



2019/20

Handbook

for Patients & Visitors

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Welcome to the Ross Memorial Hospital (RMH)

At RMH, we understand that people rarely want to come to a hospital. When you or a loved one is sick or injured, you just want to get well and go home.

It's our goal to make your hospital visit as comfortable, safe and positive as possible. Our team is committed to providing exceptional quality patient care and experiences, and ensuring your transition back home is well coordinated with our community partners.

You are the most important person on the healthcare team. You have the right to be well informed about your condition and treatment plan, to ask questions of your doctors and other health care professionals, and to be a partner in your plan of care.

We hope the information in this handbook will help to answer some of your questions and relieve your anxiety. The Ross Memorial is your Hospital. We want you to be proud of it.



About us

Located in the heart of the City of Kawartha Lakes, Ross Memorial Hospital is an active, acute-care community hospital serving more than 80,000 local residents and seasonal visitors. Among our acute and continuing care services, our team cares for 45,000 patients per year in the 24/7/365 Emergency Department, provides Orthopedic, Ophthalmic and General Surgery, operates a Dialysis Unit, and is renowned for its Mental Health programs and restorative Seniors Care. The Ross Family works together with patients and their families to provide compassionate, quality patient care.

Exceptional Care - Together

RMH strives to be an exceptional community Hospital, valued by our patients and partners. We provide acute and continuing care, inspired by our patients and families, within a team that is committed to:

- Improving health by anticipating and responding to the health needs of the community;
- Collaborating with our health service partners, both in our community and beyond; and
- Promoting a progressive and healthy work environment.

In this, we are guided by our values: compassion, respect, excellence and integrity. We are committed to delivering excellent service by being kind, taking care of each other, and putting others first



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Exceptional Care — Together

Our Patient Bill of Rights

A Patient Bill of Rights outlines what patients can expect of their healthcare providers, and in turn, what the healthcare team expects of them. By setting out these obligations and expectations in a clear list, it's hoped that our patients will have a more positive experience during their hospital stay. At the same time, they will learn how they can play a greater role in their own care, and help the healthcare team provide the best care possible.

As a team, we will:

- Introduce ourselves.
- Verify your identification prior to a procedure or treatment.
- Be respectful and compassionate.
- Ask you questions, listen to your answers and respond appropriately.
- Answer your questions, work with you and, with your consent, your family, to plan your care.
- Address any concerns you and your family may have as early as possible to ensure you're receiving the best possible care.
- Protect your privacy and health information.
- Clean our hands regularly to help protect you from infection and encourage others to do the same.
- Provide and maintain a safe and clean environment.
- Be respectful of race, religion, nationality, culture, gender and sexual orientation, providing equal care to all.

As patients, family members and support people, we will:

- Designate a primary contact person among family and friends to communicate with our healthcare team.
- Provide accurate information about our illness and medical background.
- Be respectful to doctors and midwives, staff, volunteers and other patients.
- Ask questions when we are unsure or need information.
- Participate in developing and carrying out a plan of care that supports the patient's wishes and best interests.
- Express concerns in a respectful manner.
- Clean our hands often and encourage others, including healthcare providers, to do the same.
- Be responsible for our personal property and valuables.
- Respect hospital policies that ensure the best care for all patients.
- Work with the healthcare team to make arrangements for discharge when it's deemed appropriate.

You are a partner in your health care. Your participation is important.



**ROSS MEMORIAL
HOSPITAL**
Kawartha Lakes

Please feel free to discuss any concerns you may have
with your care team or unit manager.
For more information on our services and policies, please see our
Patient & Visitor Handbook or our Better Together Guide.

Patient and Family-Centered Care

What does this mean?

Patient and family-centered care is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among patients, families, and health care providers. It is founded on the understanding that the family plays a vital role in ensuring the health and well-being of patients of all ages. In patient and family centered care, patients and families define their 'family' and determine how they will participate in care and decision-making. (Institute for Family-Centered Care, 2004)

At Ross Memorial Hospital, we aspire to create an exceptional patient experience. Doing this well takes teamwork. We invite you and your family to work closely with us to provide the best possible care.

The healthcare team is committed to:

- Get to know you and treat you with dignity and respect.
- Provide knowledge and skill in patient care.
- Work together as a professional and effective team.
- Ensure you understand your health condition.
- Involve you in decisions about your care.
- Answer your questions and address any concerns you may have as quickly as possible.
- Include a person who is important to you in your care.
- Work with you to plan the next steps in your care.
- Respond promptly when you need help.
- Provide accessible care, communication and facilities.

You and your family help when you:

- Share any information about your health and your special needs.
- Tell us what is important to you and how we can best support you.
- Ask questions when you are unsure or when you need more information.
- Express concerns in a respectful manner.
- Participate in developing and carrying out a plan of care that supports the patient's wishes and best interests.
- Respect Hospital policies that ensure the best care for all patients.
- Remember that your health care team is caring for many people and they will need your patience.
- Provide feedback about your experience.

Families are more than visitors. They're partners in care.

When a family member or friend is identified by a patient as a care partner, he or she is an important member of the health care team. Care partners are invited to participate in ways that are comfortable, whether simply by their presence, or by participating in care and helping to make decisions. Care partners or support people help us to provide Exceptional Care – Together.

Tips for working TOGETHER:

T – Talk about your role with your loved one. Introduce yourself to staff and describe your relationship to the patient and how you'd like to participate in care.

O – Observe changes (physical, behavioural, emotional) in the patient and report them to health care providers. Ask staff what observations they would like you to routinely share.

G – Gather helpful information (current medications, medical history, other healthcare providers, and insurance) and bring it all to the Hospital.

E – Ensure that you are present, if possible, at times when information will be shared and decisions need to be made. Let staff members know how to reach you and be sure you know whom to contact for information when you are away from the bedside.

T – Tell staff if you have any concerns about the patient's condition or safety or if you are uncomfortable because something 'doesn't feel right'.

H – Help with decision-making about care and treatment. Be a second set of eyes and ears for the patient. Ask questions and take notes.

E – Enlist help from staff members with whom you are comfortable so that they can support you and your loved one as you participate in care and decision-making.

R – Ready yourself for the transition to home or community care. Before you leave the Hospital, make sure all your questions and those of the patient have been answered. Know what will be needed afterwards (medications, treatment, equipment, follow-up appointments) and what changes in the patient's condition should be reported to healthcare providers. Understand the information in the patient's discharge package.

