### Floor Plan

#### 4th Floor
- Complex Care
- Discharge Planning
- Palliative Care
- Rehabilitation Services
- Slow Stream Rehab
- Social Work

#### 3rd Floor
- Inpatient Surgery
- Medicine
- Maternal/Newborn

#### 2nd Floor
- Endoscopy
- Intensive Care Unit
- Medical Daycare
- Operating Rooms
- Pre-surgical Clinic
- Respiratory Therapy
- Step Down
- Stress Test Lab
- Surgical Day Care

#### 1st Floor
- Accounting Insurance Office
- Administration
- Admitting/Patient Registration
- Boardroom
- Sanctuary
- Medical Device Reprocessing
- Classrooms
- Continence Clinic
- Stroke Clinic
- Emergency Department
- Infection Control
- Information Technology
- Office of the VP, Patient Care
- Ontario Breast Screening Program
- Pharmacy
- Clinical Education
- Clinical Diagnostic Services

#### Lower Levels
- Classrooms
- Coffee Kiosk
- Conference Rooms
- Courtyard Cafe
- Inpatient Dietitian
- Education Services
- Entrance to Nursing Home
- Resource Centre
- Nutrition and Food Services
- Occupational Health and Safety
- Lost and Found
- Gift Shop
- Human Resources
- Information Desk
- NGH Foundation Office
- Volunteers
- Medical Records
- Diabetes Clinic
- Purchasing/Stores
- Housekeeping
- Communications

October 2015
Welcome

Norfolk General Hospital is Norfolk’s Community hospital built and supported by the community. Since 1925, NGH has been proud to deliver the best quality healthcare possible to our patients. This has been our commitment for the past 90 years and our physicians, nurses and staff will never lose sight of this ideal into the future. We consider it a privilege to care for you.

Quality patient care is our first priority and that includes making you feel safe and comfortable during your stay with us. Being in hospital can be stressful for both you and your family. That’s why we have created this Patient and Family Guide so you will know what to expect while with us.

We are always looking for ways to improve our service to you. What you experience is important to us. If you have a bad experience or feel we did not live up to your expectations, please let us know. We encourage you to speak up. Talk to the nursing staff on your unit. They will put you in touch with the Director or the appropriate person on the management team. We want to hear from you. And, if you don’t mind, if you have an incredible experience at NGH we would like to hear about that as well.

Best regards,

Kelly Isfan
President and CEO

www.ngh.on.ca
Norfolk General Hospital
An Accredited Teaching Facility

Norfolk General Hospital and Norfolk doctors have a long history of commitment to student and resident teaching, dating back over 15 years through the Rural Ontario Medical Program and Rural Medicine Week.

It became official November 5th, 2009; Norfolk General Hospital and McMaster University signed an agreement for NGH to become an accredited University satellite-teaching site for McMaster University. NGH and Norfolk family physicians would provide Emergency and family medicine rotations to medical students and residents from McMaster University through the Mac-CARE Program.

In 2013 NGH and local physicians launched the Grand Erie Six Nations Family Medicine Residency Program through the Department of Family Medicine. This program will see residents fulfill all learning requirements for two years at NGH, Brantford General and associated teaching family medicine practices.

There are numerous benefits for the hospital, patients and community having medical students and residents in our hospital and community practices. Patients benefit as residents bring different ideas, knowledge, enthusiasm and a new energy to current practices. Residents work directly with community physician supervisors who support them in their learning. Our Physicians become part of a community of teachers, giving them access to McMaster’s medical library, faculty development and teaching sessions via videoconference.

This partnership gives our community a chance to cultivate new doctors and showcase the wonderful lifestyle our community has to offer. Resident doctors who live, work and play here are more likely to make Norfolk County their home.

In addition, Norfolk General Hospital also takes part in the Nursing Graduate Guarantee Initiative through Health Force Ontario. With this initiative NGH is able to hire new graduate nurses into all areas of the hospital including critical care and obstetrics on a temporary full time basis for a period of 6 months. Upon completion many of our NGGI’s stay on in part time positions continuing to grow their knowledge, skills and abilities.
Our Mission Statement and Values

Our Mission Statement
Our mission is to relieve illness and suffering, and help people live healthier lives.

Our Values
We will further the hospital’s mission and vision through adhering to the following values:

**Compassion.** Compassionate care is a commitment we make to patients and their families. We understand that the art of care is just as important as whatever technical expertise we bring to our jobs and that compassion is something that we as staff members are called to give of ourselves every day.

**Excellence.** We must not only meet, but also exceed the needs and expectations of our patients. Excellence means that we will not only provide highly skilled patient care, but also that we understand the human dynamics involved in providing care and services. Excellence means a commitment to maintaining the best equipment and facilities that we can possibly afford. It means a commitment to assisting professionals in furthering their education and skills. It also recognizes that all staff members play key roles in ensuring that patients have the best experience possible in our hospital.

**Accountability.** We are accountable to each other, the people we serve, the Ministry of Health & Long-Term Care, and our community. We measure our processes and the outcomes of our work and are transparent in sharing them. We are stewards of the resources entrusted to us to deliver safe, effective, and efficient health care.

