

Grey Nuns and Misericordia Community Hospital

Patient Guide

February 2006



Healing the Body

Enriching the Mind

Nurturing the Soul

Welcome

Welcome to Caritas Health Group's Grey Nuns and Misericordia Community Hospitals. We know that you and your family likely have many questions about your stay in our hospital. Our goal is to support you in any way we can while you are in our care.

This book is designed to help you understand and access our services and programs, and to help you feel more at ease while you are at the Grey Nuns and Misericordia Community Hospitals. We encourage you and your family to review it and keep it on hand as a reference. Our staff are also happy to answer to any questions you may have.



The Caritas family of facilities

The Edmonton General Continuing Care Centre, the Misericordia Community Hospital, and the Grey Nuns Community Hospital are the three health care facilities that make up Caritas Health Group.

The word “caritas,” the Latin word for love and charity, reflects the values of the Caritas founders—the Misericordia Sisters and the Sisters of Charity (Grey Nuns). Together these facilities have served Edmonton and area for over 100 years.

Caritas is a Catholic organization that welcomes people of all faiths and traditions. Our Mission is summed up in three simple phrases:

Healing the Body
Enriching the Mind
Nurturing the Soul

We provide care to those we serve with this in mind.

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Our philosophy of care

Compassion is at the heart of our mission. Through compassion, we promote hope and serve those in our care with dignity and respect. We believe that compassionate care means that:

- *Patients are well-informed decision-makers in all aspects of their treatment and care.*
- *Families are active participants in the care of their loved ones.*
- *Staff are fulfilled by their work.*



General information

Patient inquiries

Please help us keep our focus where it belongs—on you and our other patients. Kindly select one family member or friend to be the contact for all of your loved ones. This one person can call the unit for information and keep the rest of your loved ones updated on your progress. He or she should try to call after 1 p.m.—as the doctors will normally have finished patient visits by that time. Call the numbers below for patient information or general inquiries:

- Grey Nuns: (780) 735-7272
- Misericordia: (780) 735-2881
- You may also ask your unit nurse for the direct line to your unit.

Smoking

For health and safety reasons, smoking is strongly discouraged. Patients, staff, and visitors are not allowed to smoke in the hospital or on the hospital grounds. Smoking cessation products are available to all patients and residents. Talk to your doctor, nurse or resident care manager for more information.

Cell phones

Cellular phones and two-way radios are not allowed in patient areas because they may interfere with medical equipment. Please turn your cellular phone fully off, and not just to standby mode, as it may continue to cause problems. You may use your cell in areas where medical equipment is not in use (such as lounges, waiting rooms, lobbies, offices, and cafeterias). Please watch the signs posted throughout the hospital for details.

Perfumes etc.

Please do not use perfumed products (i.e., sprays, scented lotions, or soaps) during your stay in hospital. Some patients and staff members have severe allergies to these products.

Lost and found

Have you lost a personal item in your room or elsewhere in the hospital? Please check for lost items at Security Services offices—by telephone or in person. You may need to bring photo identification with you to claim your items. For more information contact Security Services at the telephone numbers below.

- Grey Nuns: (780) 735-7140
- Misericordia: (780) 735-2605

Discharge

Your doctor will let you know when you are ready to leave the hospital. As soon as he or she gives you this notice, please:

- Confirm your departure time with the nurses on your unit.
- Make any necessary transportation arrangements.
- Collect any personal medications or valuables you may have left with us for safekeeping.
- Pay any outstanding fees. Some items are not covered by Alberta Health Care. These may be paid at the business office located just off the main lobby of each hospital.

Parking

Paid parking is available in the public parking lots of the Misericordia and Grey Nuns. Visitors can also purchase

day parking passes from the machines located in the public parking lots. Weekly and monthly parking passes are also available for families and patients who may be staying for longer periods. For more information, concerns or questions please contact Parking Services at (780) 735-2565.

Bus service

Edmonton Transit provides bus service to both the Grey Nuns and Misericordia Community Hospitals from a variety of Edmonton locations. Current route maps and schedules are available from the stands in the lobby of each hospital. For information on current fares, route schedules, times, or the Disabled Adult Transit Service (DATS) please call Edmonton Transit at (780) 496-1611 or visit the Edmonton Transit website at www.takeets.com.

Taxis

Edmonton offers a number of taxi companies to transport you within the city. Many of these companies have vans and larger vehicles available for large parties. Some of the major companies are:

Barrel Taxi (780) 489-7773
Checker Cabs (780) 484-8888
Co-op Taxi (780) 425-2525
Prestige Cabs (780) 462-4444
Skyline Cabs (780) 468-4646
Yellow Cabs (780) 462-3456

Direct phone lines to Co-op Taxi are in the main lobbies of both facilities. You can also arrange for a wheelchair accessible taxi through Co-op by calling (780) 446-4948.