Patient & Family Resource Area

On the second floor of the main lobby there is a designated area for patients and families to access important information and resources. There are two computers from which you can access evidence-based information on many health-related topics that may be of interest to you or your loved one. Additionally, there is a kiosk with many pamphlets, booklets, and handouts with information pertaining to community resources. You and your family are welcome to use this area and the available resources at any time.

Patient Relations

What to do when you have a compliment, concern, or feedback to provide

We use feedback from patients and families to both celebrate our successes and to identify opportunities to improve our services. We welcome your feedback and are committed to working together to find a way to resolve your concerns.

All feedback including your concerns will receive our courteous and respectful attention at the earliest possible time. When all parties behave in a respectful manner, we are able to work together and find solutions.

If you have a compliment, concern, or suggestion:

1. Speak with a member of the healthcare team. If you don't feel comfortable speaking to the person or if your concerns do not get resolved, then ...
2. Speak to the manager of the area. We always try to work things out within the team and the unit. If this isn't possible, please contact the Quality and Patient Relations Office at 705-328-6126 or email quality@rmh.org.

Ethics consultations are available to patients, family members and members of the Hospital team who require assistance in resolving an ethical issue or making an ethical decision. Contact the Ethics Committee by calling 705-324-6111 extension 5131.

Tell us about your Experience!

We want to hear from you. There are multiple ways which we invite you to provide your input:

1. Post-Discharge Surveys: Randomly selected patients will receive a survey in the mail or by e-mail after you have returned home. This survey will take longer to complete but provides us with very useful information for quality improvement.

2. Share Your Patient Story: You are invited to submit your patient story at any time to quality@rmh.org. Patient stories are often shared anonymously with our staff and Board Members to hear through our patients' voices what we do well and what we could improve.

3. PEP Rounding: Patient Experience Partners (PEPs) are volunteers who have had a recent experience at RMH as a patient or family member. During your stay, you may be visited by one of PEPs to discuss your experience in our Hospital.

PEPs act as advisors to the Hospital Team and provide input to help decision-making when changes are underway. Patients and their loved ones have a unique perspective of the care and service they receive during their hospital stay. These insights are helping the Ross Memorial to improve the way it delivers care, every day.

For more information on how to become a Patient Experience Partner, email quality@rmh.org or call 705-328-6126.

PEP applications can be found on our website at www.rmh.org/volunteers



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General Information

Information Desk

Located just inside the main entrance, the information desk is staffed by volunteers who are available to assist with directions and help visitors locate a patient. To reach the information desk directly by phone, call 705-324-6111 ext 4531 between 8:00am and 8:00pm.

Telephone numbers

The Hospital's phone system is equipped with voice recognition, so if you say the name or department you're trying to reach, you'll be connected. Otherwise, all employees, services and departments of the Hospital can be reached through the Switchboard Operator. Patients at the Hospital who have paid for telephone service will have an extension. They can also be reached via the Hospital's Switchboard. Patient telephones are not equipped to take messages. Free WiFi is available to enable patients to use personal devices.

In the Inpatient Mental Health Unit, there are no phones in the clients' rooms. The nursing station can be reached at ext 6067. Clients and their families are provided with unit-specific policies on admission.



Frequently called numbers

Switchboard	705-324-6111 and dial '0'
Admitting Department.....	705-324-6111 ext 4240
Cashier's Office	705-324-6111 ext 4229
Gift Shop	705-324-6111 ext 4242
Patients (with telephone service).....	call 705-324-6111 and enter extension
RMH Foundation.....	705-328-6146
Volunteer Services (Auxiliary).....	705-324-6111 ext 4530
Diagnostic Imaging	705-328-6110 (and select option)
Patient Relations	705-328-6126

Website: www.rmh.org

General e-mail: publicrelations@rmh.org

Patient e-mail: tlc@rmh.org

Hospital address

Ross Memorial Hospital
10 Angeline St. North
Lindsay, ON
K9V 4M8

For maps, orientation and information on parking see "Finding your way around" on page 13-14 & 16-17.

Women's Resources

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Hand Washing

Good hand hygiene is the single most important way for all staff, patients and visitors to control the spread of germs. Regularly cleaning your hands using alcohol-based hand rub or soap and water lowers your chance of getting a hospital-acquired infection by 20 to 40 per cent.

We encourage you and your visitors to use the alcohol-based hand rub pump on your bedside table. Be sure to clean your hands:

- when entering or exiting the Hospital and your room
- before and after eating and drinking
- after using the restroom
- after blowing your nose, coughing
- after touching Hospital surfaces such as bed rails, bedside tables, doorknobs, remote controls, or the phone.

It only takes 15- 20 seconds of using either soap and water, or an alcohol-based hand rub to kill the germs that cause infections.

To effectively wash your hands with alcohol rub:

- Apply 1-2 pumps of alcohol rub (an amount the size of a loonie) into one hand
- Spread the alcohol based hand rub over your hands and continue rubbing for at least 15 seconds.

If using soap and water:

- Wet your hands
- Use enough soap to lather thoroughly, and continue washing for at least 20 seconds
- Thoroughly rinse the soap from your hands
- Dry hands by blotting them gently with a paper towel
- Turn off taps with the paper towel in order to avoid picking up germs left by dirty hands on the taps.

Whichever method you use, pay special attention to:

- your finger tips
- the area between your fingers
- the backs of your hands
- the base of the thumbs

If you have a cut, rash or cracked skin, or wear jewellery, nails longer than 3-4 mm (1/4 inch), nail polish or artificial nails, it can be very difficult to clean your hands properly. For more information, talk to your care provider.



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Understanding Isolation Procedures

Isolation precautions are used to help stop the spread of germs from one person to another. These precautions protect patients, families, visitors, and healthcare workers from the spread of germs.

You may be placed in isolation if you have the following:

- symptoms of cough and fever, or
- contact with a contagious disease or organism, or
- symptoms of diarrhea and/or vomiting, or
- positive laboratory test, or
- a history of having an antibiotic resistant organism (ARO) such as MRSA or VRE, or
- if you are immune compromised.



As you see by the picture an isolation sign is placed at the doorway to your room, which tells staff and visitors what precautions to take and if they need to put on gowns, gloves or masks to enter your room. These items are called personal protective equipment (PPE).

When you are in isolation you may need to stay in your room, except for tests or procedures that can't be done in your room.

In some cases, only certain family members may be allowed to visit. People who have colds, the flu or other illnesses should not visit you until they are well.