**Respect.** This value encompasses how we treat our patients and their families, and how we relate to each other. We value the rights of our patients and their families to be treated with dignity and have their individual values and decisions appreciated. We recognize the value and unique contributions of staff members, physicians, volunteers, and supporters. We listen to each other and work together with dignity and consideration.

**Empowerment.** We are committed to sharing information with staff members so that everyone can understand and make decisions that positively influence the hospital’s direction and performance. Patients and families are empowered through having all the information they need to make informed decisions, and to have the right to make their own choices and the ability to act on them.

**Collaboration.** We will foster collaborative relationships with our partners, sharing values and goals, building trust, respecting each other’s skills and expertise, maximizing utilization of resources, and fostering communication to ensure an integrated response to patient and community health needs.
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Important Facts

Communication
Your Healthcare Team will meet with you on a daily basis to review your progress while in hospital. If you have any questions or concerns about your care please let your nurse know. At NGH we want you to have an excellent experience. We can only improve care by hearing from you.

The Patient and Family Advisory Council
The Patient and Family Advisory Council (PFAC) is a group of staff and dedicated community members who have previously been patients or their family members at Norfolk General, whose goal is to enhance the patient experience. The council serves in an advisory role to the hospital, and strives to ensure that the needs and priorities of patients and families are considered in matters involving direct care, decision making, safety issues, and policy development. The PFAC meets monthly, while individual council members sit on various committees throughout the hospital. By providing a formalized forum for the community to have a consistent voice, Norfolk General is excited by this era of collaboration and joint learning.

There is a feedback form located on page 37. We would appreciate your comments.

Pain Management
Effective pain management is a goal of the healthcare team. Members of the team will ask you to rate your pain on a 0 to 10 scale (0 is no pain and 10 is the worst/severe pain). This pain rating scale is used to assess if the 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.

Diversity
Norfolk General Hospital is committed to a healthy work environment respectful of all who are part of the healthcare team and those who access our services.

Patients who are lesbian, gay, bisexual, and trans-identified have historically struggled in healthcare settings, and have not always felt safe and/or supported. It is our goal at NGH to show compassion for our patients and their families with our words and actions; being accountable for the care we deliver; respecting the dignity of each person in our hospital; and improving our service through education. It is important for us to be made aware of any issues that arise so they can be addressed, and we encourage you to reach out to a member of your healthcare team with any concerns.
Accessibility for the Disabled
Norfolk General Hospital is committed to continual improvement related to accessibility to hospital facilities, policies and services for members of the community and their families with disabilities.

You can view Norfolk General Hospital’s Accessibility Plan on our website at www.ngh.on.ca. If you or a family member require additional assistance, have a special need, or require further information, please contact the Administrative Assistant to Vice President, Patient Care at 519-426-0750 ext. 1301.

Hospitalist
Some Primary Care Physicians do not provide medical care for their patients while they are in the hospital. If this is the case with your Physician, then you will receive your medical care from a Hospitalist, a physician who manages care of patients within a hospital.

Nurse Practitioner
The professional healthcare team at Norfolk General Hospital includes the role of a Nurse Practitioner. In partnership with our healthcare team, the Nurse Practitioner brings an advanced level of clinical nursing knowledge, expertise and experience in meeting the healthcare needs of our patients and their families. The Nurse Practitioner, working in partnership with the Hospitalist, is a resource to patients and their families in the provision of high quality patient and family centered care.
Planning for Your Discharge

Upon admission, it is important for you to work with the healthcare team to begin planning your discharge from hospital. Together we will assess your progress and your needs. We will assist you and your family in planning for your discharge. A family member or friend should take you home after a hospital stay. Please make sure you have all your belongings as well as aftercare instructions, prescriptions and appointments as needed. It is important that you understand all the instructions about your medication, diet, activities and follow-up appointments. If you have any questions or concerns, please ask your healthcare provider before you leave.

Patient Navigator

Discharge planning is a service provided by Norfolk General Hospital to assist patients and their families transitioning from the hospital back to the community. By offering guidance and assistance with future care needs, we aim to make the transition as comfortable as possible. In defining your discharge plan, we will provide information regarding community resources and available assistance in collaboration with the multi-disciplinary team.

There are several options for people being discharged from hospital:

- return home with our Home First Program. Please discuss with the CCAC representative
- return home with additional supports that may include help from family, friends, Haldimand Niagara Haldimand Brant Community Care Access Centre (HNHBCCAC), and/or through privately purchased services
- move to a retirement home. Additional services may be available through the HNHBCCAC or purchased privately.
- move to a facility for short-term convalescent/supportive care

Hamilton Niagara Haldimand Brant Community Care Access Centre (HNHBCCAC)

The HNHBCCAC is our community support service provider. The Case Manager will visit you in the hospital should you need help at home following discharge such as home nursing, therapy and homemaking services. The Case Manager can provide information about health support services in the community and can be contacted Monday through Friday by speaking to your nurse.

