCO, you speak directly to the other person and read their typed responses on the display. VCO calls can be made through a toll-free relay service, or directly between Uniphone users for absolute privacy. In a similar way, people who can hear but cannot speak can make Hearing Carry Over (HCO) calls.

Use of Service Animals and Support Persons

The West Haldimand General Hospital welcomes people with disabilities who are accompanied by a service animal. When a patient, family member or visitor enters the hospital with a service animal every effort will be made to accommodate and ensure that the surroundings will allow the individual to effectively maintain their relationship with the animal. If this is not possible due to health or safety concerns, a mutually agreed upon location for the animal may be identified for a limited time. In this instance, other provisions will be made to ensure the individual receives the support otherwise provided by the service animal.

Any person with a disability who is accompanied by a support person will be allowed to have the support person present while on the premises unless it becomes a health or safety risk. In this instance, other provisions will be made to ensure the individual receives the support otherwise provided by the support person. In some cases, it may be necessary to seek the consent of the person with the disability prior to discussing confidential information in front of the support person.



Notice of Temporary Disruption

The West Haldimand General Hospital will provide notice in the event of a planned or unexpected disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. Information on disruptions will be provided where people with disabilities receive information including the West Haldimand General Hospital website, the main phone line, overhead announcements when appropriate and notification to all hospital employees. Patients may also be contacted by phone prior to an appointment to advise them of the change/ disruption and alternatives.



Patient Satisfaction Surveys

The West Haldimand General Hospital conducts Patient Satisfaction Surveys for a number of reasons such as; to evaluate customer service, to evaluate quality of care received, to determine patient perception of wait times for care, to evaluate effectiveness of communication of programs to patients and to learn of problems or concerns being faced by our patients. The survey process is conducted in paper format and results are shared with all staff for review, action when necessary and gratitude as expressed. You may receive your survey while here at the hospital or by mail from a 3rd party organization. We welcome compliments and concerns at any time from our patients; please contact the Administration Office at 905-768-3311 ext.1122 or the Patient Experience Office ext.1212.

Satisfaction surveys are an invaluable tool for our organization. Satisfaction survey results are also utilized as a key indicator for the WHGH Quality Improvement Plan. Thank you for taking the time to participate in our Satisfaction Survey program. This form can be:

Left at the Nurses' Station on the 3rd Floor

Left at the Information Desk in the Main Lobby

Mailed to: West Haldimand General Hospital, 75 Parkview Road,
Hagersville, ON N0A 1H0 Attention: Patient Feedback

Patient and Family Feedback

Patient and Family feedback is a question/comment regarding the care and service provided in the hospital setting. This feedback may be positive (compliment) or constructive (concern/complaint) as provided by patients, family members or visitors.



Comments regarding your experience at West Haldimand General Hospital are appreciated and will be reviewed to help us improve care.

Patient Feedback

This form can be:
Left at the Nurses' Station on the 3rd Floor
Left at the Information Desk in the Main Lobby
Mailed to: WHGH, 75 Parkview Road, Hagersville,
NOA 1H0, Attn: Patient Feedback

Date: _____

Location/Floor: _____

Feedback/Comment Description:

If you would like to recognize someone and know their name, please include it below: Name:

_____ Unit: _____

Would you like someone to contact you: Yes _____ No _____ If yes: Name:

_____ Phone No: _____ To further contact us: Phone

905-768-3311 ext. 1212 Email: PatientFeedback@whgh.ca

We appreciate your **CONFIDENTIAL** feedback.



Statement of Information Practices at West Haldimand General Hospital

Collection of Personal Health Information

West Haldimand General Hospital (WHGH) collects personal health information (PHI) about you directly from you or from the person acting on your behalf. The personal health information that we collect may include, for example, your name, date of birth, address, health history, records of your visits to WHGH and the care that you received during your visits. Occasionally, we collect personal health information about you from other sources, if we have obtained your consent to do so or if the law permits.

