

Welcome



خوش آمدید

ברוכים הבאים

PATIENT & FAMILY GUIDE



ਜੀ ਆਇਆਂ ਨੂੰ



Bienvenue

مرحبا

MARKHAM SITE



환영합니다



خوش آمدید



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WELCOME

This guidebook provides you with important information about the hospital during your stay. You are a valued member of your health care team. It is important that you understand your rights and responsibilities as a patient.

Your rights

Patients and families have the right to:

- Be treated with dignity and respect.
- Have their health information treated with confidentiality.
- Receive the safest, best care we can provide.
- Be involved in their care planning and decisions about their care.
- Ask about their care plan and have information shared in a way they can understand.
- Know names, positions, titles and professional relationships of everyone on their care team.
- Have their needs met in a timely manner.
- Share their experience and concerns with the health care team.

Your responsibilities

Patient and families are responsible for:

- Treating everyone at the hospital with dignity and respect.
- Identifying a care partner (family or friend) to communicate with other family members and/or friends.
- Asking questions until they feel they have all the information they need to make informed decisions.
- Following their treatment plan as agreed upon in partnership with their health care team.
- Notifying their health care team of changes in their health.
- Respecting the hospital's smoke free and scent/fragrance free policies.
- Safeguarding their personal belongings; the hospital is not responsible for lost or stolen items.

Level 1

- 1 Centre (1C) – Palliative/Complex Continuing Care Unit
- 1 East (1E) – Rehabilitation/Integrated Stroke Unit
- Cashiers Office
- Clinic 5 • Low Back and Spine Clinic (ISAEC)
 - Shoulder Rapid Access Clinic
 - Lower Extremity Rapid Access Clinic
- Ontario Workers Network Clinic (OWN)
- Orthopaedic Joint Assessment Clinic (OJAC)
- Druxys/Cafeteria
- Health Information

Building A

Building B

- EMERGENCY**
- 1 West (1W) - Inpatient Mental Health Unit
 - Human Resources
 - Occupational Health & Safety
 - Patient Relations
 - Tim Horton's 24 Hour Kiosk