Virtual Tour of Nursing Homes: on the CCAC Website (www.ccac-ont.ca), there is access to a virtual tour of nursing homes for patients and their families to view.

www.ngh.on.ca
Be Involved in Your Healthcare and Safety

1. Speak up if you have questions or concerns about your care. Get support from family, friends, and others.
   - It is often helpful to bring a friend with you when you talk to your healthcare team. Your doctor will answer questions about your results. If you need an interpreter, ask in advance or bring one with you.

What should you know?
You should understand as much as you can about any:
- medical problems you have
- treatment or procedure that you will have
- medicine you should take and how to take it

Asking Questions
Before you see your healthcare team, plan the questions you want to ask and write them down. If you do not understand the answers, it is fine to repeat the question.

2. Tell a member of your healthcare team about your past illnesses and your current health condition. You are the one that knows the most about your health. Tell your healthcare providers if:
   - you are not feeling well right now or have been sick lately
   - you are taking any medicine
   - you have had surgery or recent visits to a hospital
   - you have seen another doctor or gone elsewhere for healthcare
   - you have an on-going illness like diabetes or heart disease
   - there is an illness in your family such as high blood pressure, asthma, or cancer
   - if you use substances such as drugs, alcohol or tobacco
Bring all of your medicines or a list of them with you when you go to the hospital or to a medical appointment.

- Some medicines combine with each other in your body and produce bad reactions. To protect you, your healthcare team must know about everything you take. This includes the drugs you take with a doctor’s prescription. It also includes other medicines you buy such as:
  - vitamins
  - herbs and herbal remedies
  - food supplements
  - “over the counter” or non-prescription medicine you buy at the drugstore

Tell a member of your healthcare 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. When you are preparing to go home from the hospital, ask as many questions as you can to make sure you understand:

- what treatment you received
- whether you will have to pick up a prescription before you go home
- what kind of transportation you will need to go home
- the type of care you need at home and if you will need someone to stay with you
- what medicine you must take, how to take it, and any side effects
- what food restrictions you may have
- when you can go back to normal activities such as work, school, exercise, and driving
- what follow-up appointments you will need and who will make them

Always wash your hands after going to the washroom and before eating. Expect staff to clean their hands before patient care. Remind them if they forget.

Ensure all routine appointments (i.e. dentist) are cancelled while you are in the hospital.
Patient Safety Tips

• Wash your hands when you visit the hospital or other healthcare environments and ask your doctor or healthcare provider to do the same.
• Make your doctor aware if you have seen or are seeing more than one doctor about your problems.
• 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.
• Keep a medical journal that records the details about your treatment and care. Include information such as medications prescribed, tests you received and other important information provided by your healthcare team. If you’re unable to do this, ask a friend or family member to do this for you.
• When you visit the doctor or go to the hospital, bring your medications – or an updated list – with you.
• Ask someone to be your health advocate to take notes, ask questions and if needed, make decisions on your behalf.
• Be aware of your surroundings in hospitals or other healthcare settings such as spills or equipment that may cause you to slip or fall.
• Find out why a test or treatment is needed and how it can help you. Make sure you know what is involved and what the expected outcomes are.
• If you have a test, don’t assume that no news is good news. Find out when and how you will get the results of tests or procedures. If you do not get them when expected, don’t assume the results are fine. Call your doctor and ask for them.
• Make sure any prescriptions your doctor writes are legible and that you know the name of the drug prescribed.
• Ensure your doctor knows all the medications, herbal supplements or vitamins you are taking. Over-the-counter medications, such as cold medicine or vitamins, can have an effect on prescription medications.
• Take your medications as prescribed. Ensure you understand what the medicine is for, how you are supposed to take it and any possible side effects. If you are unclear about a medication or are concerned about side effects, contact your doctor or pharmacist immediately.
• Keep track of any adverse reactions or allergies you have to food or medications.
• If you’re being discharged from the hospital, ask your doctor to write down any treatment plans or instructions you will need at home. This information should be shared with your family doctor as well.
• While you are a patient – before consuming any food/beverage that has not been provided to you by hospital staff, please check to ensure that it is okay for you. Certain tests/diet restrictions may limit what you are able to take.

Wash Your Hands Often! Remind Us to Wash Ours!
Preventing Falls

Help Us Reduce the Chance of Patient Falls:
We want you to be able to move about as freely as possible while in our hospital, but it is important to remember that falls happen in hospitals for many reasons - which include:

- weakness, dizziness, etc. - due to tests, medications or surgery
- unfamiliar surroundings
- different beds and chairs than you have at home
- poor foot wear
- your weakened condition

To Reduce Your Risk of Falling:

- wear slippers or shoes that have a firm fit and non-slip soles
- don’t let clothing or belts drag on the floor
- move slowly and carefully when getting up from a bed or chair
- call for assistance
- do not remove or adjust safety belts or side rails on the bed, push your call bell for assistance/help
- if you wear glasses or hearing aids at home, please wear them while in the hospital
- do not lean on tables, chairs or hospital equipment for support, as some of these items may move easily
- use your cane or walker as you would at home
- you may need to ring your call bell for assistance during the night due to unfamiliar surroundings, sleep medications, etc.