Visitors should not take personal items into the patient's room e.g. coat, purse, food, etc. Coats and other items can be hung on hooks outside the room or over the hand railing. Before bringing valuables like purses or electronics into the patient's room, visitors should ask a staff member for a clean plastic bag to protect them.

Before visitors leave your isolation room, the PPE must be removed properly and discarded in the garbage to prevent the spread of germs to themselves and others. Please follow the signs posted on the wall and these simple steps:

- Remove gloves carefully rolling inside out from the wrist down and place them in the garbage near the door.
- Untie gown and carefully roll it off the arms touching only the inside of the gown and place into the garbage.
- Clean your hands with alcohol-based hand sanitizer.
- Remove mask by pulling the strings at the sides or back of your head and place it in the garbage.
- Once again, clean your hands with alcohol-based hand sanitizer.

Personal Protective Equipment Taking OFF		
1	REMOVE GLOVES	
2	REMOVE GOWN	
3	PERFORM HAND HYGIENE	
4	REMOVE EYE PROTECTION	
5	REMOVE MASK OR N95 RESPIRATOR	
6	PERFORM HAND HYGIENE	

Questions:

Fact sheets are available that may help you or your family members to understand your illness and isolation better. Please ask your nurse or the Infection Prevention and Control (IPAC) department staff for this information, or you can read it on the Hospital's website, www.rmh.org, under Quality &

Patient Safety. If you have further questions or concerns, the IPAC department staff would be pleased to assist. Ask your nurse to arrange a bedside visit.

Antibiotic Resistant Organisms (ARO)

The Infection Prevention and Control (IPAC) staff follows provincial best practices to help prevent the spread of antibiotic resistant organisms such as MRSA and VRE in our Hospital environment. Screening and/or swabbing of all admitted patients for organisms helps us to place patients properly and lower the risk of spreading the organism. If you have a known history with one of these organisms or have been admitted to a healthcare facility outside of Canada in the past year, you will be placed in a private room pending swab results. Please let your nurse know if you have ever been told that you had an antibiotic resistant organism such as MRSA or VRE.

Computer Alerts

- A record of the positive ARO swab results will be flagged on your RMH computer record so that if you return to our Hospital in the future, special precautions will be taken until screening swab results are known. The computer flag is never removed, as patients can carry these bacteria for a lifetime, and also have the potential to be positive again even after several negative swabs.
- Sometimes the precautions can be stopped during an admission if there is a record of three negative swabs at least a week apart, including negative swabs collected on the current admission. Removal of the precautions will only apply to this Hospital stay; swabs must be collected on each admission before precautions can be stopped.

Respect & Privacy

Mutual respect

At Ross Memorial Hospital, we work hard to ensure that patients, visitors and staff enjoy an environment free of harassment and discrimination. Physical or verbal abuse of staff, patients, family members or visitors will not be tolerated. As per our Family Presence / Visiting policy, in the unusual circumstances of disruptive behaviour, nurses and other staff may ask a disruptive family member or guest to leave. Should a disruptive visitor refuse to leave, the healthcare team may call security or police for assistance.

Protecting your privacy

When you seek healthcare from us, we assume that we have your permission to collect, use and share your personal health information among your health care providers, including the doctors, nurses, social workers, therapists, and other professionals or their support staff within the Hospital, who provide or assist in providing healthcare to you. We may also give your personal health information to your physician or other healthcare providers outside the Hospital so they can provide you with ongoing healthcare and follow-up. Hospital staff who do not provide or assist you with healthcare are generally not allowed to see your health information.

You may access your personal health records, or withdraw your consent for some uses by contacting us (subject to

legal exceptions). For more information about our privacy protection practices, call the Hospital at 705-324-6111 and ask for the Privacy Officer or email privacyofficer@rmh.org

Hospital equipment - for everyone's use

Hospital equipment needs to be available for those who require it. All Hospital equipment, including all assistive devices, therapeutic seating, cushions, etc. is to be treated with care and should stay at the Hospital.

If your medical team lends you an assistive device, they will provide you with information on its safe usage and explain the terms and conditions of its return. You will be financially responsible for equipment if it is not returned to the hospital.

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Respect & Privacy (continued)

RMH is Smoke and Vape Free

Ross Memorial is committed to providing a healthy environment for its patients, visitors, staff, physicians and volunteers. In order to eliminate hazards and ensure a safe, healthy workplace, no smoking or vaping is permitted anywhere on hospital property. This includes any product where smoke or vapour is emitted such as cigarettes, e-cigarettes, vaping and marijuana (both recreational and medicinal). Accommodations are made to support the traditional use of Tobacco by First Nations patients.

This policy includes all of the Hospital's buildings and grounds, including in cars and in parking lots. Anyone who wants to smoke/vape will have to leave the property. Ash trays are located at the perimeter of the property near the sidewalks to help reduce litter on municipal property.

Staff and volunteers will not facilitate smoking/vaping for patients. Supervised smoking off site can be provided with the assistance of family or friends. Inpatients wishing to leave RMH property to smoke must sign a Leave of Absence form. Nicotine replacement products will be offered to every inpatient who smokes (as appropriate), to help with changes in regular smoking patterns.

If you have questions about the RMH Medical Marijuana policy, please ask your healthcare provider.

Scent-free facility

Though we all like to smell nice, some staff and patients at RMH are allergic to ingredients in perfume, body lotion, cologne or after shave. People with an allergy can exhibit symptoms of shortness of breath, dizziness, skin irritation, anxiety and nausea. As part of our scent-free policy, staff, physicians, patients and visitors are asked to refrain from wearing scented products or bringing highly-scented flowers to the Hospital

Latex-free facility

For those who suffer from an allergy to latex, even the slightest exposure to latex balloons can cause symptoms ranging from a mild skin reaction to full blown, life-threatening anaphylactic shock. If you would like to bring or send balloons to the Hospital, they must be latex-free.

Cell phones, electronic devices, and cameras

RMH offers free, publicly accessible Wi-Fi service in most areas of the building.

Cell phones and other personal cellular devices may be used throughout the Hospital, provided they do not impact patient privacy and the delivery of patient care. (There is an exception on the Inpatient Mental Health

Unit. Clients and their families are provided unit-specific policies upon admission.)

Increasing the distance between a wireless communication device and medical equipment greatly reduces the risk of electromagnetic interference. Please keep these devices at least one metre away from medical equipment.