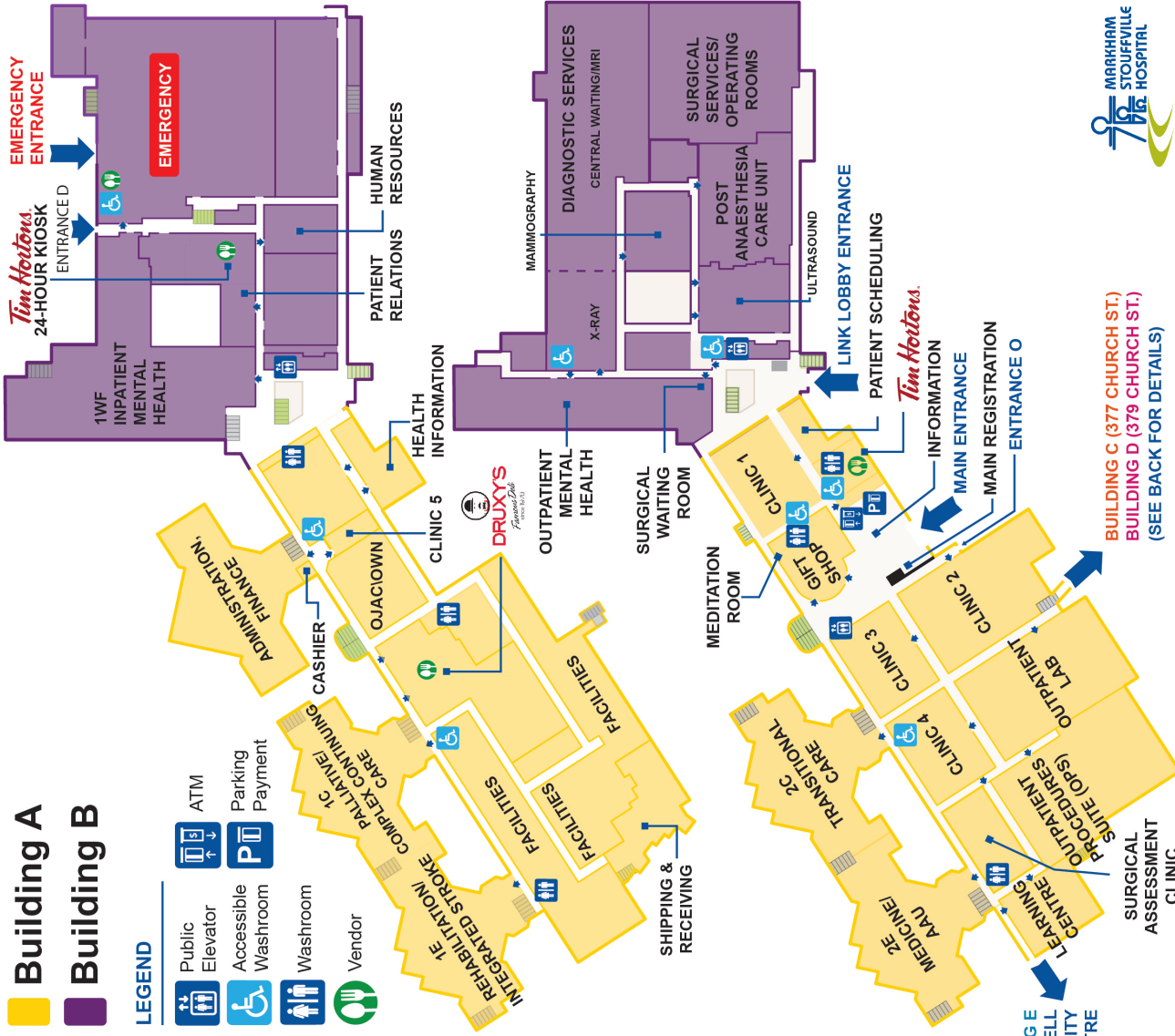
Level 2

- 2 Centre (2C) – Transitional Care Inpatient Unit
- 2 East (2E) – Medicine/Stroke Inpatient Unit
- Clinic 1 • Fracture and Plastics
 - Minor Surgery
 - Breast Health
- Clinic 2 • Chemotherapy
- Clinic 3 • Pain and Symptom Management
 - Post Surgical Wellness
 - Infectious Diseases
 - Stroke Prevention
 - Cardiac
- Clinic 4 • Seniors Clinic
 - Community Medicine Clinic
 - Medical Day Clinic
 - Paediatric Ambulatory Clinic
 - Paediatric Diabetes
- Surgical Assessment Clinic
- Outpatient Procedures Suite
- Gift Shop
- Registration/Information Desk
- Tim Horton's Cafe

Building A

Building B

- 2 West (2W) - Outpatient Mental Health
- Day Surgery/Recovery - Main Operating Rooms
- Diagnostic Services
 - EEG/ECG
 - Mammography
 - Ultrasound
 - Stress Lab/Holter Lab
- Nuclear Medicine
- MRI/CT
- X-Ray
- Cardiorespiratory



BUILDING C (377 CHURCH ST.)
BUILDING D (379 CHURCH ST.)
 (SEE BACK FOR DETAILS)

Level 3

- 3 Centre (3C) - Medicine/Cardiology Inpatient Unit
- 3 East (3E) - Medicine/Oncology Unit