Please discuss any concerns with your nurse.
KEEP MOVING
Myths & Facts about Being Active in the Hospital

Myths
• Patients should stay in bed, because they will get better faster if they rest.
• It is not safe for patients to get out of bed.
• Patients are not supposed to do their own personal care, such as washing or dressing.

These mistaken beliefs often lead patients to lose the ability to do things they want to do, and to have difficulty coping when they go home.

Facts
1. Research shows that bed rest is not a good way to recover from many different conditions and may actually make recovery time longer.
2. Staying in bed and not moving can lead to problems with breathing, skin breakdown (bed sores), muscle loss, weakness, tiredness and confusion.
3. Although there can be risks to moving around, staying in bed can actually be more risky to overall health and well-being. There are many things that can be done to avoid falls and stay safe while moving around in the hospital.
4. If you don’t use it, you lose it! People who stay in bed are at risk of losing their ability to move around and do their own personal care, such as washing and dressing.

Benefits of Staying Active in the Hospital

✓ Better breathing
• Better able to fight infections
• Better appetite
• Better sleep
• Better mood
• Better able to manage at home

✓ Less skin breakdown (bed sores)
• Less weakness and fatigue
• Less dizziness
• Less falls
• Less pain
• Less confusion

How to Stay Active While in the Hospital

Every little bit of activity can help to keep you healthy. If you are not sure what you are safe to do, ask a member of your healthcare team.

Continue to perform tasks that you were able to do at home, such as dressing or walking to the washroom. Ask someone to bring your clothes, shoes, grooming supplies and gait aids.

1. Sit up for all of your meals, either in a chair or at the edge of the bed.
2. Sit up in a chair when you have visitors.
3. Walk around the unit, either alone or with help.
4. Do bed exercises on your own throughout the day.
Gentle Persuasive Approach: A New Approach to Dementia in Acute Care

Norfolk General Hospital staff regularly treat and support patients with dementia, an age-related disease that affects cognitive ability. Often, individuals with dementia are frightened or confused by the unfamiliar hospital environment and may react to what they believe are potential threats. This may pose a risk to either their well-being or to others. At these times it becomes essential to know how to de-escalate the situation, a task that often requires a great deal of patience and care.

Norfolk Hospital Nursing Home staff is already certified in Gentle Persuasive Approaches (GPA), an educational curriculum that helps front line and support staff members better understand how to care for patients with dementia. Through GPA, they have learned that sometimes the best approach is to simply stop and listen. This training is now being implemented throughout Norfolk General Hospital.

GPA Coach training was held June 2014 in Hamilton at St. Peter’s Hospital, Hamilton Health Sciences. 10 NGH staff representatives learned strategies to support patients with Dementia. The staff was educated on how to use a person-centred, compassionate and gentle persuasive approach to respond respectfully, with confidence and skill, to reactive behaviors associated with dementia. Behavior traditionally viewed as “disruptive” or “aggressive” is interpreted as self-protective or responsive behavior that has resulted from unmet physical, psychological, spiritual, or cultural needs. Staff is able to assess the meaning behind the behavior and work together with the patient to meet the patient’s needs. All NGH staff will be trained in Gentle Persuasive Approaches (GPA) within the next 2-3 years.
Patient Rights and Patient Responsibilities

Patient Rights:

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

• You have the right to be treated in a respectful manner, where your uniqueness is valued and consideration is given to you as a whole person.

• You have the right to the privacy and confidentiality of your health information.

• You have the right to receive relevant information and education concerning your condition, diagnosis, treatment and prognosis in a manner that you understand.

• You have the right to make decisions about your plan of care prior to and at anytime during the course of treatment.

• You have the right to a clean, comfortable, safe and secure environment.

• You have the right to be informed of any expenses that will be incurred by you during your hospitalization.

• You have the right to express your comments and to receive a response to your questions.

• You have the right to know who your care providers are and who the physician in charge of your treatment is.

• You have the right to refuse treatment in accordance with the law and to be informed of the health risks and benefits of this decision.

• Visiting guidelines have been developed to strike the right balance between visiting and the healing process. We thank you in advance for your appreciation of our need to preserve all patients’ rights to privacy and confidentiality.

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

- To provide accurate and complete information about your health to your hospital team members to help them care for you.
- To participate cooperatively in the mutually agreed upon plan of care to the best of your ability.
- To assist in the provision of your care by identifying one spokesperson with whom the team can communicate. This may be required in the event you become incapable.
- To tell the care providers if there is a change in your condition or if concerns arise during your hospital stay.
- To accept responsibility for the consequences of refusing treatment or medical advice.
- To be courteous and respectful of other patients, visitors and all members of the hospital team.
- To recognize that the needs of other patients may sometimes be more urgent than your own.
- To recognize that providers need not provide any treatment that they consider being medically or ethically inappropriate.
- To respect hospital property and comply with hospital regulations and policies.
- To make arrangements for discharge when the physician determines that discharge is appropriate or accept alternate level of care if this route is deemed appropriate.
- To be responsible for all expenses not covered by OHIP or private insurance during your hospitalization.
- To ask your provider if they have washed their hands.
- That all personal belongings are the responsibility of the patient and/or family. Please ensure all personal belongings are labeled and identified.
Respectful Workplace

Norfolk 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.