Your care team

Health Care today is highly complex, so your care is in the hands of many skilled professionals. Together they make up your health care team. All Caritas staff can be easily identified by the nametags they wear. Please feel free to address your questions and concerns to any member of the Caritas team.

You and your family

The most important members of your care team are you and your family. We rely on you to let us know if you have any comments or concerns so that we can plan your care together. Family members or other loved ones are invited to take part in your care by walking with you, helping you eat, or bringing concerns to the attention of the staff.

Please speak with the Charge Nurse on duty about your suggestions and requests.



Your doctor

In most cases, you will remain under the care of the doctor who admitted you. Other doctors, including specialists, may be consulted if needed.

Your family doctor is welcome to visit you, but your care remains the responsibility of your hospital doctor. We will fax details of the treatment provided to you in hospital after you are discharged.

Our facilities are teaching hospitals and so medical students and residents may play a role in your care under the supervision of your hospital doctor. These doctors and students meet regularly to discuss patient treatment and progress, and other important information related to patient care.

Nursing team

The nursing teams at the Grey Nuns and Misericordia Community Hospitals provide 24-hour care to patients and are also available to answer questions about patient care. Your nursing team may include registered nurses, registered psychiatric nurses, licensed practical nurses, nursing attendants and nursing students.

The charge nurse/unit supervisor for your unit is a registered nurse who manages all staff and activities on your unit. Your charge nurse is your main contact for booking appointments with other hospital staff such as social workers and pharmacists.

Pharmacists

Pharmacists are responsible for your medications. They keep track of your medications and assess how well they are working. They monitor allergic reactions, dosage levels, drug combinations, and the length of time you are on each medication. If you would like to discuss your medications directly with a Pharmacist, simply ask your Charge Nurse to make an appointment.

Clinical dietitians

Our Clinical Dietitians provide nutritional reviews and nutrition care planning for our patients. Working

closely with the doctor and the rest of the healthcare team, a dietitian is able to find the best food plan for you. Please tell your nursing staff if you wish to talk with a Clinical Dietitian about your nutrition care plan.

Social workers

Social Workers are available to help patients and families adjust to challenging situations—such as a change in lifestyle brought on by an illness or accident. Our team of Social Workers can also help you access the financial, legal and mental health resources to help you plan a return home or transfer to another facility. Let the nurses on your unit know if you wish to meet with a Social Worker.

Chaplains

Professionally trained chaplains are available to provide spiritual care and emotional support to you and your family. Please note that your own spiritual leader is welcome to visit you at any time. To contact a Chaplain, call Spiritual Care at the numbers below.

- Grey Nuns: (780) 735-7029
- Misericordia: (780) 735-2877

Please dial '0' for the Chaplain on call (24 hours a day) if you are in need of immediate assistance.

Other team members

Other team members who help make our hospitals safe and healthy environments for you include: food services staff, environmental services staff, infection prevention staff, physical plant/maintenance and laundry staff, porters and housekeeping, rehabilitation therapy staff, respiratory staff, security

constables, sterile processing staff, and unit clerks.

Volunteers

Our registered volunteers give of their time to add a special touch to your life. Volunteers are involved in a number of activities including:

- Delivering ice, water and newspapers
- Providing entertainment
- Helping at mealtimes
- Visiting
- Taking patients on strolls around the hospital grounds.

If you would like a volunteer to visit you or wish to learn more about our volunteer programs, please contact Volunteer Services at the numbers below.

- Grey Nuns: (780) 735-7270
- Misericordia: (780) 735-2754

While you are with us...

Requests for private rooms

Although most patients would prefer to recover in a private room, we have only a limited number of private rooms available. First choice of any available private rooms goes to patients who need privacy for medical reasons. If you are having problems with your roommate, please inform your nursing staff and they will do their best to respond to your concerns.

What to bring

During your stay, you will need basic toiletries and other items from home to help you feel more comfortable. Among the items you are likely to need are:

- Shampoo
- Conditioner
- Dentures
- Eyeglasses
- Hearing aid
- Toothpaste
- Toothbrush
- Closed toe slippers with rubber soles
- Electric razor
- Body lotion
- Combs, brushes
- Hand mirror
- Cosmetics
- Deodorant
- Nightgown/Pajamas
- Housecoat or robe
- Contact lens case and solution

You may also wish to bring reading and writing materials or simple crafts that

can be done from your bed. Change for the telephone is also useful.