Uses and Disclosure of Personal Health Information

We use and disclose your personal health information to:

- Treat and care for you
- Get payment for your treatment and care from OHIP, WSIB, your private insurer or others
- Plan, administer and manage our internal operations
- Conduct risk management activities
- Conduct quality improvement activities
- Compile statistics
- Comply with legal and regulatory requirements
- Conduct research as approved by the Research Ethics Board
- Teach
- Notify a representative of a religious or other organization to visit you during your stay
- Fulfill other purposes permitted or required by law
- Notify you of an appointment or change to an appointment
- Conduct patient satisfaction surveys
- Confirm that you are a patient, your general health status and your room and telephone extension while in the hospital
- Locate you or your family in urgent/emergent situations using an overhead paging system
- Facilitate the federal and provincial governments' goal of providing Canadians with an electronic health record. This will improve patient safety, reduce wait times, avoid duplicate testing and enhance timely access to your health information by your health care provider. As these systems become established your West Haldimand General Hospital information will be stored securely on shared health information databases, accessible only by your authorized health care provider.

As well we disclose your contact information to our Hospital Foundation so they may conduct fundraising to improve our health care facilities, services and programs.

Your Choices

You may withdraw your consent for the following uses and disclosures: Fundraising, teaching, confirmation of your inpatient status, religious representative notification, patient satisfaction surveys, some federal/provincial electronic health information system, the disclosure of your personal health information to other health care providers who provide health services. You may access and correct your personal health records. Please contact the West Haldimand General Hospital Health Records Department for more information on accessing and/or correcting your personal health information.

How to Contact the Privacy Office

For more information about WHGH privacy practices or to raise a concern you have with our practices, contact us:

Privacy Officer West Haldimand General Hospital, 75 Parkview Road, Hagersville, ON N0A 1H0

Tel: 905-768-3311 ext. 4002 Fax: 905-768-1820 E-mail: privacy@whgh.ca

Important Information

We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal. We conduct audits and complete investigations to monitor and manage our privacy compliance. We take steps to ensure that everyone who performs services for us, protects your privacy and only uses your personal health information for the purposes to which you have consented. You have the right to contact the Information and Privacy Commissioner/Ontario if you think we have violated your rights. The Commissioner can be reached as follows:

Information and Privacy Commissioner/Ontario 2 Bloor Street East, Suite 1400 Toronto, Ontario M4W 1A8 Tel: 416-326-3333 or 1-800-387-0073 Fax: 416-325-9195 Website: www.ipc.on.ca

Do not send personal information via e-mail or fax.

Privacy

Confidentiality

The West Haldimand General Hospital is committed to maintaining the confidentiality of patient and hospital information, whether written, verbal or electronic. In accordance with the Public Hospitals Act, the West Haldimand General Hospital has a strict confidentiality policy and all hospital employees, including medical staff, management, students and volunteers, have signed a confidentiality agreement.

Your Hospital Stay

Your Admission

Your family physician, or the doctor in Emergency, will arrange your admission through the Admitting Department.

Your valid health card must be presented at the time of admission and/or information about your health coverage, other appropriate insurance certificates and information about medications taken at home.

Every effort will be made to provide you with the accommodation related to your insurance coverage. The Admitting staff will ask for insurance certificates which cover special accommodation. There is an extra charge for semi-private and private rooms if you request them and you do not have additional insurance. Upon your admission you will be given a hospital identification bracelet that must be worn at all times during your stay.

To provide the best patient care and provide family with information, we ask that your family designate one contact person to call the hospital. The contact person can then relay the information to other family members and friends. The West Haldimand General Hospital will only provide information to the designated person. If you have any concerns about this, please discuss with a nurse.

What to Bring

- List of your current medications and allergies.

- Toiletries: hair brush, toothbrush, toothpaste, razor etc.

- Comfortable non slip shoes, housecoat.