CHOOSE RESPECT

RESPECT IS TO TREAT WITH CARE AND CONSIDERATION
Ethics Services

All issues of healthcare have an ethical component. Ethical decision making includes: commitment to provide access to ethical consultation, knowledge of fact and situation, clarity of thought, adherence to the Mission, Vision and Values of the Norfolk General Hospital and Norfolk Hospital Nursing Home.

Ethics addresses questions and dilemmas faced by the patient/resident, family and caregivers within the health system.

How Do I Access Ethical Consultation Services?

1. Ethical Dilemma
   - Contact Social Work Coordinator ext 4474

2. NO
   - Dilemma Resolved
   - YES

3. Healthcare/Family Team Case Conference
   - Or Departmental Meeting if Ethical Dilemma not patient/resident related

4. NO
   - Dilemma Resolved
   - YES

5. Document summary of Conference
6. Document decision
7. Social Worker contacts Ethics Committee if appropriate
8. Ethics Consultation arranged if necessary
9. Document summary of consultation on patient/resident chart or in meeting minutes, and provide follow-up to patient/family
10. Summary of case and outcome presented to Ethics Committee

**If after business hours please have the admin on call contacted.**
Your Hospital Stay

Our patients and their families are the primary focus of Norfolk General Hospital. It is very important that you and your family participate with the healthcare team in planning and making decisions regarding your care and treatment. We want to give our patients and families our full attention! To assist us, we ask that you designate one family member to act as spokesperson, who can relay information to others.

You and your family are free to discuss your care at any time with members of the healthcare team. If you have any questions or concerns, a Clinical Practice Leader is available 24 hours a day.

**Items to Bring When You Are Staying**

- toothpaste ✔
- hairbrush ✔
- shampoo ✔
- shaving equipment ✔
- reading material ✔
- non-slip socks ✔
- housecoats
- rubber soled slippers
- any religious/spiritual material
- cosmetic items
- your health card (OHIP)
- a list of your current medications
- personal hand sanitizer

✔ These items are available in the hospital gift shop ext. 1221 as well as a variety of other personal items.

**Note:**
- **NO** Baby Powder allowed.
- The hospital is NOT responsible for lost items, please leave all valuables at home.
Volunteer Association to NGH and NHNH

We have a wonderful Volunteer Program providing a helping hand in many locations throughout the hospital, some listed below. If you are interested in joining this team, please contact our Director at 519-426-0130 ext. 2100.

**Gift Shop:**
- located on the main floor near the Robinson Street entrance
- open daily 10:00 a.m. to 4:00 p.m. and 6:30 p.m. to 8:00 p.m. (closed Saturday and Sunday evenings.)

**Escort Services:**
- Monday to Friday 9:30 a.m. to 3:30 p.m.
- assists with transporting patients in wheel chairs for admission and discharge, from information desk to Patient Registration, etc.

**Coffee Kiosk:**
- Located on the main floor near the Robinson Street entrance
- Open Monday to Friday 7:00 a.m. to 4:30 p.m.
- Weekends: 1:00 p.m. to 4:00 p.m., closed holidays

**Visiting Hours**

**Family Presence and Visiting**

Norfolk General Hospital encourages visits from family throughout our patient’s healing process. We know that having loved ones nearby while in the hospital makes patients more comfortable and speeds up recovery. Family is welcome to visit at any time, whenever your loved one feels ready to see you. Visiting guidelines have been developed to strike the right balance between visiting and the healing process. We thank you in advance for your appreciation of our need to preserve all patients’ rights to privacy and confidentiality.

If an outbreak or infection requires some restrictions for public health, the staff will collaborate with the patient and family to enable and ensure ongoing communication.

For the safety of our patients, families and guests are required to perform hand hygiene upon entering and leaving the hospital.
**Housekeeping Services**

Housekeeping Services cleaning standards ensure that all patient rooms/bathrooms and public bathrooms are cleaned a minimum of once daily. Some days you may not see the housekeeper clean your room/bathroom as they often attempt to be discreet, entering while you may be out of the room for a test, walk etc. Due to the high volume of patient traffic in some areas, a room or bathroom may require a second visit and housekeeping will return if contacted. Please feel free to contact housekeeping services directly at ext. 1372, Mon-Fri – 8:00 a.m. to 3:00 p.m. with any concerns you may have regarding the cleaning of your room or other area of the hospital or direct your inquiry to a nurse who will alert us.

