



PATIENT Handbook



Dryden Regional Health Centre
hospital and community care



**WELCOME TO
Dryden Regional
Health Centre
(DRHC)**

YOUR STAY

**SPECIAL HEALTH
CENTRE SERVICES**

**HEALTH CENTRE
SERVICES**



Five Things You Need to Know About Your Stay	4
About Dryden Regional Health Centre	5
Commitment to Caring	6
Your Health Care, Be Involved	6
Confidentiality & Privacy	8
Consent to Treatment	8
We Want to Hear from You	8
Rounding	8
Complaints, Concerns & Compliments	9
Partners in Excellence	9
Your Health Care Team	11
Admission	12
Items to Bring	13
Accommodations	13
Insurance Coverage & Financial Responsibility	14
Non-Insurance Coverage	14
Methods of Payment	14
Going Home	14
Discharge Follow-Up Phone Calls	14
Arranging for In-Home or Outpatient Health Services	14
Arranging for Long-Term Care	15
Billing and Additional Charges	15
Life-Sustaining Treatment (DNR)	17
Medical Assistance in Dying	17
Organ and Tissue Donation (Trillium Gift of Life)	17
Palliative & Hospice Care	17
Smoking Cessation	18
Smudging	18
Spiritual Care	18
Bank Machines	20
Birth Records	20
Cafeteria	20
Food Services	20
Flower Delivery	21
Gift Shop	21
Information Desk	21
Internet	21
Lost and Found	21
Mail	21
Parking	21
Patient Lounge	21
Patient Relations	22
Public Telephones	22
Rest and Relief for Caregivers	22
Special Assistance	22
Transfers Out	23

HEALTH CENTRE SERVICES (Cont'd)

TV and Phone	23
Vending Machines	23
Washrooms	24
Visiting Hours – Family Presence	24

PLANNING YOUR STAY FROM ADMISSION TO DISCHARGE

REMOVEABLE WORKBOOK	25-36
---------------------------	-------

YOUR SAFETY, HEALTH AND COMFORT

Infection Control	38
Additional Precautions - Isolation	41
Allergies	42
Balloons/Latex Products	42
Fragrance Free Environment	42
Electrical Equipment	42
Fire Safety	43
Housekeeping	43
Isolation	43
Medication Safety	43
MOVE	44
Patient Identification Bracelets	44
Pet Therapy	45
Photo-taking, Video and/or Audio Recording	45
Preventing Falls While in the Health Centre	46
Preventing Deep Vein Thrombosis/Pulmonary Embolism (Blood Clots)	46
Security	46
Senior Friendly Initiatives	47
Valuables	47

HEALTH CENTRE POLICIES

Purpose Statement, Values & Standards of Behaviour	49
Standards of Behaviour	50
Accessibility	50
Complaints, Comments & Compliments	50
Family Presence (Visiting)	51
Patient Rights and Responsibilities	52
Respectful Workplace	53
Smoke Free Property	54
Violence	54

GIVING BACK

Donations	56
Dryden Regional Health Centre Auxiliary	56
Patient and Family Advisory Committee	56
Volunteering	57
Summary	57
Partners in Excellence Nomination Form	58-59
Inpatient Experience Survey.....	60-61
Patient Notes	62

Welcome to DRHC



WELCOME TO DRYDEN REGIONAL HEALTH CENTRE (DRHC)

This patient handbook is designed to assist patients and families during their stay at Dryden Regional Health Centre. If you have questions, at any time during your stay, please ask for assistance - we're here to help you.

Our staff is a team of multidisciplinary health care experts and support staff that are dedicated to providing you the highest quality care. At the DRHC, all patients have access to a wide variety of services and a high level of medical care. We care about your health and will provide you the best care while making your stay as comfortable as possible.

After your stay with us, you could receive a patient experience survey in the mail. Please tell us about your experience.

5 THINGS YOU NEED TO KNOW ABOUT YOUR STAY

1. YOUR ROOM

Bedside rails contain controls for the bed. You will find a Nurse call button attached to a cord at your bedside. There are no remote controls for the TV; please use the buttons on the TV. Free telephone service is also available. If you would like the room temperature adjusted, ask any member of your health care team. We urge you to leave valuables and credit cards at home. **Learn more on pages 13, 18, and 47.**

5. VISITING HOURS

Visiting is welcome 24 hours a day as long as visitors do not have a cough, fever or sore throat. If you are not up for company, let your Nurse know. **Learn more on page 24.**

2. PATIENT MEALS

Meals are presented at your bedside at the 3 designated mealtimes of the day. You will be provided with the opportunity to make your choices from a selection of soups, salads, entrees, desserts and beverages. Standard meals are prepared to meet specific diet requirements. Please inform your Nurse and/or Food Services staff of any food allergies. **Learn more on page 20.**

3. WIFI

Cellular phones and other mobile devices can be safely used in most patient rooms, visitor waiting areas, hallways and the main lobby. Complimentary wireless internet access is available to patients and visitors for cell phones, tablets and laptops. **Learn more on page 21.**

4. NEED IMMEDIATE ATTENTION

If there's any change in your condition you should talk to the Nurse right away or **press the call button** so the Nursing staff can respond quickly.