To help limit disruption to both patients and staff, please set wireless devices to "quiet" or "vibrate" and maintain a moderate speaking volume.

In order to preserve patient confidentiality, cell phones, cameras and other wireless communication devices may NOT be used to photograph, take video images or record the conversations of any patient, physician, volunteer or staff member without appropriate signed consent.

For more information, contact the Coordinator of Employee & Community Relations at 705-328-6246.

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If you have lost or found something, please call 705-328-6114.

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Public transportation

Buses

Lindsay Transit serves passengers travelling to and from the Hospital on its Green route, which stops at the corner of Kent and Angeline Streets (near Dentistry on Kent) at 25 minutes past the hour, continues to the Lindsay Square Mall, then stops outside the Hospital beside the ambulance bay at 32 minutes past the hour. The bus runs between 7:00am and 7:00pm Monday to Saturday. There is no service on Sundays or statutory holidays. For more information on fares, schedules and accessibility, call Lindsay Transit at 705-324-9411 ext 1177 or visit www.kawarthalakes.ca.

Taxi

The volunteers at the Information Desk can help you to call a taxi. The Information Desk is located in the main lobby or you can call the volunteers at 705-324-6111 ext 4531. There are also telephones in the Emergency Department waiting area that will connect you with a local taxi company.

Parking

Patients and visitors entering the long term parking lot will receive a ticket at the parking gate. You have two options to pay for your parking:

- Before leaving the Hospital, you may pay for your parking at a kiosk in the main lobby or in the Emergency Department using debit, credit or cash, or

- You may pay at the exit gate using a credit card only.

The rates are as follows:

- Single entry/exit \$2 per half hour with \$8 maximum for 24 hour period (payable at exit gate or kiosk)
- \$12.50 for 1 day pass with in/out privileges
- \$25 for 5 day pass
- \$50 for 10 day pass
- \$75 for 30 day pass

The parking passes are for use in the long-term parking lot only. The 5, 10 and 30 day passes include in/out privileges and can be used on non-consecutive days. Passes are only available at the RMH Cashier's Office in the main lobby during regular business hours: Monday to Friday (8:00am-4:00pm).

Any long-term (HPASS) parking passes required outside of regular business hours must be prearranged and prepaid. To complete these transactions during business hours (Monday to Friday 8:00am-4:00pm), please contact the Cashier's Office at 705-324-6111 xt 4229. For the pick-up of prepaid parking passes (off hours), please contact the Security Office at 705-328-6212.

continued on next page



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Finding Your Way Around (continued)

The rates for short-term parking are \$3.00 per half hour (with a maximum of \$15/day). The Pay & Display machines are located outside the Hospital's main entrance (by the Emergency Department), outside the Kent Street entrance (by the Admitting Department), at the southwest corner of the building, and outside the Jane Street entrance (by the Dialysis Unit).

Hospital staff and physicians also pay to park in the Hospital lot. All parking revenue goes into providing hospital services, and covering costs not provided by government funding, including the snow clearing and maintenance of the parking lot. In 2017/18, parking revenues at RMH amounted to \$962,779.00. If you wish to share feedback on our parking rates and policy, email publicrelations@rmh.org or call 705-328-6246.

Community Care Transportation Services

Community Care provides a range of assisted door-to-door volunteer and specialized transportation services for seniors and adults with special needs. Transportation services allow residents with limited mobility options to continue to remain independent in the community by ensuring there is accessible, affordable and timely transportation. Trips are provided primarily for medical appointments, treatments, community support programs and basic activities of

daily living. There are two main transportation programs provided by Community Care:

- **Volunteer Driver Program** Volunteer drivers use their own vehicles and provide transportation within the City of Kawartha Lakes and to other areas. This service is for people who do not require assistance to use regular transportation. Those who use the volunteer services include seniors and special needs clients such as those on fixed incomes
- **Specialized Transportation Service:** Specialized Transportation includes non-emergency stretcher wheelchair transfer vehicles, wheelchair accessible vans and other vans. This program is for individuals with wheelchairs, those requiring non-emergency stretcher transfers or additional attendant service due to frailty. These vehicles can also accommodate a family member or care support staff person.

Community Care's transportation is pre-booked and fee-for-service, with costs generally based on kilometres travelled.

For more information and rates, call 705-324-7323 or visit www.ccckl.ca



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About the Emergency Department

Ross Memorial Hospital offers a full service Emergency Department that is always open. While no one looks forward to a visit to the Emergency Department, we hope these pages will help to answer some of your questions and give you a sense of what to expect.

In the Emergency Department:

When you arrive, the first person you will likely meet is a triage nurse who will assess your condition. You will then be asked to register. You may be directed to a treatment area or to a seat in the waiting room. In the Emergency Department, the sickest patients are seen first, regardless of who arrived first.

How long will I have to wait?

We know waiting can be frustrating. How long you will wait depends on how sick you are and how many other people are being treated at the time of your visit. If we are treating many critically ill or injured patients, you may have to wait longer. As such, exact wait times are unpredictable.

The average length of stay for patients with uncomplicated conditions is less than 4 hours. Patients who have more complicated conditions, and those who require multiple tests, are more likely to stay 6-7 hours.

We ask for your patience and understanding. Rest assured that you will be seen as quickly as possible. If you have any concerns, or if your condition changes, please speak to the triage nurse.


What should I bring with me to the Emergency Department?

Be sure to bring your:

- * Current Ontario health card (and other health plan information)
- * All medications you take, including non-prescription drugs such as acetaminophen, vitamins and herbal products.
- * If you are bringing a child, please consider packing a book or a favourite toy.
- * Reading material. In order to prevent the spread of germs, we try not to have magazines and newspapers in the waiting rooms.

Who can I bring with me to the Emergency Department?

When you're sick or hurt, it helps to have the support of family or friends. In the Emergency Department, we know your visitors will help you during your stay. However, we do have limited space. Please be respectful of our team and of other patients and limit the number of visitors you bring into the Emergency Department.



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Finding Your Way Around

Signs in the hospital are colour coded to help you. As you're looking for a department, note the colour on the directories to find the area, level and elevator more easily.