**Environmental Policies**

**Our hospital is a Smoke Free Property**

Norfolk General Hospital is 100% smoke free! (Effective September 30, 2014) As a healthcare facility, we strive to assist in the prevention of medical diseases such as lung cancer and chronic pulmonary diseases, asthma and other respiratory conditions that can be caused by smoking and the effects of second-hand smoke.

Smoking prohibitions have been extended to all areas of the hospital including the exterior grounds, parking areas and vehicles. The West Street designated smoking area no longer exists.

This policy applies to staff, volunteers, students, visitors and patients that are within the boundaries of NGH.

Please keep in mind to respect our neighbouring property owners on Elgin Ave, West St, Bellvue Ave and Elgin Ave Public School. Do not use their lawns and driveways as an ashtray. A Butt Stop is located near the Main entrance at the corner of Robinson and Elgin Streets.

- **Latex balloons** are NOT permitted.
- This is a **scent free environment**. Perfumes and other scents may cause a reaction in other people. Please do not use them in the hospital.
- The use of **cell phones** is restricted to a distance of 3 feet from any medical device and anywhere within a ventilated patient’s room.

The same restrictions apply to Wireless Network Devices (WiFi) except where public wireless networking is made available by the Hospital unless approved by BioMed.

Norfolk General Hospital recently qualified for the silver seal in recognition of its accomplishment in environmental performance in the field of energy management and waste diversion.
The Norfolk General Hospital Obstetrical Unit provides family centered care to Norfolk and area families each year. The birthing rooms provide a comfortable setting amidst a department prepared for Optimal Level 1 obstetrical care. Partners and/or delivery coaches are welcome to attend the labour and delivery. Obstetrical services are offered by a team of Obstetrical Physicians, an Obstetrician/Gynecologist, Midwives and Nurses.

Tours
We invite Moms and families to arrange for a tour of the Obstetrical Unit. If you would like to arrange a tour with the Norfolk General Hospital staff, please leave a message at 519-426-0130 x1205. These tours are generally held on a monthly basis.

Planning for Your Birth
Your birth plan and pre-natal record as completed by yourself and your physician provide important information for the obstetrical staff and other members of the healthcare team.

Pain Management with Labour and Birth
While it is difficult to predict what your labour will be like and what you may require in terms of pain relief, you are encouraged to discuss options for pain management with your physician in advance and make your preference known to the physician and the nursing staff.

After the Birth
Your baby will remain with you after birth and a nurse will assist you with feeding and infant care.

Once you and your baby are settled in your room on the Obstetrical Unit, you will be able to watch your baby receive his/her first bath. Your baby will remain in your room with you and your care providers will help you learn to care for your baby. You will also learn how you and the hospital can ensure the security of your baby during your stay.
Visiting

Please let family and friends know that you or your support person will be in contact with them about your progress during labour. The hospital is not able to provide this information to them.

It is encouraged that only the partner, grandparents, brothers and sisters of the baby visit (children visiting need to have up-to-date immunizations).

Discharge

Hospitals and the Public Health Unit work together to provide better care to you and your new baby. The Healthy Babies, Healthy Children Program has many benefits:

• With your consent, the hospital will let the Public Health Unit know about your baby’s birth.
• Breast feeding support is offered by the Haldimand Norfolk Health Unit by calling 519-426-6170.
Infection Prevention and Control

Norfolk General Hospital is committed to providing safe patient care. A very important part of safe care is ensuring our patients do not acquire an infection while in hospital. Effective Infection Control is a team effort. Our patients and families are an essential part of that team. Your healthcare team will do everything to ensure you are not exposed or put at risk to any type of infection.

Just Clean Your Hands

We ask that all visitors use the alcohol based hand rubs located in dispensers at the entrances of the hospital and throughout the patient units.

Hands need to be cleaned:
- On your way in and out of the hospital
- When entering or leaving a patient’s room
- After using the washroom
- Before you eat a meal

If you need help with hand hygiene please ask a nurse.

Ask Me If My Hands Are Clean

Hand hygiene is very important for all of our staff as well. Our staff work hard to keep their hands clean and not to pass germs from one person to another. However, if you think your healthcare provider may have forgotten to clean their hands, it’s OK to ask them if they did. In fact, we encourage it!
Preventing Infections

There are a number of precautions Norfolk General Hospital uses to stop germs moving from one person to another. A few of these include:

- a comprehensive hand hygiene program
- well trained housekeeping staff who take pride in providing a clean environment
- careful consideration for patient placement
- isolation of patients who may have a potentially infectious illness
- laboratory screening

Antimicrobial Stewardship

Antimicrobial stewardship is an initiative to help make sure you receive the right antibiotics when they are needed, and help avoid unnecessary consequences of antibiotic use, such as side effects. Our antimicrobial stewardship pharmacist works with your doctor to ensure you receive the necessary antibiotic at the right dose and for the right length of time. By doing this, we are getting the best outcomes possible for each patient.

The Infection Control Department

You are more than welcome to contact the Infection Control Department if you have questions or concerns. Infection Control is available Mon-Fri 8:00 a.m. to 4:00 p.m.

In-patients: ask your nurse to contact the Infection Control Department.