Please note that your doctor or nurses may suggest other supplies depending upon your needs.

Medication

Please bring all of your regular medications with you for your stay. Unless your doctor tells you otherwise, these medications will not be used during your stay but must be present to alert your doctor to any potential drug

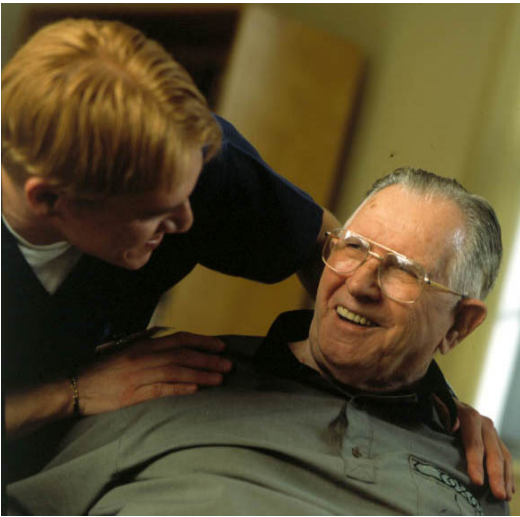


conflict. If possible, these medications will be sent home with your family after admission. Otherwise, these medications will be locked in a secured storage area in the nursing unit and returned to you upon discharge.

If you are unable to bring your medications, please bring a list of all of the medications you are taking and the dosages you receive. During your stay, the hospital pharmacy will provide any medication you require. We regret that the hospital pharmacy is not able to fill discharge prescriptions

Valuables

For safety and security reasons, please keep a maximum of \$20 with you during your stay. If you have jewelry, credit cards or large sums of money with you, please ask a family member or friend to take them home. If this is not possible, you may go to the Business Office on the main floor of the Grey Nuns or the Discharge Office on the main floor of the Misericordia to deposit valuables. Ask your unit staff if you have any questions or concerns about your valuables.



Visitors

To ensure that you and our other patients get enough rest, visiting hours for most units are between 11 a.m. and 8 p.m. Visiting hours may vary between units, so please ask the nurses on your unit for more details.

Please ask your family and friends to visit within the set visiting hours only. Exceptions may be made for seriously ill or confused patients. In these situations, we invite family members to take turns

staying with the patient. Patients in the critical care unit may receive visitors 24 hours a day.

The main lobbies of both hospitals are open from 9 p.m. to 6 a.m. For after hours access visitors should use the Emergency entrance and speak with the security staff to enter the patient areas.

Fire safety

All hospital staff are trained in fire and emergency procedures. For safety reasons, we regularly test the alarm systems and conduct fire drills. If you hear a fire alarm while on your unit please return to your room and wait for further instructions. We will make an announcement over the public address system to let you know when the test is over.

Ethics services

The Caritas Ethics Service provides consultation services to patients, families, physicians, staff, volunteers, and students on a variety of issues caused by differences in values. Possible issues for consultation include treatment decisions, consent, and capacity of decision-making.

Consult teams do not make decisions—as only you and/or family members can make choices related to your health care. Rather, our ethics team uses their skills and experience to help define the issue, bring out all sides of the issue and ensure everyone involved clearly shares their point of view. For more information, or to arrange an ethics consultation, please contact the hospital switchboard and ask to speak to the ethics team leader.

Security

The Grey Nuns and Misericordia Community Hospitals have provincially appointed Special Constables on duty 24-hours a day. These officers provide protective services for all patients, staff, and visitors, and perform patrols, investigations, and alarm and crisis response services. To speak with a Security Services Constable visit Security located next to Emergency or call Security at the numbers below.

- Grey Nuns: (780) 735-7140
- Misericordia: (780) 735-2605

Spiritual care

Caritas Health Group strives to promote spiritual wellbeing for patients, families, and staff. We are committed to holistic care and respect the religious preferences of those we serve. No attempt will be made to convert anyone from one religion or belief to another. We will only give you religious reading material if you ask for it.

Both the Misericordia and Grey Nuns Community Hospitals offer on-site chapels. The chapels are open to members of all faiths and offer a private space for quiet reflection and prayer. Scheduled services are posted outside the chapel and are open to all. You may wish to contact Spiritual Care (number above) to arrange a religious or spiritual service in the chapel or on your unit.

Professionally trained Chaplains are available to provide spiritual care and emotional support to you and your family. For more information, please turn to page 6 of this guide.

If you are in need of immediate assistance, please dial '0' for the Chaplain on call (24 hours a day).