Building A

Building A

Building B

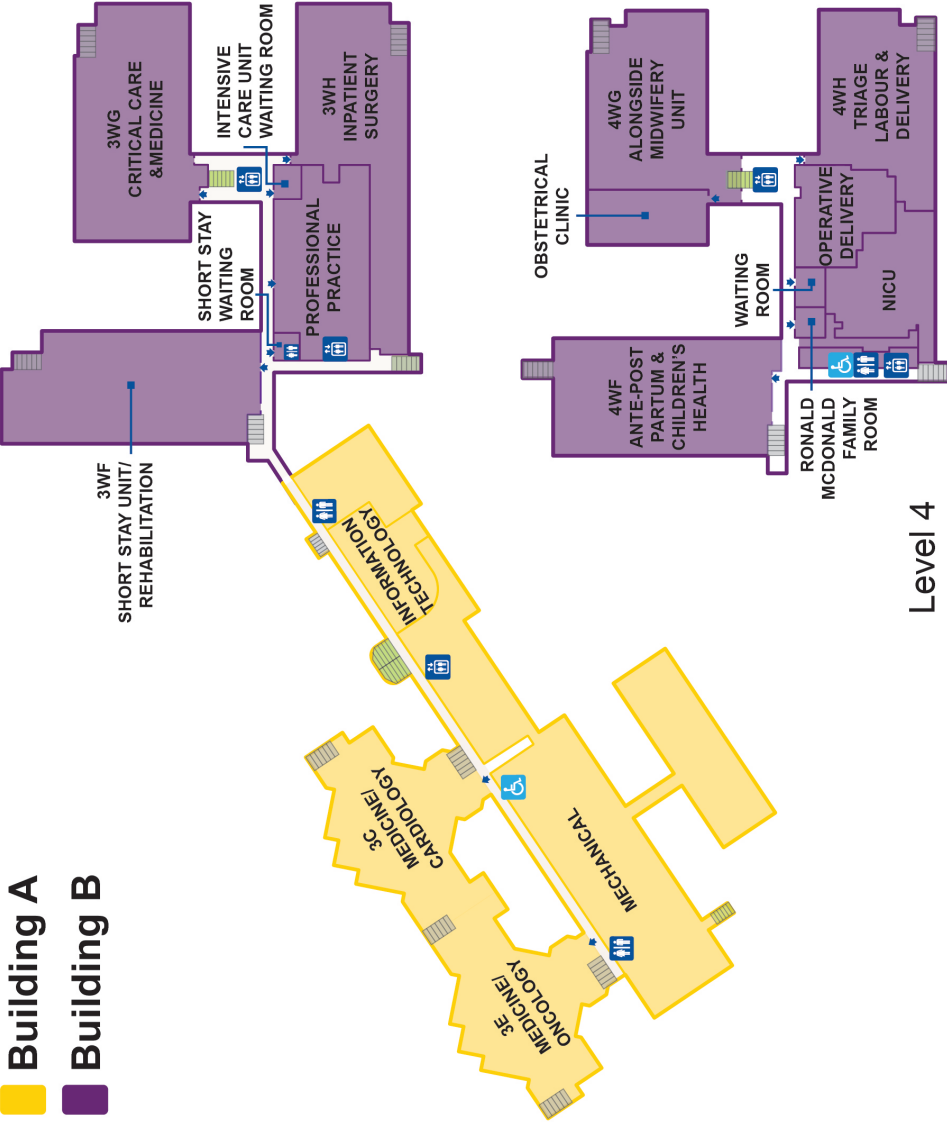
- 3 West (3WF) - Short Stay/Rehabilitation Inpatient Unit
- 3 West (3WG) - Critical Care/Medicine Inpatient Unit
- 3 West (3WH) - Inpatient Surgery Unit Professional Practice

Building B

Level 4

- 4 West (4WF) - Post-Partum & Children's Health Inpatient Unit
- 4 West (4WG) - Alongside Midwifery Unit
- 4 West (4WH) - Triage, Labour & Delivery Neo-natal Intensive Care Unit (NICU)
- Ronald McDonald Family Room
- Obstetrical Clinic
 - Breastfeeding Clinic
 - Colposcopy Clinic
 - Post-Partum Clinic

Building B



Level 4

Building C (377 Church St.)

