

NOR-MAN
Regional Health Authority



HEALTH AUTHORITY

HOSPITAL
PATIENT
INFORMATION

Welcome / Tansi / Bienvenue

The NOR-MAN Regional Health Authority is an organization that is dedicated to meeting the health care needs of our communities. This booklet is designed to provide useful information about our services and to make your stay with us as comfortable as possible.

NOR-MAN Regional Health Authority Acute Care Program

We sincerely hope your stay with us is a positive and comfortable one. The health care team involved in your treatment is committed to providing you with the highest possible standard of patient care. Physicians, nurses and other professionals on your team will be pleased to discuss any concerns you may have. We are committed to continually improving the quality of our service.

GENERAL INFORMATION

Admission

Admission to the hospital is arranged by your doctor. Planned admissions should arrive at the hospital no later than 2:00 pm. Emergency cases will be admitted as needed.

When young children are admitted, parents/guardians are expected to stay to provide security and emotional support. Parents/guardians are responsible for their own meals.

Identification Bracelet

When you are admitted to the hospital, you are given an identity bracelet and an allergy bracelet (if needed).

Patient identification is a key factor in the safe delivery of healthcare. Letting people know who you are is one way you can help to make your health care safer!

DO NOT remove your bracelet until you are discharged from the hospital. Please notify nursing staff if you require a replacement bracelet.

Patient Accommodations

Your provincial health insurance covers all basic costs for your medical care.

Be sure to bring your Health Registration Card and any other appropriate medical information with you (eg: Blue Cross, Treaty Card, etc.).

Bring to the Hospital

- All medications or a **list of the medications** you are now taking in their original containers.
- A list of all allergies, types of reaction you have, and Medical Alert Identification.
- Toiletries, ie: toothbrush, toothpaste, mouthwash, tissues, shampoo, soap, deodorant, shaving supplies, slippers and a housecoat.
- If you wear dentures, glasses or a hearing aid, please bring a case for them.
- All items necessary to take your new baby home (car seat, baby clothes and blankets).
- Personal items such as wheelchair or walker must be labeled.
- Clothing to wear home.
- Any electrical equipment brought to the hospital must be checked by our Maintenance Department prior to use. ie: curling iron, television.

Do NOT Bring to Hospital

- Valuables, ie: jewelry, credit cards, etc.
- Large amounts of money.
- Perfumes or highly scented products.

Valuables

The hospital assumes no responsibility for loss or damage to any personal belongings, including money that you keep at your bed side.

Visiting In Patient Care Areas

Visitors are welcome between 2:00 pm and 9:00 pm. Special consideration will be given outside of normal hours for the patient who is critically or terminally ill.

The Obstetric Department, Operating Room, Recovery Room, Same Day Care, the Emergency Rooms and Special Care Units have **their own additional visitor restrictions**. These special rules are posted on the Obstetric, Surgery, Emergency and Special Care Departments.

Hospital Visiting Rules

- Only two visitors at any one time.
- Children visiting must be watched by the adult that they came with.
- Members of the clergy may visit at any time, with the patient's consent.
- For your protection and that of other patients, visitors with colds or other infections should not visit.
- Visitors are not to use empty beds for personal use, ie: sitting, lying, placing children, or as a place to put items such as bags, purses, etc.
- Visitors should check with the nurse before bringing in any food.
- Patient bathrooms are for patient use only. Public washrooms are available for visitors.

Parking

Public parking is available in designated areas. As a patient, you are asked not to bring your own vehicle. Vehicles are parked at the owner's risk.

Fire Safety

Please do not be alarmed if you hear a fire alarm. Fire drills are held regularly to help staff prepare to care for patient safety if a fire occurs. Staff will tell you if there is anything they need you to do.

Smoking

Smoking is not allowed in the hospital.

Leaving the Unit

Please check with the staff before leaving the ward you are on before going to a different area of the hospital, or to go outside of the hospital.

SERVICES

Telephone

Cell phones are not allowed in certain areas. Please ask ward for guidance. There are pay phones available on most wards. It is not the responsibility of the staff to answer the pay phones. Calling cards may be purchased at the Switchboard at Flin Flon General Hospital.

Televisions

Televisions may be brought in but must be checked by our Maintenance Department prior to use.

In **Flin Flon**, there is cable television available in the patient lounges located to the right of the elevators. There are a limited number of televisions available for patient rooms. These are used for patients who can not get out of bed or leave their rooms.

In **The Pas**, cable television service is available in most patient rooms

In **Snow Lake**, there is cable television in the patient lounge and patient rooms.

Ethics Committee

The staff at the NOR-MAN Regional Health Authority is committed to respecting your beliefs and values. They recognize that ethical dilemmas will arise.

Aboriginal Liaison/Social Worker

Flin Flon and The Pas have Aboriginal Liaisons (Cree speaking) available. The Pas also has a Social Worker who can assist you. They can help with services provided, such as translating, providing emotional support, transportation, and help you maintain contact with your family.

Flin Flon, The Pas, and Snow Lake have a list of interpreters for interpretation of various languages.

The Aboriginal Liaisons and Social Worker work from 8:00 am to 4:00 pm, Monday through Friday.

Palliative Care

Palliative Care services are available for anyone facing end of life care. Through a team of health care professionals, volunteers, and family, needs (physical, emotional, spiritual, and psycho-social) and choices are sensitively met. Ask nursing staff for more information.

Spiritual Care

Please inform staff any time you feel that you need spiritual care, so they can help to arrange this for you. If you wish to have a visit from a member of your faith or a hospital **Spiritual Healthcare Coordinator**, you will be asked to sign a consent form.