Compliments and concerns

Please share your compliments and concerns with our staff. If you or your family have a concern that has not been resolved through talking with your Charge Nurse, we will attempt to address it in a prompt and professional manner. Please contact Administration at your site to present your compliments and concerns.

- Grey Nuns: (780) 735-7206
- Misericordia: (780) 735-2915



On-site services

ATM

ATM machines are available in the lobbies of both the Misericordia and the Grey Nuns Community Hospitals. Caritas Health Group does not operate or service these machines. If you have problems with an ATM, please call the help number posted on the machine.

E-mail/Internet access

Internet access is available at a public Internet kiosk, located in the main lobby. Please limit your time to twenty minutes if others are waiting to use the computer.

We are not set up to receive e-mails for patients or visitors at our hospitals.

Food

If your condition allows you to eat, our staff will serve you three meals each day. These meals will reflect the diet ordered by your physician and dietician. Actual meal times vary between units. Your nursing staff will be able to tell you the time you can expect your meal. Your meal might be delayed, if you are scheduled for a special test or treatment.

Guest Trays—You can order a reasonably priced Guest Tray for guests to eat in your room. Please ask your nursing staff to place the order.

Vending Machines—Vending machines are available in the emergency rooms of both facilities for quick snacks and drinks outside of cafeteria hours.

Grey Nuns Cafeteria—The *Sunshine Cafeteria*, is located on level zero and is open to visitors and patients from 7 a.m. to 9 p.m. daily—serving a variety of lunch and supper specials as well as snacks, drinks and sandwiches.

Misericordia Cafeterias—The *Garden Cafeteria* is located in the basement of the Misericordia. Open from 8 a.m. to 6:30 p.m. Monday to Friday, the Garden Cafeteria offers a variety of sandwiches, cold snacks and a selection of hot meals from the steam table. Patients and families in search of a quick snack can also use the vending machines located just inside the entrance to the Garden Cafeteria.

The *Beau Geste Coffee Shop* at the Misericordia is located on the main floor just west of the lobby. Open from 7 a.m. to 9 p.m. Monday to Friday and 8 a.m. to 9 p.m. on weekends, the Beau Geste serves drinks, snacks, and a variety of short-order specials. This cafeteria is run by the Associates of Caritas.



Gift and flower Shop

Gift and flower shops are open daily in the lobbies of both hospitals. The Associates of Caritas run these shops, and their profits go to patient comfort projects in the hospitals. Items available include greeting cards, magazines, scratch lottery tickets, snacks, books, batteries, flowers, gifts, and some toiletries. To order flowers please phone the flower shop at the site where the patient is staying.

- Grey Nuns: (780) 735-7549
- Misericordia: (780) 735-2990

Mail, parcels, flowers

A mailbox is located on the main floor and stamps are available for purchase at the Gift Shop. Incoming mail, parcels and flowers are delivered to patients daily and should be addressed as follows:

Grey Nuns:

Your unit name and room #
Grey Nuns Community Hospital
1100 Youville Drive West
Edmonton, Alberta
T6L 5X8

Misericordia:

Your unit name and room #
Misericordia Community Hospital
16940-87 Avenue
Edmonton, Alberta
T5R 4H5

We will forward any mail arriving after you are discharged to your home address.

Mobile library

Each day, volunteers visit patient rooms with a book cart to handout newspapers

and offer patients a choice of donated books.

Rotary House hostel

The Grey Nuns Rotary House is a five bedroom home that provides single and double rooms to patients and families receiving treatment at the Grey Nuns who live outside the city of Edmonton. A fee is charged to help cover the costs of the service. For information, or to book a room, contact the Associates of Caritas at (780) 735-7316.

Telephones

Telephones may be rented through the Gift Shop on the main floor. For information, please call the number below.

- Grey Nuns: (780) 735-7548
- Misericordia: (780) 735-2524

Payphones are also available in the main lobby. All proceeds from phone and television rentals go to the Associates of Caritas, which uses the funds to enhance patient comfort. To access an outside line from a Caritas telephone dial '9' and then the number you wish to call.

Please keep your cellular phone off while you are in the units. If you must use your cellular phone please go to the main lobby before turning your phone on.

A TTY/TDD telephone is available for any patient who requires it. This device allows a deaf or hearing impaired person to communicate via telephone with another TTY/TDD telephone or via the Message Relay Center. If you require a TTY/TTD telephone please ask your nurse and they can contact Caritas Telecommunications at 735-2900.

TV rental

Televisions are available for rent on most units, through the Associates of Caritas. To rent a television, pick up an order form from the front of the Nursing Unit. Fill it out and return it to the small box at the same location. Arrangements may also be made through the gift shop. For more information, please call the gift shop on your site.