Out-patients/families: call 519-426-0130 ext. 3454 or ext. 1267, or visit the office located on the first floor just to the left of the elevators.
Hospital Services

Patient Accounts
People living in Ontario with valid health cards are covered by the Ontario Health Insurance Plan (OHIP) which includes admission to a four-bed room for in-patient care. Some of the costs NOT covered by OHIP include: ambulances, crutches, walking casts, etc.

You may want to upgrade your Room to:
- semi-private with 2 patient beds in one room
- private with 1 patient bed in a room
- Please check your insurance coverage and present your insurance cards at the time of admission. If you do not have your insurance information at that time, please present it to the cashier at the insurance office as soon as possible. OHIP does not cover extra costs such as upgraded rooms, telephone or television. Your insurance company may cover part of the costs of upgraded accommodations, if not, the patient is responsible for those costs.

Payment Option for Patients:
Pay your bill ONLINE. Patients now have the convenient option of paying their hospital bill directly from our website.
- visit our Website...www.ngh.on.ca
- select “Patient Account Payment” and follow directions
- you must have your Patient Statement/Invoice for reference
- Visa, Mastercard and Amex accepted

Co-payments for Complex Care (CC) and Alternate Level of Care (ALC) Patients
Co-payments may be required for:
- Patients who have been designated by a physician as requiring CC. This is specialized care provided to patients with complex medical conditions.
- Patients who have been designated by a physician as requiring an Alternate Level of Care (ALC). These are patients who no longer require acute care in a hospital and are awaiting care in another setting (e.g. nursing home).

Patients will be informed if they are designated CC or ALC. The daily amount of co-payments varies depending on income. Hospital staff will make themselves available to provide further information to those affected.
**Telephones**

All patients receive 24 hours of free telephone service. Your phone will be disconnected unless continuous service is requested. Patient Registration will set up the phone service for a flat fee. For this service, please go to or call Switchboard by dialing “0”. Pay phones are available throughout the facility. Patients staying long term will be billed a monthly telephone fee.

**Television**

Please speak with your healthcare provider about ordering your television services.

**Patient E-Greetings**

Norfolk General Hospital is pleased to offer a Patient E-Greetings System. E-mail messages to patients can be sent through our cyber mailbox at www.ngh.on.ca. E-greetings are then printed, confidentially sealed and hand delivered by our Volunteers to patients between the hours of 9:00 a.m. and 3:30 p.m., Monday to Friday. E-mails received on weekends and holidays will be delivered the following business day. In addition, Norfolk General Hospital provides free wireless internet throughout the hospital.

**Download NGH Apps**

Enhance your patient service experience with Norfolk General Hospital iPhone & Android www.ngh.on.ca applications. Purple Forge, a leader in providing mobile applications for hospitals, public health campaigns and government-funded health education programs, developed the application with NGH.

The application actively engages and shares information about the services offered by the hospital with links and contact information for doctors working in the community. Information about doctors and specialists registered with the hospital is also provided, along with how to find those clinics on a map.

Both the iPhone and Android apps allow NGH to send push notifications out to the community on-the-fly with the latest news and updates plus we can be more responsive on urgent health matters, such as influenza outbreaks.
Public WIFI

Great news about the NGH Free Wi-Fi service! Patients and visitors will see new and improved service resulting in better coverage and higher speeds. The only difference is you will have to register by entering an email address.

Here’s how it will look when you access on your smartphone or laptop.

Simply “Click Here” to create an account that is valid for 24 hours. Once registered – you’re good to go!

Parking

- When visiting Norfolk General Hospital, visitors may park in the Robinson Street parking lot. Additional parking, especially when attending the Emergency Department can be accessed in the lot off West Street. The parking fee is posted at the entrance to the lots. The machine takes toonies, loonies and quarters.
- If long term parking is required, arrangements can be made at the Finance Office on the First Floor.
Cafeteria
• Visitors are welcome in the cafeteria
• Located on the main level.
• Hours 11:30 a.m. to 1:00 p.m.

Vending Machines
• there are vending machines available 24 hours a day located in the Diagnostic Image Waiting Room (next to the Emergency Department)

ATM Machine
• located across from the coffee kiosk at the main floor entrance near Robinson Street

Change Machine
• Locations include:
  - the main floor across from the elevators
  - the main floor across from the Coffee Kiosk
  - in the Emergency Department waiting room on the 1st floor

Hairdressing Services
Located on the 4th floor, hairdressing services are available for all Norfolk General Hospital patients. They are open every Tuesday at 9:00 a.m. For an appointment, please ask your nurse.

Lost and Found
• The hospital is NOT responsible for lost items.
• If you lose something, please notify your nurse right away and we will make every effort to help you find it.
• Unclaimed articles are turned into the lost and found department located in the laundry department and can be reached at ext. 1292.