Level	Area Elevator Level	Department
4		Administration
		Administrative Conference Room
3	2	Admitting
	1	Ambulatory Care Unit (ACU)
	2	Board Room
	3	Pulmonary Function (Breathing) Lab
	1	Breast Screening
	1	Building Services
	B	Cafeteria
	3	Cardiac/Lung Rehab
	1	Cashier
	2	Chapel/Sacred Space
	2	Classroom
	2	Committee Room
2	2	Community Counseling (Psychiatry Clinics)
	1 & 2	Continuing Care
	1	CT Scan
	1	Day Surgery
	3	Diabetes Education Program
	1	Diagnostic Imaging (X-Ray)
	B	Dialysis
	2	Dietitian
	1	Echocardiography
	1	Emergency
	1	Eye Centre
	2	Foundation
1	1	Fracture Clinic
	1	GERI Unit (Geriatric)
	1	Gift Shop
	2	Health Records
	3	Heart Failure Program
	3	Home and Community Care
	2	Human Resources
	3	Intensive Care Unit (ICU)
	1	Laboratory
	1	Main Lobby
	1	Mammography
	1	Maternity/Surgical Unit 1
B	3	Medical Unit
	2	Mental Health (Day Program, EPI, Inpatient Unit)
	1	MRI
	3	My Health (Bone Density, Stress Testing)
	1	Occupational Health
	1	Palliative/Complex Medical Unit
	2	Physician Recruiter
	1	Pre Operative Clinic (Pre-Op)
	2	Public Relations
	2	Rehabilitation/Stroke Unit
	2	Spiritual & Religious Care
	4	Surgical Unit
	1	Ultrasound

ATM Bank Machine

Cafeteria

Cashier

Coffee Shop

Coin Machine

Elevator

Gift Shop

Information

Meeting Rooms

Parking

Pay Station

Public Phone

Sacred Space

Stairways

Washrooms

About the Emergency Department (continued)

Can I call ahead to find out the wait time

Unfortunately, no. We ask that people do not call the Emergency Department to find out about wait times – it's impossible to provide estimates over the phone. We never know when or what the next emergency might be; and each patient needs to be individually assessed at triage.

Is it okay to eat or drink while I'm waiting?

Many tests, including some related to abdominal pain or discomfort, require that you have an empty stomach. Please check with the triage nurse before eating or drinking.

If I need to leave the Emergency Department temporarily will I lose my place in line?

If you really need to step out of the Emergency Department, please speak to the triage nurse before you leave in case your name is about to be called.

What if I need further care after I leave the Emergency Department?

If your condition gets worse or problems develop after your visit to the Emergency Department, please contact your family doctor, local clinic, Telehealth Ontario, or return to the Hospital.

What if I have to stay in the Hospital?

If you need to stay in Hospital for further care, you will be asked to complete admission forms, and you will be assigned a room. When you are admitted, your care will become the responsibility of the medical and nursing staff on your unit.



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About the Emergency Department (continued)

If my illness isn't an emergency, where can I go for health care?

You may choose to visit your family doctor's office or a local after-hours clinic.

Lindsay	55 Angeline St. N. (Giant Tiger Plaza) Monday - Friday 6:00 pm - 9:00 pm Saturday - Sunday & Holidays 9:00 am - 12:00 noon
Bobcaygeon	85 Bolton Street (above Shoppers Drug Mart) Wednesdays 5:00 pm - 8:00 pm
Bobcaygeon	100 East Street, South Tuesdays 4:00 pm - 7:00 pm Thursdays 4:00 pm - 7:00 pm
Fenelon Falls	50 Colborne St. (Pharmasave) Fridays 9:00 am - 12:00 noon

If you do not have a family doctor, and are looking for a primary health care provider, contact Health Care Connect. The program refers people without a regular family health care provider to physicians and nurse practitioners who are accepting new patients in their community.

You can register for the Health Care Connect program by calling 1-800-445-1822. After you've registered, a nurse, called a Care Connector, will be assigned to help you find a health care provider in your area. You will receive contact information for your Care Connector by mail after you have registered for the program.

You may also visit www.ontario.ca/healthcareoptions to discover what other options may be available to you in your area.

Help for many conditions is also available by phone:

- In an emergency, dial 911
- Telehealth Ontario (24 hours): 1-866-797-0000 (toll-free)
- Ontario Poison Control Centre: 1-800-268-9017 (toll-free)

If you or a loved one is in a mental health crisis, you may also consider accessing Four County Crisis, available 24/7 at 1-866-995-9933.

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Planning a Hospital Stay

What to bring

It is important for your physician and nurses to know the medications you are taking at home. Please bring all medications you take, including non-prescription drugs such as acetaminophen, vitamins and herbal products.

Those who are bringing dentures, hearing devices and eye glasses are encouraged to keep these items safely in their possession while at the Hospital. As well, it is helpful to label your walker or cane with your name.

What to leave at home

Please leave all valuables, including money and jewelry, at home. The Hospital is not responsible for any lost or stolen items. Patients can arrange for television or telephone service by following the instructions on the bedside television screen.

Admission to Hospital

The Admitting Department is located just inside the Kent Street entrance of the Hospital on the main floor.

Room Charges and Co-payments

We will make every effort to place patients in the type of accommodation requested (ward, semi private, private). However, infection control and patient care requirements are our primary considerations. We always strive to provide single-gender rooms; however, in unique circumstances, this is not always possible.

It is your responsibility to check with your insurance provider to determine what hospital insurance coverage you have. It's important to know that your coverage may vary depending on the type of service for which you are admitted. For example, you may have coverage for acute care, but not rehabilitation. OHIP covers standard ward care for Ontario residents with a valid OHIP card. Patients are responsible for all charges not covered by OHIP or an insurance provider. If you have additional healthcare insurance for preferred accommodation, you must present proof of such insurance at the time of admission. All outstanding amounts that are not covered by a private plan will be billed to you. For more information, contact the Admitting Department at ext 6096.

Complex continuing care is provided for people who have long-term illnesses or disabilities requiring care that is not available at home or in long-term care facilities. A co-payment is charged to patients requiring complex continuing care. This includes some Alternative Level of Care (ALC) patients in a regular acute bed who are awaiting placement in a chronic care hospital/bed or long-term care facility. The co-payment applies once the doctor says the patient no longer requires acute care.

Residents of Ontario with a valid OHIP card whose physician has deemed their ambulance transportation medically necessary are responsible for a land ambulance service co-payment charge of \$45.00. If you do not have a valid OHIP card, are not a resident of Ontario, or if your ambulance transportation was deemed not medically necessary, the co-payment charge is \$240.00.

