



Please be advised that due to COVID-19, some information in this handbook may have changed. For questions or concerns, please speak to your healthcare team.

PATIENT & FAMILY GUIDE UXBRIDGE SITE

4 CAMPBELL DRIVE, UXBRIDGE, ONTARIO

Please take this copy of our handbook home with you for future reference.

CODE OF BEHAVIOUR



RESPECT

I embrace diversity and inclusion and treat everyone with dignity.

TRUST

I am reliable and show integrity in everything I do.

COMMITMENT

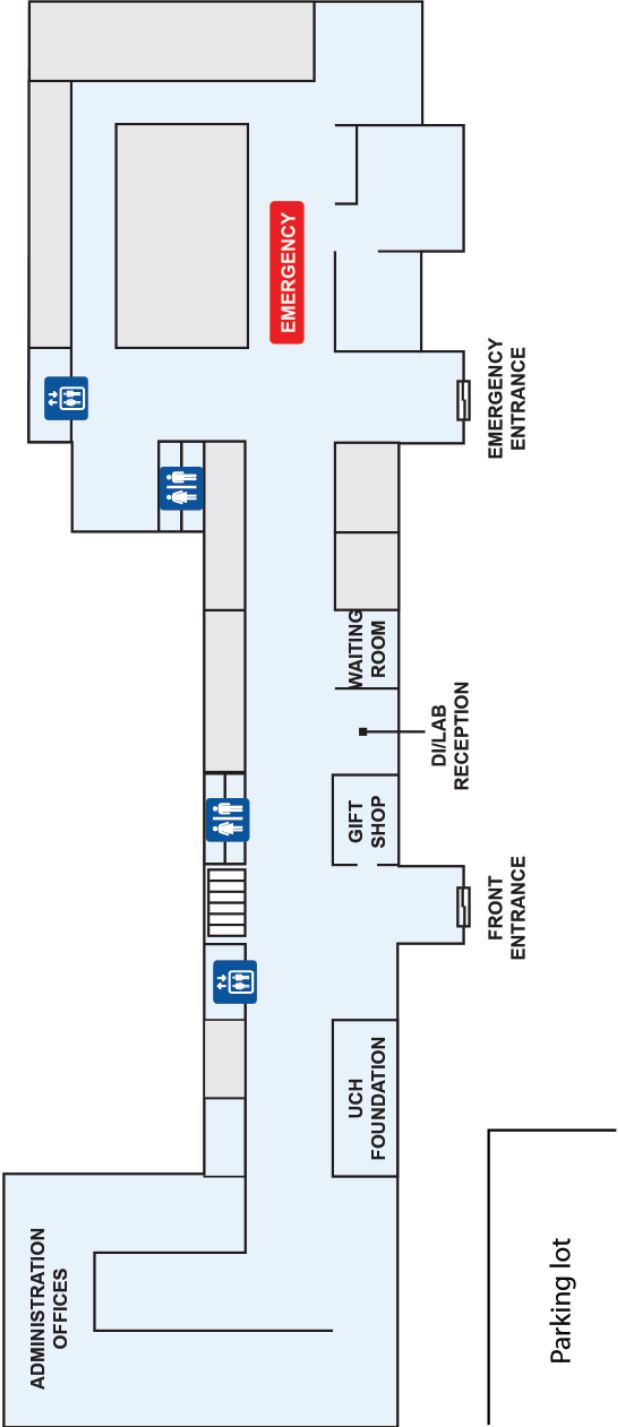
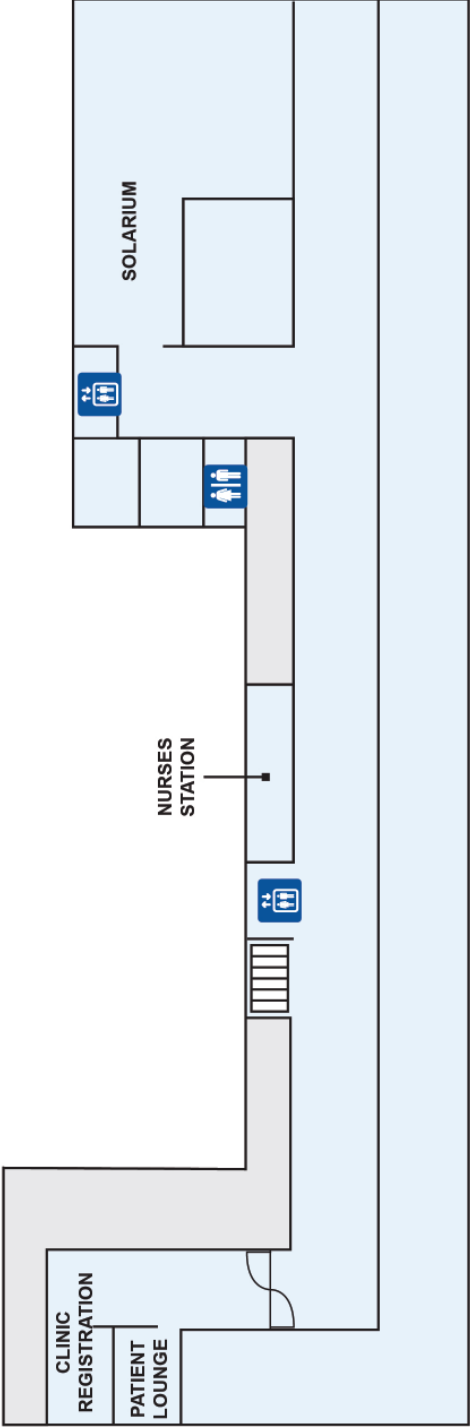
I take accountability to follow through.