- Medical Offices Building
 - Altima Dental
 - Caregiver Services
 - Dales Pharmacy (Retail Pharmacy)
 - Markham Family Practice
 - The Waiting Room Cafe
 - Physician Offices

Building D (379 Church St.)

- Health Services Building
 - Child Development Programs
 - Health for All
 - Lifelabs
 - Adult Diabetes Clinic
 - Markham Stouffville Hospital Foundation
 - MSH Auditorium AVB
 - Physician Offices

Building E

Cornell Community Centre

OUR CORE VALUES

Respect

I embrace diversity and inclusion and treat everyone with dignity.

Trust

I am reliable and show integrity in everything I do.

Commitment

I take accountability to follow through.

Compassion

I approach all relationships with empathy, sensitivity and understanding.

Courage

I take ownership of my actions and responsibility for solving problems.

We encourage everyone in the hospital to live these values through their everyday interactions and work.

MY CARE TEAM

NURSE

"I take care of your medical and personal care needs while in the hospital."

PHARMACIST

"I review your medication needs during your hospital stay."

PHYSICIAN ASSISTANT

"I assist the physician in planning your prescribed care and answering your questions."

PHYSICIAN

"I help prescribe the treatment plan to ensure you're on track toward your health goals."

PERSONAL SUPPORT ASSISTANT

"I assist you and your nurses with daily care needs."

SOCIAL WORKER

"I help you and your family to cope with the impact of illness/hospitalization."

NURSE PRACTITIONER

"I assist the doctor in monitoring and maintaining your plan of care."

CARE PARTNER

"I am the primary person involved in your care planning and decision making."

PHYSIOTHERAPIST

"I help maintain/improve your physical abilities."

OCCUPATIONAL THERAPIST

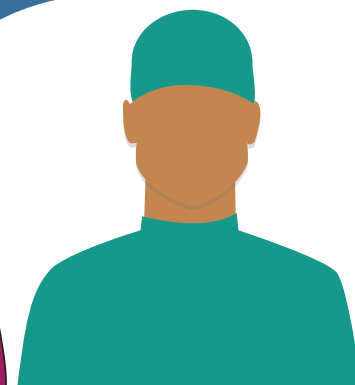
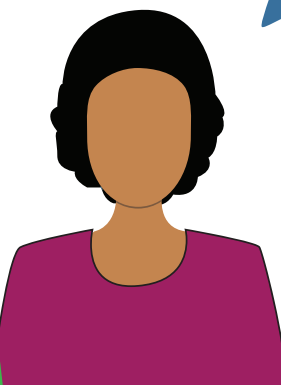
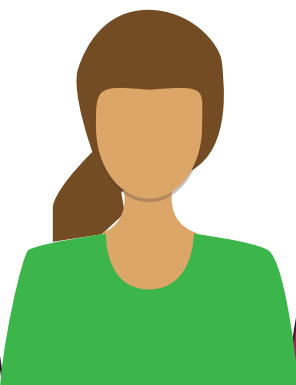
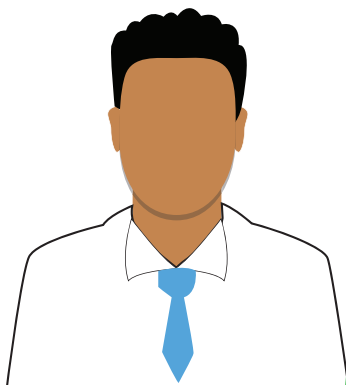
"I help increase your safety and independence in your daily activities."

CCAC COORDINATOR

"I plan for the services for you to get better at home."

PATIENT FLOW COORDINATOR

"I help coordinate your journey home."



HOSPITAL AMENITIES AND SERVICES



General visiting hours are from 11 a.m. to 8:30 p.m. Our visitor policy is subject to change. The latest information can be found at www.msh.on.ca/visitors



WiFi is available free of charge. Connect to *MSHPatient-and-Visitor-WiFi* in your device's WiFi settings.