- Small amount of cash/coins for personal needs. Not more than \$20.00 is recommended.

What Not to Bring

Jewelry and other valuables

Credit cards

The West Haldimand General Hospital is not responsible for lost, stolen, or damaged items.

Outside Food

Please check with your nurse before you eat any food not supplied by the hospital. You may be on a special or restricted diet.

Small Personal Electric Equipment

If you bring any small personal electric equipment such as an electric razor, radio, laptops or cell phone, please let your nurse know. The West Haldimand General Hospital Maintenance Department has to check the item to make sure it is CSA approved prior to use.

Pain Management

Effective pain management is a goal of your health care team. Members of the team will ask you to rate the pain on a zero to ten scale (zero being no pain and ten being the worst/severe pain). This pain rating scale is used to assess if the pain medication you have received is successful in decreasing your pain, if not, changes will be made. The nurse will offer pain medication at regular intervals as ordered by your physician. You should also let the nurse know if you are having pain.

Discharge Planning

Discharge planning begins on admission. We will talk to you early in your stay about your expected date of discharge and begin making arrangements for a safe and timely discharge back into the community. If you have any questions or concerns about your medications, diet and activity or return appointments, please ask a nurse for clarification. You may be required to have a family meeting with the nurses and community partners to determine a plan for discharge home. If it is determined that you cannot safely go home and you are considering placement to a short term or long term program, a co-payment fee will be charged by the hospital. This is a Ministry of Health and Long Term Care fee, charged to all patients in hospital who no longer require hospital level care. The arrangements for this fee payment can be made by visiting the Finance office on the main floor or by calling ext. 1165.

Services

Diagnostic Imaging

The Diagnostic Imaging Department is located on the 1st floor. Services provided include; X-ray, ultrasound, mammography (including the Ontario Breast Screening Program), electrocardiograms and holter monitoring. Some tests, such as ultrasound, mammography and holter monitors require an appointment and some patient preparation depending on the type of exam. All other X-rays are done on a walk-in basis.

Laboratory

The West Haldimand General Hospital Laboratory provides basic testing in hematology, chemistry, urinalysis and transfusion medicine to support the hospital inpatient service, emergency department and surgical service. The Laboratory does not provide service for community patients.

Physiotherapy

The Physiotherapy Department is located on the second floor of the hospital. Physiotherapy helps people to restore, maintain and maximize their physical strength, function, mobility and overall well-being by addressing the underlying physical issues. We provide care to both inpatients and outpatients of the West Haldimand General Hospital and the surrounding communities. Our service focuses on patient safety, sensitivity to our diverse communities and is provided in cooperation with both internal and external partners.

Emergency Department

The Emergency Department services offer 24 hour care to patients. The department is staffed by a team of specially trained and certified physicians and nurses.

Each year approximately 18,000 patients come to the Emergency Department at the West Haldimand General Hospital. All patients are first assessed by a triage nurse who determines how quickly the patient will need to be seen by a physician. Patients with more serious problems will be seen by the physician before those with less urgent problems.

Emergency Department (cont'd)

Due to limited space within the department and the need to maintain patient confidentiality, visitors may be restricted to one per patient. For patient safety and to help us better treat you please bring your health card and a list of all your medications with you to the hospital. Please tell the nurse about any allergies you may have and about any pre-existing medical conditions. If you have any questions or concerns about your care, please ask your nurse or physician.

Outpatient Department

The Ambulatory Care Centre is located in Suite 5 of the Health Care Centre and is staffed by nursing staff and medical specialists:

- Anaesthesia ◦ Internal Medicine ◦ Gastroenterology ◦ Cardiology
- General Surgery ◦ Paediatrics ◦ Gerontology ◦ Psychogeriatrics
- Rheumatology

Your family physician may refer you to one of the above specialists. Please bring your valid health card and a list of your current medications. If you are unable to attend the appointment that is scheduled for you, please call the Ambulatory Care Department directly giving 48 hours' notice at 905-768-3311 ext. 1138. This will allow us to fill your appointment time with others who are also waiting to see the specialist.