COMPASSION

I approach all relationships with empathy, sensitivity and understanding

COURAGE

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



Campbell Drive

PATIENT & FAMILY RIGHTS AND RESPONSIBILITIES

Welcome. This guidebook is intended to provide you with basic information about the hospital during your stay. You may also use the folder provided to keep track of any documents you receive during your stay. Please review the care guide at the back of the book to organize and prepare for your discharge.

You are a valued member of your healthcare team. It is important that you understand your rights and responsibilities as a patient. This will help us to provide you with the best and safest care possible.

Your rights

Patients and families have the right to:

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

Your responsibilities

Patient and families are responsible for:

- Treating all staff, volunteers and other patients with dignity, respect and consideration
- Identifying a care partner (family or friend) to communicate with other family members and/or friends
- Asking questions until you feel you have all the information you need to make informed decisions
- Following treatment plan as agreed upon by you and your healthcare team
- Notifying your healthcare team of changes in your health
- Respecting the hospital's smoke free and scent/fragrance free policies
- Safe guarding your personal belongings; the hospital is not responsible for lost or stolen items. We encourage you to send all valuables including money home with your friends and/or family. If this is not possible, please let your nurse know.



MY CARE TEAM

Advanced Practice Nurse

"I help you and your care team to assess, plan and coordinate your care."

Pharmacist

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

Nurse

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

Doctor

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

Social Worker

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

Patient

"I receive medical treatment and play an important role in my own recovery."

Nurse Practitioner

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

Physiotherapist

"I help maintain/improve your physical abilities."