We offer spiritual care for people of all faiths. Religious services are available upon request. Our meditation/prayer room is available for use on building A, level 2.



For non-English speaking patients, interpretation services are available 24 hours a day, seven days a week. Ask your care team about this service.



Ask your care team about the many services available for patients through our Compassionate Rounding program.



iPads are available for patients to connect with family.

Parking

- Lot 1 - Main entrance/ Link lobby
- Lot 3 - Medical Office Building
- Lot 6 - Emergency Department (ED)

Each 30 minutes: \$4
 Daily max: \$17.50
 Day pass (in/out): \$22
 100-day in-out pass: ... \$242



Discount parking pass (H Pass)

5 day: \$43.75
 10 day: \$87.50
 30 day: \$157.50

About the H Pass

- Transferable between patients and caregivers
- Equipped with in-and-out privileges throughout a 24-hour period
- Good for one year from the date of purchase

Food options:



Level 1, building A
(cafeteria)



Full service, level 2,
building A (main lobby)

Kiosk: 24-hour service,
level 1, building B (next
to ED)



Level 1, Medical Office
Building
(377 Church Street)

Pharmacy options:



Dale's Pharmacy is located in the Medical Office Building next to the hospital at 377 Church Street. Here you can fill your prescriptions, purchase over-the-counter medications, as well as a selection of refreshments and other items.

ROOM AMENITIES



Location & extension

Each room has one over bed table, two chairs, a night stand and a closet for personal items.



**Patient and family
lounge/pantry**

There is a common lounge for patients and families to spend time together on each unit. Lounges include a TV, phone, pantry, microwave, fridge, and a water and ice machine. Please label all foods stored in the fridge.



Meals

Breakfast: 7:45 a.m. – 8:30 a.m.
Lunch: 11:45 a.m. – 12:30 p.m.
Dinner: 4:45 p.m. – 5:30 p.m.



**Television and
telephone services**

Television and telephone services are available for rental. To activate the service, dial 6960 from the bedside phone or turn on the TV for instructions. Pocket talkers are available to support individuals with a hearing impairment.

MY ESSENTIALS

To make your hospital stay as comfortable as possible remember to bring:



Toothpaste and
toothbrush



Hairbrush



Soap and
shampoo



Non-skid
footwear



Clothing



Dentures



Eyeglasses
or contacts



Hearing aids



Mobility aids

Make sure to:

1. Put your name on all items when possible.
2. Keep your items together.
3. Keep them in a safe place.

Keep your valuables at home or ask a family member or friend to bring them home for you. Markham Stouffville Hospital is not responsible for lost or stolen items.

SAFETY

Clean hands save lives! Hand washing is a simple way for everyone at the hospital to prevent the spread of germs and bacteria. Clean your hands often and especially before entering and exiting patient care areas. Use alcohol-based hand rub or soap and water if your hands are visibly soiled.

How to properly wash your hands:



How we keep you safe



Patient identification

To ensure that the right patient is getting the right treatment every time, we will check your armband ID frequently and ask you for your name and date of birth.



Routine practices

We keep you safe by using universal precautions, also known as routine practices, for every patient, every time. These practices can include hand washing, use of personal protective equipment (gloves, gown or mask) and cleaning.



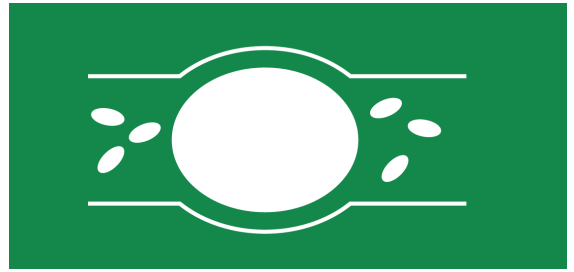
Additional precautions

Additional precautions are initiated when patients present with certain symptoms and disease conditions. All visitors must check in with the nursing station before entering rooms where additional precaution signs have been posted.