Same Day Surgery

The West Haldimand General Hospital provides Same Day Surgical services for inpatients and outpatients. Please bring your valid health card and list of medications with you for any appointments. If you are scheduled to have a procedure in the Operating Room please go directly to Patient Registrations in the Emergency Department to register. Then proceed to the Operating Room Corridor and use the phone in the waiting area to let the nursing staff know you have arrived. Nursing staff are available after 7:00 a.m. If you are unable to attend your surgical or procedure time, please call the Outpatient Department directly at 905-768-3311, ext. 1138. Please give 72 hours' notice if possible.

Spiritual Services/Ceremonies

At the request of patients and/or families, staff will contact community and/or Clergy members to provide support and comfort. If you have someone specific in mind, please contact them directly. The hospital does have a Chapel/Quiet Room located at the south end of the second floor and you are welcome to use this space as needed. We recognize the impact religion, spirituality and emotional support has on one's health and encourage you to ask our staff for support.



Aboriginal Health Advocacy

The New Directions Group of the Six Nations of the Grand River Health Services, has partnered with the West Haldimand General Hospital to provide Aboriginal Health Advocacy to patients.

The Aboriginal Patient Navigator (APN) program representatives will assist our aboriginal patients and families in hospital with information and services as needed. If you wish to talk with a Navigator or receive more information regarding their services please discuss with your nurse.

The WHGH supports and provides access to enable traditional medicine and health practices to patients.

The smudging ceremony is welcomed on request. Please discuss with your nurse if you wish to have more information.

Housekeeping Services

Housekeeping Services' cleaning standards ensure that all patient rooms, bathrooms and public bathrooms are cleaned regularly.

Dietary Services

The Dietary Department is committed to providing healthy, nutritious meals to patients, staff and visitors.

Nutritional Services

Under the direction of a Registered Dietitian, our menus are developed to meet patients' dietary requirements and therapeutic needs.

At the West Haldimand General Hospital, patient meals are served at the following times:

Breakfast: 7:30 a.m. Lunch: 11:30 a.m. Dinner: 4:30 p.m.

Cafeteria Services

Monday to Friday from 6:30 a.m. to 1:30 p.m.

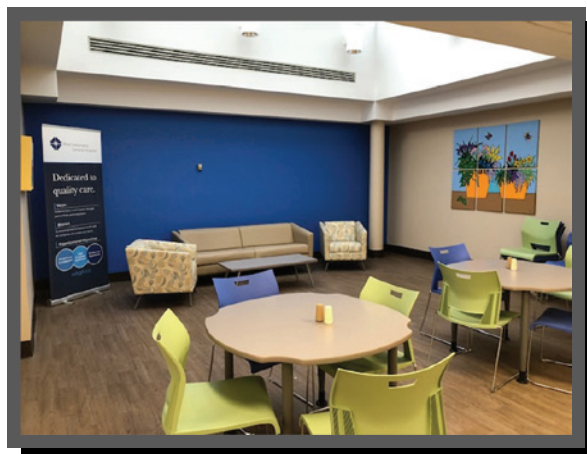
Our full service cafeteria is open to all staff, physicians, volunteers and the public.

Weekends from 6:30 a.m. to 1:30 p.m.

On Saturdays and Sundays there is soup, sandwiches and a salad bar available in the cafeteria to all staff, physicians, volunteers and the public.

A microwave oven is available for use.

Table Seating is available daily from 6:30 a.m. to 6:00 p.m.



Infection Prevention

Information for our Visitors

To help prevent the spread of infectious communicable diseases, the West Haldimand General Hospital recommends staff, visitors and patients follow hand hygiene guidelines. Germs can be transmitted if hands and equipment are not clean. Some organisms causing infections are often referred to as “superbugs”, including Methicillin Resistant *Staphylococcus aureus* (MRSA), Vancomycin Resistant *Enterococci* (VRE), or *Clostridium difficile* (C. diff).