LHIN Coordinator

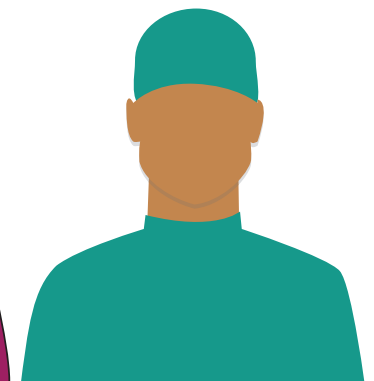
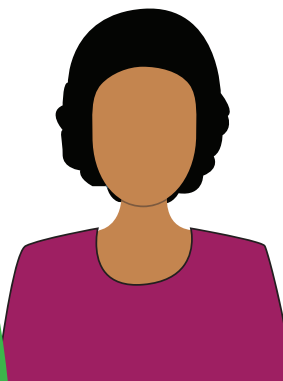
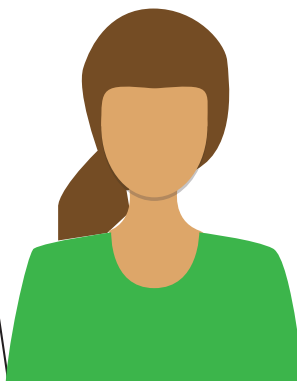
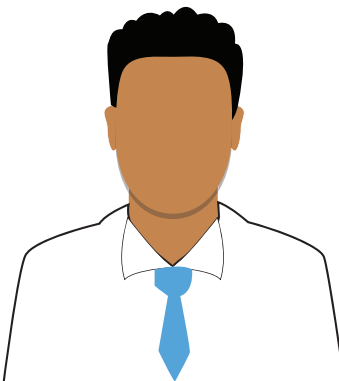
"I plan for the service for you to get better at home."

Occupational Therapist

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

Patient Flow Coordinator

"I help coordinate your journey home."



UXBRIDGE AMENITIES



Parking

Each 60 minutes: \$2.00
Daily max: \$5.00



Visiting hours:

We have an open visiting policy for designated care partners. Quiet time is from 10 p.m. – 6 a.m. (See page 16)



WiFi:

WiFi is available free of charge for all patients and families at MSH. Connect to “MSH-Patient-and-Visitor-WiFi” in your device’s WiFi settings.



Spiritual and religious care:

We offer spiritual care for people of all faiths. Chaplaincy services are available upon request.



Language interpreter:

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



Gift Shop

Located inside the hospital near the main entrance is the volunteer run gift shop. It is open from 9 a.m. - 3 p.m. Monday to Saturday. There is no tax on any of the items sold in the gift shop.



ROOM AMENITIES

LOCATION & EXTENSION

Each room should have one over bed table, one chair, a night stand and a closet for personal items.

Communication board:

The communication board in each patient room will be updated by your care team daily. It provides information about the care team, tests/procedures, daily activities, diet requirements and mobility status.

Patient and family lounge/pantry:

There is a common lounge for patients and family to spend time together. You'll find a TV, phone, pantry, microwave, fridge, and a water and ice machine. Please label all foods stored in the fridge.

Meals (expected delivery times):

Breakfast: 7:30 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, phone and pocket talkers:

Television and telephone services are complementary at the Uxbridge site. Patients are encouraged to bring headsets from home to use with the television. Headsets are available to purchase in the gift shop between 9 a.m. - 3 pm. Monday - Saturday or from the unit clerk after hours.

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
tooth brush

☐

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 in a drawbag.
3. Keep them in a safe place.

SAFETY

You are an important member of your healthcare team. We will work together to ensure that you have a safe high quality care and an extraordinary experience during your hospital stay.

We are committed to providing a safe environment. We have put strategies in place to help keep you safe. You also play a key role in keeping yourself safe.

Falls prevention

What we will do:

- Complete a risk screen to identify if you are at risk for falls
- If you are a risk for falls we will place a yellow armband on you and post a sign on your room whiteboard to ensure everyone on the team knows you are at risk of falls
- We may put strategies in place to help prevent falls such as: turn on the bed alarm, place the call bell where you can reach it, move you closer to the nursing station and instruct you not to get up without help



What you can do:

- Bring in good fitting non-slip footwear with a rubber sole (we can provide non-slip socks until you can get your footwear brought into the hospital)
- Ask about falls prevention strategies and how you can help
- Use the call bell for assistance before getting up, especially if you feel weak, dizzy or drowsy. Sometimes it may take a few minutes, please wait
- Keep your glasses, hearing aids and other personal belongings within reach. Ask for assistance
- Plan regular bathroom visits with your care team. We want to help and ensure that you are safe

Patient identification

What we will do: 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.