Your role in safety

To prevent blood clots you can:

- Follow the treatment provided by your care team. This may include:
 - Taking a blood thinning medication.
 - Wearing special stockings to improve blood flow.
 - Moving your legs often and walking as soon as your care team says it's safe.
 - Letting your care team know if you have pain, tenderness, redness and/or swelling.
 - Letting your care team know if you have pain in your chest, back or ribs that may worsen when taking a deep breath.



To prevent pressure injury, you can:

- Check your skin often and report any changes, such as redness, pain or blisters (paying special attention to areas of pressure like your heels and buttocks).
- As much as you can, change your position at least every two hours when in bed.
- Try to keep your skin moisturized.



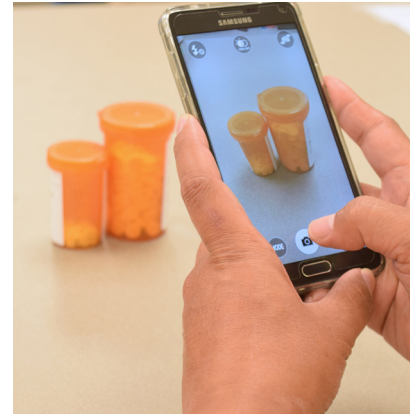
To ensure you are practicing safe mobility while in hospital you can:

- Ask about how you can conduct your daily activities in a safe manner and achieve your mobility goals.
- Sit up in a chair for your meals or when you have visitors.
- Walk to the bathroom and around the unit, either alone if you are able, or with help.
- Do exercises in bed on your own throughout the day.



For safe medication use, you can:

- Tell your care team about all medications you are taking (including non-prescription medication, herbals, vitamins, etc.) and bring your medications with you to your pre-operative appointments in the original containers.
- Tell your care team about any medication allergies or reactions to drugs.
- Talk to your care team first before taking any of your medication while in hospital.
- Ask to speak to a pharmacist if you have any questions about your medications.
- Ensure you understand when and how to take your medications before you go home.



For more information on medications and other patient resources, visit:

<https://bit.ly/mshpatientmedinfo>

Point phone camera at QR code and press website link when appears

5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS

when you see your doctor, nurse, or pharmacist.

1. CHANGES?

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

2. CONTINUE?

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

3. PROPER USE?

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

4. MONITOR?

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

5. FOLLOW-UP?

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



Keep your medication record up to date.

Remember to include:

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

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



Institute for Safe Medication Practices Canada
Institut pour la sécurité des médicaments aux patients du Canada



Canadian Patient Safety Institute
Institut canadien pour la sécurité des patients

Visit safemedicationuse.ca for more information.





Before you are discharged, ask us about...

Your transition plan

1. How do I obtain a copy of my transition plan or discharge summary?
2. Once I'm at home, who should I contact if I have questions about my plan?

Your medication

3. Have any medications been added, stopped or changed, and why?
4. What medications do I need to keep taking, and why?

Home and community care

5. Will I need home care or personal support care? How soon and how often will I receive this help?
6. Who can I call if I have problems getting the right kind of care at home when I need it?

Follow-up appointments

7. Do I need to follow up with my family doctor or other health care providers once I am home? Are these appointments booked for me or, if not, who will provide the contact information?
8. Who can I call if I have other questions or concerns about my recovery?

Changes to your routine at home

9. What symptoms are normal for my health condition? When and who should I call if symptoms aren't normal?
10. How long will it take to get back to my normal daily activities? What do I need to do?

MY TRANSITION & DISCHARGE INFO

Transition plan

Medication

Home and community information

Follow-up appointment contacts

Changes to my routine

CARE NEEDS AT HOME AFTER A HOSPITAL STAY



My appointments

Call 905-472-7601 if you have not received an appointment within three days following discharge, or want to make changes.