As a patient or visitor, the best thing you can do to reduce the chance of spreading an infection while in hospital is to wash your hands frequently and properly. When performed correctly, hand hygiene is considered the most effective way to prevent the spread of germs. If your hands are visibly soiled, use soap and water to wash your hands. Otherwise use an Alcohol-Based Hand Sanitizer (ABHS) which does not require water. ABHS is available in portable-sized containers, on most wall mounted hand dispensers, and is gentle to the skin on your hands.

As a patient you have a right when/if you are confined to bed, to ask for a bottle of hand sanitizer to keep at your bedside. Insist that your visitors and health care workers clean their hands when they arrive in your room and as they leave. Signage will be posted outside of the room that may ask visitors to use masks, gowns and gloves while visiting patients. This personal protective equipment is to be worn in the room, it is not meant for outside in the hallway. Hand washing is still required before and after glove use. We may also restrict visiting if necessary, while patients are isolated. The hospital takes additional steps to try and prevent the spread of germs including testing. Fact sheets are available for patients and families which can provide necessary information regarding isolation precautions.



STOP THE CLOT
Heading to the Hospital?
Get Better,
Don't Get a Blood Clot.



West Haldimand
General Hospital

Did You Know?

**Without any preventative measures,
your risks for an unwanted blood clot are:**

10 -20% for medical patients

10 - 40% for major surgical patients

40 - 60% for major orthopaedic surgical patients



**Ask your health care provider for the
VTE information pamphlet to learn how
you can reduce the risk**

Patient Information

ATM Machine

The ATM machine is located on the first floor in the lobby for your convenience.

Courtyard

The courtyard is located on the main floor. If you are a patient, you must obtain permission and sign-out at the nurses' station before leaving the floor.

Diversity Services

We at the West Haldimand General Hospital recognize that health care is more than treating illness. It is also about understanding, respecting and caring for all people, regardless of Race, Ethnicity, Age, Gender, Religious or Spiritual Beliefs, Language, Physical/Mental Disability, Sexual Orientation, Socio-Economic Status. Our experienced staff can help reduce communication and cultural barriers for patients and their families while in hospital. They liaise between patients/families and the West Haldimand General Hospital's clinical and support services staff, and provide education and emotional support in a language and culturally appropriate manner.

Elevators

The hospital has two elevators for public use, located in the center of the hospital. During a Fire Alarm, all elevators return to the first floor and should not be used. Stairwells are located at the end of each corridor and in the centre of the hospital across from the elevators.

Fire Alarms/Exits

Fire drills are conducted regularly to protect our patients and staff. In the case of a true emergency, you will be instructed and assisted by hospital or Fire Department staff. When a fire alarm sounds in the hospital, please remain in your area. Both elevators will be shut down and fire doors will automatically close until an "all clear" announcement is made on the speaker system. All fire exits are clearly marked throughout the hospital.

Flowers

In the best interest of our patients and staff, we ask visitors and family members to send small arrangements due to limited space.

Latex Balloons

It is the policy of the West Haldimand General Hospital that we will make every effort to minimize exposure to latex in the workplace and to provide a latex-safe environment for visitors and patients who suffer from latex allergy sensitivity. Latex balloons are prohibited.

Newspapers/Gift Shop/Mail

You can purchase newspapers at the gift shop. The gift shop also has coffee, novels, and other personal items. The gift shop is run by the Hospital Auxiliary and is located on the main floor. If you receive any mail while in the hospital, it will be brought to the Inpatient Unit and delivered to you.