Uninsured Medical Items and Services

In addition to the previously noted preferred accommodation charges, other charges may be incurred for uninsured items such as crutches, splints, and medical devices. Payment arrangements for these items will be made through the Cashier's Office in the main lobby. Ambulance transportation for admission or discharge is also billed directly to you.

Costs associated with medical and surgical procedures that are not covered by OHIP (i.e. elective circumcision, cosmetic surgical procedures) are considered uninsured and payment for these services is your responsibility. Payment of both the Hospital fee and the medical practitioner fee are required in advance of the procedure.

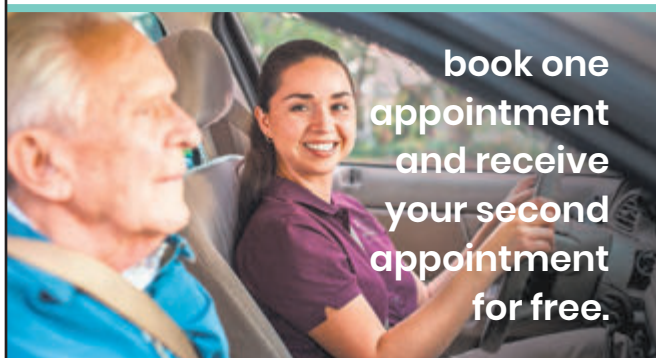


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Your Care During a Stay

Patient Safety – You are your best expert

Everyone at Ross Memorial Hospital is committed to providing the best care possible in a safe manner. We work together as a team and you are an important member of that team.

The Hospital has a Patient Safety program in place to identify and control patient risks. We encourage you and your family to do the same. Talk to your healthcare team about what risks could affect you, and learn how to avoid the risks. Our healthcare providers are open to your questions and concerns about your care.

If you witness or experience a patient safety incident or potential hazard, please speak to a member of your health care team and/or the manager of the department. If you remain concerned, please contact the Quality and Patient Relations Office at 705-328-6126 or e-mail quality@rmh.org.

Three Major Safety Risks of Hospitalization

Three of the most common risks for patients involve medicines, falls and infections. You can help lower your risk by following these tips:

Medicines

- * Tell your healthcare provider about any allergies or bad reactions to medicines you may have had.
- * Know what medicines you are on (name, strength, how often) and why (include non-prescription medicines such as Tylenol®, vitamins or herbal products).
- * Make sure your healthcare provider identifies you correctly before giving you any medicine.
- * Ask what the medicine is and its purpose.
- * Ask questions if the medicine looks different.
- * Ask for a list of all the medicines you are supposed to be taking (name, strength, how often) when you're discharged.
- * Talk about any questions or concerns about your medicine (how to know if it's working, side effects, how long you'll take it).
- * While in Hospital, don't take medicine you brought from home until it's approved by your doctor.
- * When you return home, make sure you have spoken to your doctor or pharmacist about any medications that you were taking at home prior to being in Hospital. These medications may no longer be necessary, or could potentially be harmful if taken with the new prescription you have received.

Falls

- Make sure you can reach the call bell if you are in your bed, a chair, or the bathroom, should you need to ring for help.
- Make sure you ask for help if you need it to use the bathroom or to sit/stand up.
- Wear slippers or shoes that fit properly and have non-skid soles.
- Some medicines can make you sleepy or dizzy — know how they affect you.
- Make sure staff use a transfer belt, placed securely around your waist, to help you get up and for walking.

Infections

- * Proper hand-washing is the best way to prevent infections.
- * Make sure you, your family members and visitors all wash your hands before entering and leaving your room.
- * Ask your healthcare providers if they have washed their hands before providing your care.
- * Cover your mouth and nose with a tissue when coughing or sneezing and dispose of it in the garbage, then immediately wash your hands.
- * If you have a prescription for antibiotics, finish all of it even if you're feeling better.

Your safety is very important to us. You and your family can help to ensure a safe environment. We encourage you to:

- Call for help – don't fall
- Walk safely – use proper footwear and walking aids
- Ask questions – ask about your treatments
- Wash your hands



Your care team

At RMH, we have a team of dedicated professionals with diverse areas of expertise. Along with doctors and nurses, you may also receive care from an interdisciplinary team of physiotherapists, occupational therapists, social workers and dietitians, to name only a few.

During your stay at RMH, you might meet medical and nursing students or students of other disciplines, who are

learning under the supervision of RMH staff. And while you are helping these future healthcare providers to gain valuable experience, you also benefit by having one more caring, interested health professional involved in your care.

The Central East Local Health Integration Network (LHIN) Home and Community Care service is an important part of the RMH care team, helping to set up patients' discharge support plans.

Our Hospital volunteers are also an important part of the care team. You can find them assisting staff in many units of the hospital. Members of Hospice Kawartha Lakes are also present in various departments, particularly the Palliative/Complex Care Unit.

Those you will meet, as well as those behind-the-scenes, are working to provide you with the best care possible. You, along with your family and visitors, have a part to play on your healthcare team. Always feel free to ask questions. It's your care – be involved.

Your Care During a Stay (continued)

Personal Insulin Pumps

While some hospitals with inpatient Diabetes Educators permit patients to use their personal insulin pumps during their inpatient stay, this resource is not currently available at RMH. While in hospital, patients with insulin pumps will be converted to an insulin regimen and return to pump therapy when they are discharged.

Supportive Care Services

Supportive care services are responsive to the practical, emotional and spiritual needs of patients and their families through visits from the Spiritual Care Team professionals and Hospice Kawartha Lakes volunteers or services provided through the Hospital Elder Life Program. Your nursing care team can connect you with these services.

Accessibility

Please speak with your nurse if you require assistive devices, such as those for the hearing impaired or deaf, visually impaired or blind, or if you require an interpreter. All forms of communication (verbal and written) are available in accessible formats upon request. We also have mobility aids available. If you have a question or concern about accessibility at RMH, please speak to your nurse or unit manager, or contact the Patient Relations office at 705-328-6126 or email quality@rmh.org.

Meals

Most patients will receive their meals by bedside tray delivery during the following times:

Breakfast:	8:15am – 9:30am
Lunch:	12:00pm – 1:00pm
Supper:	4:45pm – 5:45pm

All patients are given a Heart Healthy meal or a modification of this as ordered by the physician. All meals are non-selective. If you would like to be seen by a dietitian for education, please speak with your nurse.

Services Available

Telephone/television rentals

Patients can arrange for telephone and television service by calling an automated service that activates the televisions and telephones. To do this, follow the instructions on the TV screen. Payment is made by credit card.