Clinic: _____

Clinic: _____

Date: _____ Time: _____

Date: _____ Time: _____

Clinic: _____

Clinic: _____

Date: _____ Time: _____

Date: _____ Time: _____

Book an appointment with your family physician within one week following your discharge, or as otherwise instructed.



How I might feel and what to do

How I am feeling:

- Shortness of breath
- Chest pain
- If symptoms that brought you to the hospital worsen

What to do:

- Call 911
- Do not drive yourself to the hospital

If you recently had surgery and experience:

- Fever
- Excessive vomiting
- Difficulty going to the bathroom
- Redness or drainage from an incision

What do to:

Monday - Friday, 8 a.m. - 4 p.m.
Call 905-472-7373 ext. 6233

After hours/on the weekend
Visit your family doctor, closest urgent care centre, or Emergency Department

WHERE TO GO FOR CARE AND INFORMATION

Telehealth Ontario
1-866-797-0000

**Markham Stouffville Urgent
Care Centre**
905-472-8911

**Home & Community Care
(Markham)**
416-222-2241

**Markham Heritage Health
Clinic**
905-471-2967

**Home & Community Care
(Uxbridge)**
310-2222

**Markham Mews Medical
Clinic**
905-475-3995

Crisis worker
1-855-301-COPE

**MD Connected
Walk-In Clinic (Stouffville)**
1-877-406-9362

Toronto Distress Centres
416-408-4357

**Community
Medication
Check**



<https://bit.ly/2BfIWdG>

Markham Stouffville Hospital does not own, operate or have any affiliation with the organizations listed above. Information on this page is for reference only. Markham Stouffville Hospital does not endorse any of the listed organizations.

PATIENT CONNECT



How Patient Connect works

Patient Connect is an online tool that gives patients and families of Markham Stouffville Hospital, Stevenson Memorial Hospital and Southlake Regional Health Centre access to their health care information 24 hours a day, seven days a week.

FAQs

How does Patient Connect access my health information?

Information comes from your hospital's electronic health record and is added by your health care providers during your hospital visit. Patient Connect only contains a portion of your medical record. Information not available online can be requested from the Health Information Department (HIM).

You only need to enroll once to access your health information from all three hospitals.

Can my family or friends access my Patient Connect account?

You can give family members or friends (called proxies) access to your information on the portal. You control who can access what information and see who has looked at this information.

Is my information safe?

Yes. Portal passwords are encrypted and our web pages are written so that they cannot be copied. You and your authorized proxies are the only ones who can access your health information in the portal.

All our systems and procedures are compliant with and guided by the Personal Health Information Protection Act of Ontario. Patient Connect has privacy and security safeguards in place to ensure your health information is protected.

Visit www.msh.on.ca for privacy and password tips.

Your information

ALL IN ONE PLACE

HEALTH INFORMATION

Lab results

Diagnostic imaging reports (not images)

Other reports

Visit history

Allergies

Medications prescribed on discharge and medications used at home

APPOINTMENTS

View upcoming appointments and procedures

How does patient age affect portal access at Markham Stouffville Hospital?