What you can do:

- Keep your patient ID wristband visible at all times until you are discharged from the hospital
- Let a member of your healthcare team know if your wristband comes off, does not fit well or becomes faded
- Participate in the identification process by answering questions like: what is your name and your date of birth? This helps to keep you safe



Patient safety incidents and disclosure

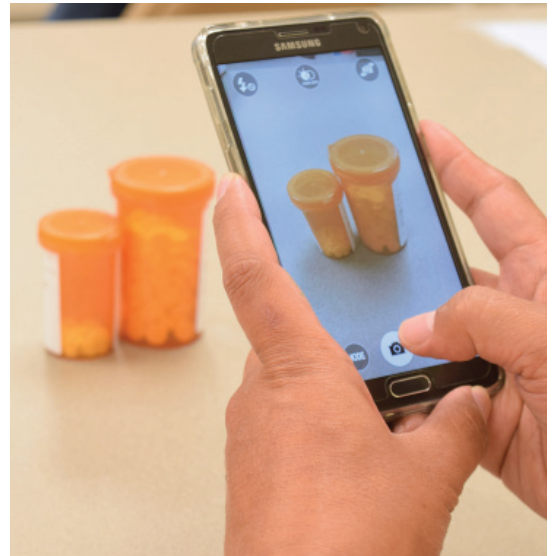
What we will do: A patient safety incident is an event or circumstance that could have resulted, or did result in unnecessary harm to the patient. We are committed to learning from such experiences to improve the safety and quality of care we provide. Disclosure is our obligation to inform the patient if a safety incident occurs. You as the patient, have a right to know what happened, why it happened and what will be done to prevent it from happening again. Disclosure also enables you to share your experience, ask questions and understand how we can support you and your family.

What you can do:

- If you feel that you may have identified a patient safety incident, let a member of your healthcare team know right away. The incident will be reported and we can start the follow-up process
- Patient Relations is here to support you. If you feel your concerns have not been addressed by speaking with your health care provider or manager of the department contact Patient Relations (page 17)

Medications safety

What we will do: Upon admission to the hospital, we will do our best to obtain a best possible medication history (BPMH) to ensure that we accurately capture all medications you are currently taking. We will also review any updates or changes to your medications prior to being discharged.

**What you can do:**

- Tell us about medication allergies or previous reactions to drugs
- Tell us about ALL medications you are taking (including over-the-counter medications, herbals, vitamins, etc.) and bring them with you to your health appointments
- Do NOT take any of your own medications, while in the hospital, without talking with us first
- If you have any concerns or questions about your medications, at any time during your hospital stay, ask to speak with your hospital pharmacist
- Ensure that you understand all your medications on discharge. Please ask questions if you are not sure

Preventing unwanted blood clots

What we will do: Being in the hospital or having surgery can increase your chances of developing a blood clot. An unwanted blood clot in the deep veins (usually arm or leg) is called deep vein thrombosis (DVT). These blood clots can break off and travel to other areas of your body such as the lungs causing further, serious complications such as pulmonary embolisms (PE), a clot in the lung.

What you can do:

- Your care team may recommend that you take a blood thinning medication or wear special stockings to improve blood flow, even if you are walking
- Move your legs often and walk as soon as your care team says that it is safe
- Notify your care team if you have pain, tenderness, redness and/or swelling in your legs
- Notify your care team if you have pain in your chest, back or ribs which may worsen when taking a deep breath

Pressure injury and prevention

What we will do: Pressure injuries occur when an area of skin or underlying tissue experience localized damage resulting from pressure, shear and/or friction. Pressure injuries can happen when there is extended pressure on your skin or bony portion of your body.



What you can do:

- Check your skin frequently for rashes, change in colour, blisters, swelling or pain
- Avoid staying in one position for an extended period of time; change your position at least every two hours or sooner
- Engage with your care team to resume routine activities as soon as it is safe
- Keep your skin moisturized to prevent skin breakdown
- Use pillows or heel boots to support your heels if you have limited mobility

Infection prevention and control (IPAC)

Routine practices are used for every patient, every time. Based on an assessment done by staff, routine practices can include: Hand washing, use of personal protective equipment (PPE): gloves, gowns and masks, and environmental cleaning etc.