Parking/Tokens

When visiting the West Haldimand General Hospital, visitors may park in the side or rear parking lot. The parking fee is posted at the entrance of the hospital on the gate. The machine takes parking tokens only, which visitors must purchase from one of three Token Dispensing Units located in the Front Lobby, the Emergency Department and the Health Care Centre. These units accept paper money or coins in exchange for tokens. Monthly parking cards and rolls of tokens can be purchased at the Business Office located on the first floor. The monthly parking cards cost \$24.00 and rolls of 20 tokens cost \$60.00. Payments can be made at the Business Office (cheque or cash) or at Switchboard located in the Emergency Department (cheque, cash, debit and credit card). If you have any questions regarding parking options please stop by the Business Office. Designated accessible parking is available at all main entrances. Please respect the needs of those who require this service.

Reduced Scent

Limit your use of perfume, cologne, aftershave and scented personal hygiene products as these can cause severe allergic reactions to some patients, volunteers and staff members.

Security Cameras

Surveillance cameras are in use throughout the facility.

Smoke Free Environment

The West Haldimand General Hospital has developed a policy to promote a healthy smoke free environment and to comply with current legislation. We are committed to the concepts of health promotion and illness prevention. To this end, smoking tobacco, marijuana and electronic cigarettes is strictly prohibited within hospital property (inside and/or outside). Rules regarding smoking prohibition will be strictly enforced. This policy was designed to protect and enhance the health and safety of patients, staff and visitors by eliminating, at the source, potential health risks.



Telephones, Cellular Telephones and Recording Devices (Voice and/or image)

All cellular telephones must be on mute or vibrate while in the hospital. All cellular telephone, photography, video and voice recording devices must be turned off upon entry to any patient care area within the hospital. Recording or photography of any type is prohibited. Telephones are available in most patient rooms. To make a local call, dial “9” and wait for the dial tone then dial the local telephone number. For long distance calls, dial “0” for assistance. There are pay phones located throughout the hospital, in the main lobby, the Health Care Centre and in the Emergency Department. The pay phone in the front lobby has TTY service available for clients with hearing disabilities.

Television

All of our patient rooms have individual televisions. Our television is free to patients however our channel selection is limited to basic programs.

Victim Crisis Assistance and Referral Services

Victim Crisis Assistance and Referral Services (VCARS) of Haldimand-Norfolk can be contacted to provide emotional support, practical assistance and community referral to victims of crime, tragic circumstance and disaster. Specially trained community crisis intervention volunteers are available around the clock to empower individuals to reestablish control and start the healing process.

Visiting

Visitors are asked to enter and exit the hospital through the Emergency Department after 9:00 p.m. If you are unwell or if you are suffering from any flu-like symptoms such as fever, cough, etc. we request that you do not visit our patients.

Washrooms

Public washrooms can be found across from the elevators on the main floor and also in the Health Care Center. There are wheelchair accessible washrooms throughout the facility. In accordance with Infection Prevention and Control patient washrooms are restricted to patient use only.

Website

The address of the hospital Website is www.whgh.ca. We encourage you to visit our website for news and information about the West Haldimand General Hospital.

West Haldimand General Hospital and Healthcare Foundation

West Haldimand Hospital and Healthcare Foundation is committed to supporting the enhancement of patient care at the West Haldimand General Hospital. This is achieved by funding much needed medical equipment. Over the years many areas have been aided with our fundraising efforts; such as Nursing, Inpatient Unit, Special Care Unit, Food Services, Day Surgery, Emergency Department, Palliative Care, the Chapel, Physiotherapy, Diagnostic Imaging and Laboratory.

Thanks to the ongoing generous support of our community, businesses and organizations, the Foundation has successfully raised funds for essential equipment including: portable X-ray machine, laparoscopic surgical equipment, medication dispensing cabinet, transport monitors, defibrillators, cardiac monitors, pediatric immobilizer, vital signs monitor, electronic beds, and hospital wide signage. These efforts help us to provide medical services close to home.