0-13 years of age

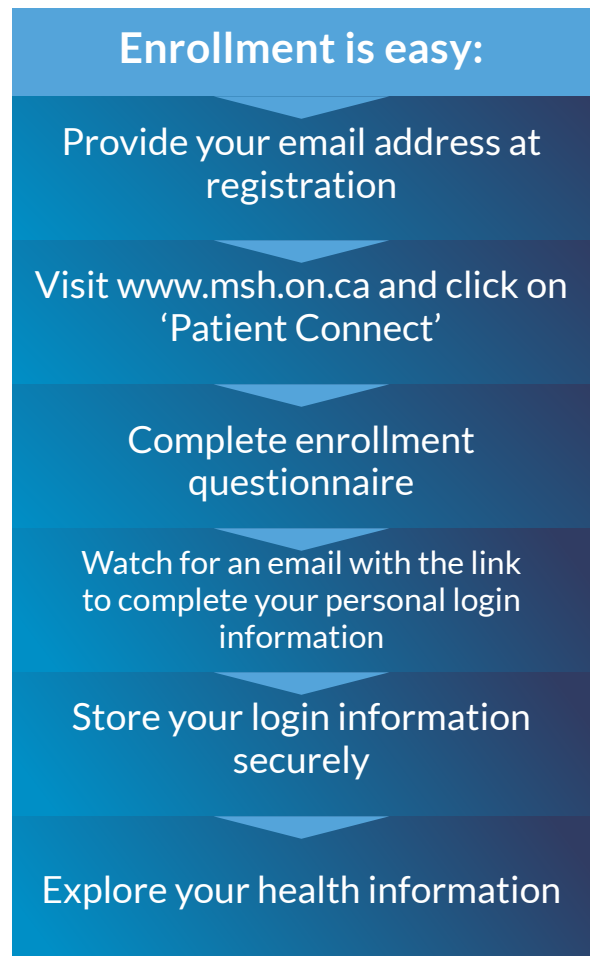
- Parent/legal guardian will be granted complete access to the child's Patient Connect record.
- Parent/legal guardians must visit our HIM to obtain access.

14-15 years of age

- Patient authorization is required for the parent/legal guardian to obtain a proxy account for the minor child.
- At any point, a minor patient between these ages may request removal of a proxy's access to their account.

16+ years old

- Parent/legal guardian's access is automatically removed at age 16.
- The patient must re-consent to grant parent/legal guardian access to their child's Patient Connect record.



Who do I call if I have questions about my Patient Connect account?

For all questions or concerns about Patient Connect, call the support line between 8 a.m. and 4 p.m. Monday to Friday at 1-877-733-5033

How can I access Patient Connect with my mobile device?

First enroll in Patient Connect then:

- Download the free MEDITECH MHealth app from the Apple Store or Google Play
- Once installed, open the MEDITECH MHealth app
- A pop-up message requesting access to your location services appears. Select 'yes'. Make sure the location services in your device settings is set to 'on'
- Click on the MEDITECH MHealth app and click on Patient Connect
- Enter your user ID and password to login
- From the home screen menu you can access your health information

SHARE YOUR CARE EXPERIENCE

Our goal is to provide exceptional care to every single patient. Your feedback is vital to help us continually improve the patient experience at the hospital. Here's how you can contribute.



Patient experience survey

You may receive a survey in the mail soon after your discharge from the hospital. Please take the time to complete and return the survey.



Post-discharge phone call

You may receive a phone call shortly after you leave to inquire about your experience and to answer any of your questions or concerns.



Patient Experience Participants

Patient Experience Participants (PEPs) are specialized volunteers at our hospital. Become a PEP and provide input on decisions that improve quality of care.

Learn more at www.msh.on.ca/PEP

Need help now?

You can speak to a member of your care team at any time about the care you are receiving.

If your issue is not resolved, please contact Patient Relations at patientrelations@msh.on.ca or at 905-472-7141.



MY CONTRIBUTION

There's a hero in all of us

Thank the hero in your life

Our MSH Heroes save lives, combat illness and go above and beyond to provide compassionate care to our patients.

If there is a special doctor, nurse, volunteer, hospital staff or the everyday hero who made a difference in your life, this is your opportunity to make a difference in the lives of others.

Your gift will help purchase life-saving medical equipment and critical technology to support exceptional patient care close to home. When you recognize your MSH Hero, they will receive a card of appreciation and a commemorative pin to wear with pride.

Make your gift of gratitude by visiting www.mshheroes.ca or call 905-472-7059.





Contact us

Markham Stouffville Hospital
381 Church Street
Markham, Ontario
L3P 7P3

General inquiries

905-472-7373

Patient Relations

905-472-7141

Connect with us

Web: www.msh.on.ca

Email: myhospital@msh.on.ca



@mshospital



@mshospital



/markhamstouffvillehospital