Appliances
For safety reasons, no plug-in electrical equipment other than CSA approved hair dryers and electrical razors are permitted. Please let your nurse know before plugging in these items so they can be checked by the maintenance department. Self-contained battery operated items such as I-Pods with ear phones are permitted.
Fire Precautions
Every effort is made to protect the hospital against fire. Our staff practice fire safety procedures regularly. Do not worry if you hear a fire alarm bell. Should a real emergency exist, we will tell you at once and our trained staff will help you.

Fire Alarms and Exits:
• Fire exits are clearly marked throughout the hospital.
• During a fire alarm, elevators are shut down and all fire doors automatically close.
• Please stay in your area unless hospital staff directs you otherwise.
• Overhead paging will announce the “All Clear” when the fire alarm is over.

Clergy Program
• Visitors are welcome to visit the sanctuary located on the first floor.
• Clergy on call available 24 hours per day. Visits can be arranged by your nurse.
• Prayer requests are read at our weekly Tuesday service, in the Complex Care Unit (4th floor). Prayer request boxes are available on 3E and 4B.

Nursing staff have contact information for all the clergy should the need arise and you would like us to contact someone on your behalf.
Statement of Information Practices

At Norfolk General Hospital, we are committed to protecting the privacy of our patients and recognize that personal health information must be treated with respect and sensitivity. As a patient at Norfolk General Hospital, your personal health information is essential to your healthcare team. It allows us to provide you with the best possible care. Your request for healthcare services implies that you consent to the collection, use and disclosure of your personal health information for specific related purposes.

Collection of Personal Health Information

We collect personal health information about you 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 Norfolk General Hospital and the care that you received during those 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.

How the Hospital Uses and Discloses Personal Health Information

Access to your personal health information is available to those who need it in order to provide care. This may include physicians, nurses, technologists, therapists and other health professionals. We use and disclose your personal health information to:

- treat and care for you
- facilitate continuity of care when you are transferred to another facility
- obtain payment for your treatment and care from OHIP, WSIB, private insurer or others
- plan, administer and manage our internal operations
- conduct risk management and quality improvement activities including patient satisfaction surveys
- teach
- conduct and support approved research
- compile statistics
- conduct fundraising initiatives to improve our healthcare services and programs
- comply with legal and regulatory requirements, and fulfil other purposes permitted or required by law

Non-clinical information about your visit such as your name, location in the hospital and telephone number in the hospital may be released to family and friends in order to confirm you are a patient or notify a representative of a religious affiliation to visit you if you wish.
Your Choices:
You may request access to or make a correction to your record by contacting the Release of Information Specialist in the Health Records Department of Norfolk General Hospital, by calling 519-426-0130 ext. 1491 Monday through Friday from 8:00 a.m. to 4:00 p.m.

Important Points about Our Information Practices:
We take steps to protect your personal health information from loss and unauthorized use or disclosure. We conduct audits and carry out 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 you have consented to.

For more information about our privacy practices or to raise a concern about our practices, you may contact our:
Privacy Officer
Telephone: 519-426-0130 ext. 1475
Fax: 519-429-6987
e-mail: privacy@ngh.on.ca
Our website: www.ngh.on.ca

If you have questions or concerns, you also have the right to contact:
The Information and Privacy Commissioner of Ontario
2 Bloor Street East Toronto, ON M4W 1A8
Telephone: (416) 326-3333 or 1-800-387-0073
Fax: (416) 325-9195
Website: www.ipc.on.ca
The Norfolk General Hospital Foundation is a non-profit charitable organization established in 1986 for the purpose of fundraising for the benefit of Norfolk General Hospital. A Board of Directors, comprised of community volunteers, lend their time and experience to govern the Foundation. Since its inception the Foundation has, through the support of the community, funded equipment, renovations and a redevelopment.
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CARD NUMBER ____________________________ EXPIRY DATE __________

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Contact Us: Visit our office at Norfolk General Hospital - Main Floor (Robinson Street Entrance)
Phone: 519-426-0130 ext. 2456 or ext. 1454 • Fax: 519-428-2946
Email: jpowell@ngh.on.ca

www.ngh.on.ca
Patient and Family Feedback Process

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.

We are constantly changing to meet your needs.

Therefore, the information presented here may change before this directory is updated.

If there is anything we have missed in this publication that would have been valuable to know then please let us know!
PATIENT FEEDBACK

Date: ____________________ Location/Floor: ____________________

Feedback/Comment Description:

_______________________________________________________________________________
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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: 519-426-0130 x7108  Email: PatientFeedback@ngh.on.ca

We appreciate your CONFIDENTIAL feedback.
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 healthcare provider for the VTE information pamphlet to learn how you can reduce the risk
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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.

Funding for this project was provided by the Ontario Ministry of Health and Long-Term Care.

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• 1975 The Norfolk Hospital Nursing Home opened • 1983 Intensive Care Unit opened • 1986 Norfolk General Hospital Foundation was established
• 2003 Redeveloped Emergency and Diagnostic Imaging Departments
• 2005 Introduction of CT Services to the Community • 2007 Intensive Care Unit redevelopment • 2009 Digital Mammography • 2012 Electronic health records from NGH and several surrounding hospitals were amalgamated
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