- Grey Nuns: (780) 735-7548
- Misericordia: (780) 735-2524

The television service will be installed between 10 a.m. and 5 p.m.



Our respect policy

Patient confidentiality

At Caritas Health Group, we strive to protect our patient's privacy. We use and share with other people only the minimum amount of information necessary to carry out your treatment. If you believe there is an error in your health information, please report this error to our staff and request a correction. Unless you tell us otherwise, we will provide limited general information on your location, condition, diagnosis, progress and prognosis to family members and friends who inquire. If for any reason you do not wish any or all of this information to be released, please inform your caregivers.

Personal directives

Caritas Health Group supports the use of personal directives as a means for you to express your wishes for your care should you become unable to make decisions for yourself. Personal directives can be created by patients who are over the age of 18. A personal directive only comes into effect if you are deemed unable to express your wishes by two medical physicians. In the event your personal directive comes into effect, the hospital will work with your agent to provide care in accordance with your wishes, within available resources and given that the directive does not violate legal, professional, or organizational standards. Please speak to the social worker on your unit if you would like assistance in creating a personal directive.

Comment [IS1]:

Patient's rights and responsibilities

Your rights

We hope to create an atmosphere where you feel respected and valued as an individual.

We believe:

1. You have the right to receive considerate, dignified and compassionate care.
2. Your plan of care will be based on your needs, choices, health status, and abilities. As a member of the team, you will help to determine your needs and plan your care.
3. You have the right to receive and understand information about your care and health, the services you can access and the regulations of the Misericordia and Grey Nuns Community Hospitals.
4. You have the right to make personal choices about your care, including choosing your doctor and participating in treatment. If you choose to refuse care, treatment or medication, we will provide you with information about the outcomes that may result from your decision.
5. You have the right to know the names and functions of all team members involved in your care.
6. You have the right to express concerns verbally or in writing to any member of the staff or administration.
7. You can expect privacy and confidentiality in your care. This means that we will not give or share any information about you or your

care with anyone other than designated family members and staff who need to plan your care. We will provide information if required by law, or if you or someone else is in danger.

8. You can expect to receive an explanation of any fees charged.
9. You can expect a nourishing diet that considers your religious and cultural beliefs.

Your responsibilities

As a member of the hospital community, you have a responsibility to honour your personal well being, as well as that of staff, volunteers, and other hospital patients. These are our expectations of you:

1. Share your views: make suggestions and voice your concerns and compliments regarding your care.
2. Ask questions: let us know if you do not understand any aspect of your care.
3. Be respectful of others: respect the rights, belongings, and privacy of all other patients and staff. Physical and/or verbal abuse will not be tolerated.
4. Keep us informed of your whereabouts: advise staff of any planned absences.
5. Accept responsibility for any charges and fees.

Contact numbers

To reach an outside line from a Caritas phone dial '9' followed by the number. When calling a hospital number (735 or 482 prefixes) only dial the last five digits of the number you are calling.

Grey Nuns

Flower shop: (780) 735-7549

General inquiries/switchboard: (780) 735-7000

Gift shop: (780) 735-7527

Parking: (780) 735-2565

Patient information: (780) 735-7272

Phone/television rentals: (780) 735-7548

Rotary House: (780) 735-7316

Security: (780) 735-7140

Spiritual Care: (780) 735-7029

Volunteer Services: (780) 735-7270



Misericordia

Flower shop: (780) 735-2990

General inquiries/switchboard: (780) 735-2000

Gift Shop: (780) 735-2524

Parking: (780) 735-2565

Patient information: (780) 735-2881

Phone/television rentals: (780) 735-2524

Security: (780) 735-2605

Spiritual Care: (780) 735-2877

Volunteer Services: (780) 735-2754

Caritas Hospitals Foundation

The Caritas Hospitals Foundation helps to further Caritas Health Group's mission by raising additional funds to support leading edge programs and services. The Foundation's goal is to help enhance existing programs and services, fund research and education projects and support major equipment purchases for capital projects. Money raised by the Caritas Hospitals Foundation supports only Caritas Health Group and its member sites.

Your donations enhance programs, help in creating comfortable patient environments, aid in new equipment purchases, research and education.

Donations can be dropped off at your nursing unit or the Business Office or sent to:
Caritas Hospitals Foundation
#3C60, 11111 Jasper Avenue
Edmonton, Alberta T5K 0L4

Cheques should be made payable to Caritas Hospitals Foundation.

For information about Planned Giving/Legacy Gifts and for all other inquiries, please call (780) 482-8126.