(There is an exception for clients on the Inpatient Mental Health Unit. Clients and their families are provided unit-specific policies on admission.)

Books and magazines

Hospital volunteers bring book carts with paperbacks and magazines to the nursing units a few times a week. Local and national newspapers are available from coin boxes outside the Hospital's main entrance.

Mail and gift deliveries

If you're expecting only a short stay at the Hospital, you may want to encourage well-wishers to send mail and gifts to your home. By the time items arrive at the Hospital, you may already be home. For those staying longer, please ask loved ones to be mindful of the limited space in a hospital room when choosing flowers or gift baskets. Please be aware that latex balloons or strong smelling flowers such as lilies, hyacinth and roses can cause serious reactions for some staff and patients, and are not permitted.

Clearly address mail or parcels to:

Patient Name, Patient Room Number
c/o Ross Memorial Hospital
10 Angeline St. North
Lindsay, Ontario K9V 4M8

You may ask your family and friends to email you, too. Patient emails can be sent to tlc@rmh.org. They're printed and delivered each weekday.

For patients wishing to send outgoing mail, there is a mailbox just outside the main entrance.

Going Home

Hospital discharge information and services

On admission to Hospital (or as early as possible), it is important to start planning for your safe discharge home. Once your acute medical treatment is complete, the next stage of your care will take place at home. For patients who do not require an acute level of care, the Hospital environment is not an ideal place to recover.

The Central East LHIN Home and Community Care team and other community partners will work with your Hospital care team to explore all available options to provide you with a safe transition home. This will allow you to consider your longer-term decisions in a safe, comfortable environment.

Going Home Continued

This approach is meant to ensure that you and all of our patients can access and receive the care most suited to your health needs as quickly as possible. We are committed to making this transition a smooth one for you and your family.

If changes in long-term living arrangements are required, those decisions will be made once you are home again. Important decisions such as these are best made in your own home with your family supporting you. If you need to apply and wait for accommodation in a long-term care facility, you will leave the Hospital to apply and wait at home with the appropriate supports. The Hospital is not the best place to await long-term care.

As you prepare to leave the Hospital, please make sure that you have all your belongings, as well as any prescriptions and instructions you need (these will be included in your patient discharge package). If you have further questions about medications, diet, activities or return appointments, please ask your physician or nurse before leaving.

Most patients are discharged by 9:00am. If possible, arrange for a friend or family member to take you home. If no one is available, please talk to your nurse or discharge planner about your options for travel home. There are some excellent options of which you may not be aware. Any charges for transportation are your responsibility.

Patient accounts

The Hospital accepts payment at the Cashier's Office, located inside the main lobby. Payment is accepted by debit or credit

card, cheque or cash. You can make a payment in person, by telephone, by mail or by clicking "Pay Your Bill" on the Hospital's website, www.rmh.org.

The Cashier's Office can be reached by calling 705-324-6111 ext 4229. If sending payment in the mail, please clearly address the envelope "Attn: Cashier's Office," and do not put cash in the mail. For the Hospital's address, see "general information."

5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS when you see your doctor, nurse, or pharmacist.

1. CHANGES?

Have any medications been added, stopped or changed, and why?

2. CONTINUE?

What medications do I need to keep taking, and why?

3. PROPER USE?

How do I take my medications, and for how long?

4. MONITOR?

How will I know if my medication is working, and what side effects do I watch for?

5. FOLLOW-UP?

Do I need any tests and when do I book my next visit?



Keep your medication record up to date.

Remember to include:

- ✓ drug allergies
- ✓ vitamins and minerals
- ✓ herbal/natural products
- ✓ all medications including non-prescription products

Ask your doctor, nurse or pharmacist to review all your medications to see if any can be stopped or reduced.



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Institut pour la sécurité des médicaments
aux patients du Canada



Canadian Patient Safety Institute
Institut canadien pour la sécurité des patients

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Canadian Society of Hospital Pharmacists
Société canadienne des pharmaciens d'hôpitaux



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**Community Support Services
Community Health Centre
Hospice Services • Dental Clinic**

Our services and programs empower independent, active living, help bring health into the home, and connect you with caring support.

**For further information on any of Community Care's services,
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Benefits of getting out of bed while in hospital

Brain

- Improve mood
- Improve sleep
- Decrease confusion

Lungs

- Improve breathing
- Improve ability to cough up secretions

Heart

- More stable blood pressure
- Prevent blood clots
- Improve circulation

Nutrition

- Improve appetite
- Lessen risk of choking when eating
- Improve bowel function

Muscles/Bones

- Strengthen muscles & bones
- Lessen pain in joints

Skin

- prevent bed sores

Strategies

- Sit up for all your meals
- Sit up in a chair when you have visitors
- Walk around the unit as directed by your healthcare team
- Do exercise on your own throughout the day
- If you are not sure what you are safe to do ask your healthcare team



ROSS MEMORIAL
HOSPITAL
Kawartha Lakes

Visiting

Visitors play an important role in our patients' healing and recovery. RMH encourages your involvement.

Visiting Hours

Thanks to helpful input from the community, Ross Memorial Hospital has relaxed the visiting policy and now provides guidelines for two types of visitors:

support people (care partners) and guests.

Support people are chosen by the patients to be involved in their care. They help the patient and participate as a member of the care team. If the patient wishes, support people may stay at the Hospital overnight. These visits must be pre-arranged with the nurse and with other patients in the room.

Guests, who are usually extended family or friends, may now visit between the hours of 9:00am and 9:00pm.

In the Mental Health Inpatient Unit, visitors are welcome from 8:00am to 9:00pm. Visiting is restricted during group time and there are no overnight visitors permitted.

All visitors are asked to clean their hands before and after visiting a patient, and be respectful of other patients' privacy and need for rest. They are also asked to excuse themselves when asked by the Hospital team, in order to provide care for the patient or to clean the room.

Between 8:00pm and 6:00am, the only access to the Hospital is through the Emergency Department. If you need to access a nursing unit overnight, please speak to the Security Officer in the Emergency Department. He or she will call the unit to get approval to let you in.

Questions about your loved one

Information concerning a patient's condition will only be released to family members and only with the patient's consent. One family member should be designated to act as the liaison between doctors, nursing staff and other family members. If the patient is accepting telephone calls, the calls will be referred to the patient; otherwise, the calls will be directed to the designated family member.