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

Hand washing is the simplest way you and your loved ones can stay safe and prevent the spread of germs and bacteria. Clean your hands often with alcohol-based hand rub or soap and water if your hands are visibly soiled before entering and exiting patient care areas.



PATIENT AND FAMILY’S ROLE IN SAFETY:

Every time you talk with your doctor, nurse or pharmacist ask three questions to help you better understand your health:

- 1. What is my main problem?
- 2. What do I need to do?
- 3. Why is it important for me to do this?

If you still do not understand it is ok to say, “this is new to me, will you please explain one more time?”



PARTNERING WITH FAMILIES

Family presence

We know how important it is for you to have your family members and partners in care involved your care and care planning. Our family presence policy expands on the standard visiting hours to 24/7 access for partners in care, allowing them to spend more time with you.

General visiting hours will remain between are 11 a.m. – 8:30 p.m. During this time visitors may come and provide well wishes to you.

Between the hours of 10 p.m. – 6 a.m., daily, MSH will observe quiet time to help you get the rest you need.

A care partner is an individual who is...

- Identified by you, to be the primary person involved in your care
- The primary communicator with our healthcare team
- Someone who will be involved in your care planning and decision making



Ask

the names of all healthcare providers and what they do.

Take Notes

write down questions and answers, to help remember important information.

Stay Safe

- by writing down all medications including its name, purpose, how often it is taken and how much to take (see page 12 for more information on medication management).
- ask for instructions in writing, in words you understand.
- speak up and tell the healthcare team if you are concerned about a change in your loved one's wellbeing.

Contribute

by providing important information that healthcare providers might need to know. Where appropriate, participate in bedside shift handover or discharge planning meetings.



Provide Support

discuss how care partner(s) may help with routine care and other opportunities for care partner(s) to be present during critical illness, uncomfortable procedures or before/after surgery.

HOW CAN WE HELP YOU?

Patient Relations Office

905-472-7141

patientrelations@msh.on.ca

Uxbridge contacts:

Sandi Lofgren, Patient Care Director, Uxbridge site

905-472-7373 ext. 5304

slofgren@msh.on.ca

Chrisine McGilvray, Clinical Leader, ED & Medical/Surgical Unit, Uxbridge site 905-472-7373 ext. 5235

cmcgilvray@msh.on.ca

Heather Vettraino, Patient Flow Coordinator, ED & Medical/Surgical Unit, Uxbridge site 905-472-7373 ext. 5292

hvettraino@msh.on.ca

Connect with us:

Web: www.msh.on.ca

Email: myhospital@msh.on.ca



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Your Health Care Be Involved



Be involved in your health care. Speak up if you have questions or concerns about your care.



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.

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YOUR DONATIONS MATTER...

Uxbridge Cottage Hospital Foundation (UCHF) exists to encourage support for the hospital from individuals and businesses within the Uxbridge community and surrounding area. Funds raised by UCHF are allocated to purchase equipment and support renovations and special projects required at the Uxbridge site of Markham Stouffville Hospital on an annual basis.

The Ontario government does not fund all capital needs for hospitals. UCHF relies on the support of its donors to ensure that the staff at Uxbridge is well equipped to provide high quality care and that on-going renovations and upgrades in technology are made to benefit patients, families and visitors.

To learn more visit msh.on.ca/foundations/uxbridge-cottage-hospital-foundation or call 905-852-9771 ext. 5286



CARE NEEDS AT HOME, AFTER A HOSPITAL STAY

After I go home, what should I be doing to ensure a full and speedy recovery?

Follow the instructions provided with your discharge summary. This will be given to you when you go home.

Will there be any follow-up care provided to me?

In most cases you will need follow-up appointments to ensure that your recovery is progressing as desired.

Make an appointment to follow-up with your family doctor within one week.

Remember to bring any medications prescribed to you before leaving the hospital when visiting your family doctor.

A discharge summary from the hospital will be sent to your family doctor after discharge. Refer to the instruction in the summary as soon as you're able to.

How will I know what medications I'll need to take?

In addition to your discharge summary, you will be given a list of your current and potentially new medications, as well as any required prescriptions. Our pharmacy team is available to review your medications with you if you have any questions or concerns. Share this list with your community pharmacist and family doctor.