Health Auxiliary

In The Pas, the Health Auxiliary has the gift shop at the main entrance. In Flin Flon, the Health Auxiliary has a gift cupboard located on the 5th floor of Flin Flon Hospital. Both are stocked with baby clothes, blankets, etc. that you can buy.

Members of the Auxiliary regularly bring around a cart to most individual units in both Flin Flon and The Pas. Items that can be purchased include toiletries, snacks, books, etc.

In Snow Lake, members of the Auxiliary keep a gift cupboard well stocked

with items for baby, toiletries, etc. The cupboard is located in the clinic and can be accessed by asking staff.

Vending Machines

There are vending machines for drinks, snacks and food, located in the main entrance lobby in both Flin Flon and The Pas. Hospital cafeteria hours are 9:15 am - 10:15 am, 11:15 am - 1:15 pm and 2:00 pm - 2:30 pm.

Mail

Mail is brought to the facility daily, Monday through Friday, and delivered to patients the same day. Stamped, outgoing mail can be taken to the nursing station.

ATM

There is an ATM machine located in the main entrance lobby in Flin Flon and The Pas hospitals.

Land Ambulance Services

Ambulance transportation will be arranged according to the patient's need and a doctor's order. **The cost for this service is the responsibility of the patient.** If you are transferred by land ambulance from The Pas Health Complex, Flin Flon General Hospital or the Snow Lake Health Centre to another facility or the airport for transfer to a facility out of the region, Manitoba Health will cover the cost of the inter-facility transfer. Manitoba Health does not cover ambulance costs for Saskatchewan residents. Saskatchewan residents should contact Saskatchewan Health Benefits at 1-800-667-7551 to determine their coverage.

Referrals

Many specialized services are available to you. Dietitians, Pharmacists, Mental Health, Addictions Counseling, Home Care, are some of the services you can access at your request. Physiotherapy, Occupational Therapy, Specialists, Respiratory Therapy, are by a doctor's referral only.

Discharge Planning

In order to provide the most effective care for you, it is necessary to plan for discharge early in your stay. Once your physician has determined that your condition no longer requires you to stay in hospital, arrangements will be made for your release.

Discharge time is 11:00 am. Hospital staff will assist in arranging any necessary services that you require. On the day of your discharge, you may be asked to leave your room to wait for your transportation.

Discharge instructions will be reviewed with you. Discharge instructions are also given to appropriate follow-up agencies such as Home Care, Public Health, or Nursing Stations.

Please inform the nurse before you leave the unit to go home.

YOUR RIGHTS AND RESPONSIBILITIES

As a patient, it is your right:

- To know who is caring for you at all times.
- To proper care and services.
- To be treated with consideration and respect.
- To obtain from your attending physician, information regarding your condition, in terms that you understand.
- To refuse testing or treatment, except in circumstances stated by law.
- To seek a second opinion from another doctor. Please ask your family physician to make arrangements.
- To a safe environment.
- To see your personal health information held on file by the facility, in accordance with *The Personal Health Information Act*. If you would like to know more about your rights under this new act, ask staff that are caring for you or contact the NOR-MAN Regional Health Authority's Privacy Officer at 687-9301 in Flin Flon or 623-9624 in The Pas. There is a small cost for this service.
- To express your comments and concerns regarding the services you received. This can be done by:

1. Verbally discussing with staff
2. By completing an Inpatient Survey. These surveys are provided to you on admission. There are boxes to deposit these in once completed.
3. By completing a complaint form. Please ask staff for this form.

As a patient, it is your responsibility:

- To provide honest information about your present and past illnesses.
- To respect other patients' privacy, confidentiality and property. You and your visitors should respect the rules of the hospital, particularly with respect to noise, the Smoke-Free Policy and the number of visitors you have at one time.
- To treat those who look after your needs with courtesy and respect. Aggressive, abusive behavior on the part of any person, whether visitors, patients, employees, or others, will not be tolerated.
- To ask questions when you do not understand.
- To be aware of how your lifestyle affects your health.

PATIENT SAFETY TIPS

Health professionals are committed to providing the best care to their patients. Hospitals and other health care facilities are busy places, and often patients have more than one health care provider caring for them. You can help, too, by being an active, involved, and informed member of your health care team. Here are some tips to help you become an active partner in your health care team.

- When visiting the doctor or going to the hospital, bring you medications - or an updated list including prescriptions and over-the-counter medications, herbs, vitamins and nutritional supplements—with you.
- Learn about and understand your illness, treatment plan and care options.
- Ask questions until you completely understand what is happening and why.

- Make sure that all health professionals involved in your care have important health information about you. Don't assume they have all the information they need about you.
- Hand washing is the best way to prevent the spread of germs.
- You and your visitors should wash your hands frequently while in a health care environment.
- Make sure you understand the discharge instructions for your care at home.
- Be sure you can read any new prescriptions and that you understand the instructions on the medication label.
- Ask about the signs and symptoms of potential complications such as infections.
- Ask for instructions on what to do or the individual to contact should you have any questions or concerns or contact:

Health Info santé (in Manitoba) 1-888-315-9257

HealthLine (Saskatchewan) 1-877-800-0002

Vision

Healthy People in Healthy Communities

Mission

Working Together To Improve Our Health

Values

We believe in a people centered health system

based on the values of:

*Respect, Compassion, Integrity,
Teamwork & Leadership*

Strategic Directions

Healthy People
Healthy Communities
Healthy Workplace
Healthy Organization