Watch for:

November Auction

Christmas Trees of Caring

Visit us at whhhf.ca/events



The West Haldimand General Hospital Auxiliary

The West Haldimand General Hospital Auxiliary currently boasts more than 115 volunteers. This very active group utilizes the helping hands of volunteers for the information desk, gift and coffee shop as well the Elder Life Program. Many Auxiliary members contribute by knitting, crocheting, quilting, sewing and floral arranging, which goods are then displayed and sold in the gift shop. The Auxiliary also hosts several fundraising events to raise money for the current hospital equipment project. Information on fundraisers, can be found on the hospital's facebook page: www.facebook.com/whghhagersville

The Gift Shop is open Monday thru Friday 9:00 a.m. to 4:00 p.m. and Saturday from 9:00 a.m. to 12:30 p.m. It is closed Sunday.

Drink and snack vending machines are available and are located in the front lobby.

HELPP (Hospital Equipment Lottery Project for People), break open lottery tickets are sold by Auxiliary volunteers at the information desk in the front lobby and are available week days.

The Elder Life Program volunteers offer visiting, socialization and encourages independence during meal times for patients.

We are always pleased to have new members, if you would like to be a WHGH volunteer please call the Volunteer Coordinator at 905-768-3311 extension 1145.



Frequently Asked Questions

What is the discharge policy for this hospital?

Planning for discharge begins at the time of patient admission. We will work with the patient and/or family to determine when the patient is ready to go home. Patients are encouraged to arrange for a family member or friend to pick them up by the discharge time given to them.

Can my family stay overnight in my room with me?

Arrangements can be made to stay, please speak to your Nurse.

What services and/or items are not covered by OHIP?

There are some non-insurable supplies that are not covered such as a cast, cast boot, crutches and certain other equipment. Please provide payment upon receipt.

Can private or semi-private accommodations be arranged?

We will do our best to place you based on your insurance coverage. There may be times when clinical priority may not allow for this.

Who do I contact about volunteering?

We are always pleased to have new members, if you would like to be a WHGH volunteer please call the Volunteer Coordinator at 905-768-3311 ext. 1145.

Are pastoral care services available to patients and families?

This service is available upon request – please speak to your Nurse.

How do I access my medical records?

If you have a medical record request please contact our Health Records Department at 905-768-3311, ext. 1127.

Community Supporters

ADVERTISEMENTS: The Patient Services Directory is produced without charge to the hospital thanks to our advertisers' participation. West Haldimand General Hospital is grateful for the support of community advertisers featured in this publication; advertisement in the attached should not be construed as a West Haldimand General Hospital endorsement.

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CAMHS

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Services of Haldimand and Norfolk

- Addiction Program
- Adult Mental Health Program
- CAST – 24 hour Crisis Assessment and Support Team
- Mobile Crisis Rapid Response Team (Norfolk and Haldimand Counties)
- Specialized Geriatric Services Program
- Telemedicine Services Program
- Wellness & Recovery Centres (Simcoe and Dunnville)

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Cavanagh Apothecary

6 Main Street South

Hagersville, ON, N0A 1H0

Phone: (905) 768-3391

Hours of Operation

Mon-Fri: 9:00 am - 9:00 pm

Sat: 9:00 am - 5:30 pm

Sun: 10:00 am - 5:00 pm

Holidays: 10:00 am - 5:00 pm

Cavanagh Pharmacy

2121 Main St. N PO Box 608

Jarvis, ON, N0A 1J0

Phone: (519) 587-4553

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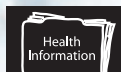
Quality Healthcare Publications



Your Health Care Be Involved



Be involved in your health care. Speak up if you have questions or concerns about your care.



Tell a member of your health care team about your past illnesses and your current health condition.



Bring all of your medicines with you when you go to the hospital or to a medical appointment.



Tell a member of your health care team if you have ever had an allergic or bad reaction to any medicine or food.



Make sure you know what to do when you go home from the hospital or from your medical appointment.