VISIT	your family doctor
CALL	TeleHealth Ontario +1 866-797-0000
GO TO	a nearby urgent care clinic or walk-in clinic
VISIT	the nearest Emergency Department

If symptoms that brought you into the hospital worsen, or if you are experiencing other complications and are concerned about your health, please contact the following teams.

What should I look out for after I leave the hospital?



ACCESS & SHARE YOUR DIAGNOSTIC IMAGES ONLINE



Enroll online at www.pocket.health/MSH

PocketHealth is a secure, Canadian-based cloud platform where patients can easily access and share all their diagnostic images. Records can be shared online with any doctor instantly and in full diagnostic quality. Strong privacy and security protocols keep your medical information as secure as your banking information.



How to Enroll For Access:

- Step 1** Visit www.pocket.health/MSH online.
- Step 2** Pay a \$5.00 fee for **permanent access** to all of your existing Markham Stouffville Hospital imaging records. You can also update your account with new records anytime for an additional \$5.00 fee.
- Step 3** Once your exam's report is finalized, you'll receive an email that your imaging records are ready to view.

Done! Share your imaging records with your doctor instantly by fax, secure email or a printed link at an appointment. You now have full control over your medical imaging information.

Have Questions?

Please contact PocketHealth below (not the hospital front desk)

Visit: www.pocket.health/MSH

Email: help@pocket.health

Call: 1 855-381-8522 (toll-free)



ENROLLMENT IS EASY:

Provide your email address at registration

Visit www.msh.on.ca and click on 'Patient Connect'

Complete enrollment questionnaire

Watch for an email with the link to complete your personal login information

Store your login information securely

Explore your health information

- 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

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 msh.on.ca for privacy and password tips.

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.

Your information

ALL IN ONE PLACE

HEALTH INFORMATION

APPOINTMENTS

View upcoming appointments and procedures

Lab results

Diagnostic imaging reports (not images)

Other reports

Visit history

Allergies

Medications prescribed on discharge and medications used at home

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



**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.**

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?

MY VOICE AND EXPERIENCE

Our goal is to provide exceptional care to every single patient. We use your feedback to continually improve 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. Please take the time to complete and return the survey.

Post discharge phone call

You may receive a phone call up to three days after you leave, to check up with you and answer any of your questions or concerns.

Patient experience scorecard

The attached card can be dropped off at the nursing station. We use this feedback to improve the care our frontline staff provides.

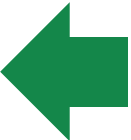
Patient & Family Advisory Council

MSH is looking for community volunteers to help improve patient experience. Become a community advisor, and help guide research, education and quality improvement at MSH Uxbridge site.

To learn more contact 905-472-7373 ext. 5289

Need help now?

You can speak to a nurse at any time about the care you or a family member is receiving. If your issue is not resolved, please contact Patient Relations: patientrelations@msh.on.ca 905-472-7141



Patient Experience Scorecard	Overall, how do I rate the care and service I've received? (Circle one)	<div><div></div><div></div><div></div><div></div></div>	Was your whiteboard updated regularly?	Y N	How could we have made your stay better?
	Were you visited every 1-2 hours?	Y N	Were your pain needs addressed?	Y N	
	Did you get help (as needed) to use the bathroom?	Y N	Were your belongings and call bell within reach?	Y N	
	Would I recommend MSH Uxbridge site to my family and friends? (circle one)				
	0 1 2 3 4 5 6 7 8 9 10				

Going home from the Hospital

Questions for you and your caregivers to ask your care team as you get ready to leave the hospital

Ask about: Transition Plan

1. Can I have 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 transition plan?

Ask about: Your Medication

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

Ask about: 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. If I have problems getting the right kind of care at home when I need it, who can I call?

Ask about: Follow-up appointments

7. Do I need to follow up with my family doctor or other health care providers once I am home? Can you book an appointment for me or give me the contact number?
8. Who can I call if I have other questions or concerns about my recovery?

Ask about: 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 routine?





GOING HOME