Contacting a patient

If the patient you wish to reach has paid for telephone service, he or she can be reached directly, or through the Hospital's switchboard. Get well wishes can be sent electronically via a form on the hospital's website, or by emailing tlc@rmh.org. Messages are delivered to patients each weekday.

Where can I breastfeed or change my baby's diaper?

Ross Memorial Hospital strives to be breastfeeding-friendly. This means that we provide a comfortable space for all breastfeeding mothers in the upper main lobby. You can find baby change tables in the public washrooms located off the main lobby on the first floor. They are also located in the washroom in the Emergency Department, in Diagnostic Imaging, and in the washrooms outside the cafeteria on the basement floor.

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Shops & Services

Cafeteria

The cafeteria is located on the basement floor, beside the Dialysis Unit, accessible by taking the Yellow or Blue Elevator to the basement level. Each day, the Nutrition Services team offers a variety of hot and cold meals, a fresh salad bar, and deli counter, soup, desserts and take-out products. The cafeteria's selections are posted in the main lobby and outside the cafeteria. Hours of operation are Monday-Friday 8:30am-1:30pm.

Vending machines

Vending machines can be found in the Cafeteria and Emergency Department. Pop machines are also available in the Cafeteria, Emergency Department, in the main lobby beside the Cashier's Office, and just a few steps from the Admitting Department. For customer service with the machines, call extension 4293.

Change machines

Change machines are located in the main lobby beside the Cashier's Office and in the Emergency Department.

Bank machine (ATM)

For your convenience, bank machines are available in the main lobby beside the Cashier's Office, and in the Emergency Department.

Reflections Café & Gift Sho

The Reflections Café & Gift Shop are operated by RMH Auxiliary volunteers and all profits are used to support the Hospital. Both are located in the main lobby.

The Café offers hot and cold beverages, soup and sandwiches, as well as muffins and other baked goods. Hours of operation are Monday to Friday 7:30am to 7:00pm and weekends from 10:00am to 2:00pm.

The Gift Shop offers a large selection of items including flowers, cards, magazines, and personal items for sale. The gift shop is open 9:00am to 7:00pm Monday to Friday, and 11:00am to 3:00pm on weekends.



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Volunteering At RMH

Part of the Team

Ross Memorial Hospital has a dedicated team of hardworking volunteers who provide close to 40,000 hours of service to the Hospital each year. In addition to our adult team of volunteers, we have an active program for 15-18 year-olds, known as our volunteers.

For more than 100 years, Auxiliary members have made a world of difference – to patients and their visitors, physicians and staff. Volunteers contribute their time throughout the Hospital seven days a week. Some of their efforts generate revenue for the Hospital, such as the gift shop, the café and lottery ticket sales.

their dedication to the Ross Memorial is an inspiration. the Hospital couldn't possibly provide the exceptional care our patients deserve without the help of our volunteers.

For more information on how to become a member of our volunteer team, call 324-6111 ext 4530 or visit our website, www.rmh.org/volunteers



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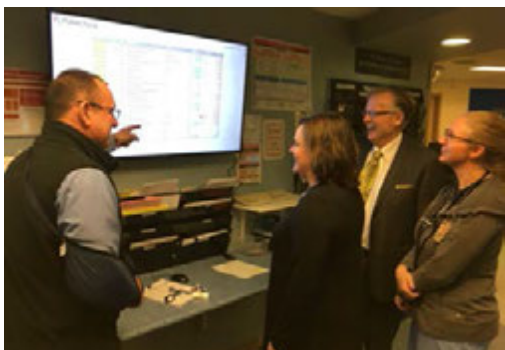
Here are just some of the ways your gifts helped patients last year!



The Ross Memorial's new X-ray/Fluoroscopy technology, the first of its kind in Canada, is 100% donor funded!

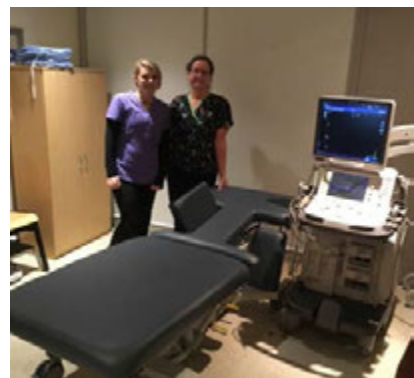


Memorial gifts supported the purchase of new pillows.



A donor's gift helped to purchase the PulseCheck Patient Tracker System for the Emergency Department.

Your gifts purchased
3D mammography.



Volunteers' support for immediate needs helped to purchase equipment such as this stretcher for echocardiography patients.

With these important tools at the ready, the RMH team can better diagnose, treat and monitor your care. It wouldn't be possible without your support.

How will you touch a life today?

Contact the RMH Foundation at
705-328-6146 or foundation@rmh.org
Or visit www.rmh.org/foundation



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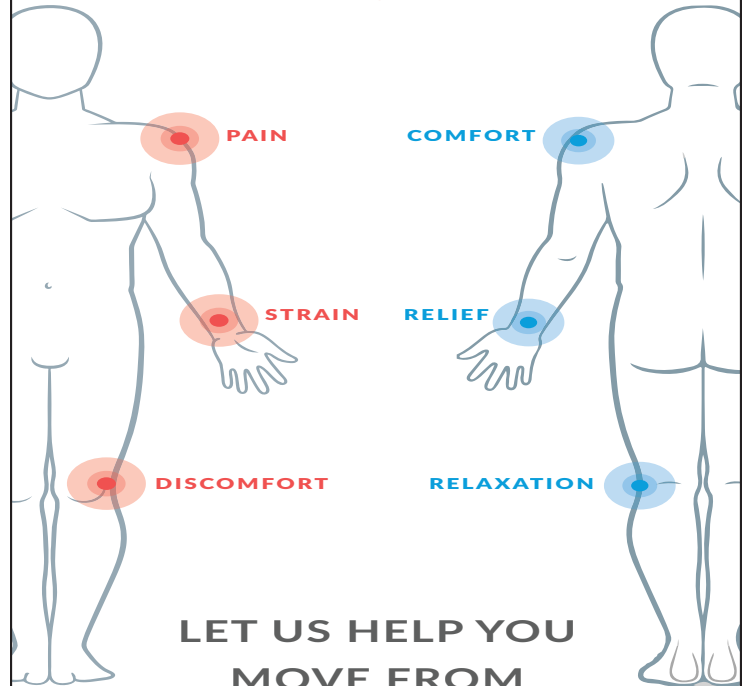
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