About Dryden Regional Health Centre

Since its incorporation in 1952, the Dryden Regional Health Centre (DRHC) has provided professional, compassionate, safe and high quality patient health care to the community of Dryden and surrounding area.

The Dryden Regional Health Centre is an integrated small, rural and northern health service organization located in Northwestern Ontario and part of the North West Local Health Integration Network (LHIN 14). Our service area includes all residents within Dryden and the surrounding area, including the Townships of Machin and Ignace as well as the First Nation communities of Migisi Sahgaigan First Nation (Eagle Lake), Wabigoon Lake Ojibway First Nation and Wabauskang First Nation.

The DRHC supports the work of more than 375 staff, physicians, and volunteers with an annual operating budget over \$33 million. The DRHC is a progressive and visionary organization that has had great success in implementing innovative programs and services to bring quality care closer to home for its service area.

The DRHC provides governance and management for the Dryden Area Family Health Team supporting primary care for some 14,000 people. Services are delivered by a multidisciplinary team of family Physicians, Nurse practitioners, Nurses and allied health personnel.

As an acute care Health Centre, the DRHC provides a full range of inpatient services including medical, surgical, obstetrical, chronic, rehabilitative and palliative care.

Ambulatory services include emergency, surgical day care, specialty clinics, and oncology services.

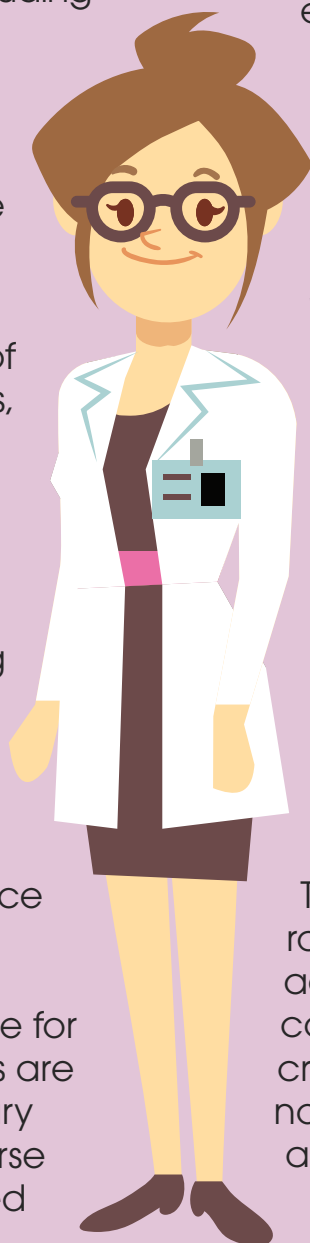
The DRHC supports a busy visiting specialist program for orthopaedic, rheumatology, plastic surgery, endoscopy, paediatrics, otolaryngology and obstetrical gynaecology services.

Many of these specialties also provide elective surgical procedures, minimizing the need for patient travel and bringing specialty care closer to home.

These services are complemented and supplemented by a comprehensive telemedicine network. Diagnostic services include a CT scanner, x-ray, ultrasound, and fully accredited, ISO certified laboratory services.

The Health Centre provides inpatient, ambulatory and home and community rehabilitative services supported by an excellent team of rehabilitation professionals.

The DRHC also delivers a wide range of mental health and addictions services including: counselling, case management, crisis response and residential non-medical withdrawal and addictions treatment.





Commitment to Caring

It's important to us that as a patient, you and your family receive the best possible high quality and safe care; that your experience with our programs, services, and people meet your expectations; and that you feel like you are being treated by members of your own family.

The DRHC has a set of Standards of Behaviour to guide everyone who works, volunteers, visits or receives care at the Health Centre. Dryden Regional Health Centre is committed to providing a safe, caring, and inclusive environment based on our five core values:

Respect – having the regard for the feelings, wishes and rights of others.

Integrity – being honest, fair and doing the right thing even when no one is looking.

Humility – having a modest opinion of one's own importance; not believing you are superior to others.

Compassion – committed to understanding an individual's circumstances with a desire to help.

Accountability – taking ownership and responsibility for one's actions and decisions.

The DRHC has translated these values into real actions and behaviours. Modeling these Standards enables us to function as a high performing health care team and provide consistent, high quality service to our patients and their families.

Your Health Care: Be Involved

Doctors, Nurses, and other health care team members are committed to making sure that your care is as safe as possible. Patients and family members can help too. Here are some tips that can help you be a part of the safety team at the Health Centre.

1. Be involved in your health care.

Speak up if you have questions or concerns about your care.

One of the keys to getting the best health care is to be an active member of your health care team. This means taking part and being involved in every decision about your care. This also means asking a member of your health care team questions, so that you can make informed choices. It means coming prepared for your medical treatment and knowing what to do when you go home.

What you should know – You should understand as much as you can about any:

- Medical problem you have (your diagnosis)
- Treatment or procedure that you will have
- Medicine you should take and how to take it.

Here are some good ways to ask questions:

- "What should I do to get ready?"
- "What should I tell my family about my care?"
- "Can you tell me more about my medical problem?"
- "What does this test or treatment involve?"
- "What is the purpose of this test or treatment?"
- "Are there any other options?"
- "What should I do when I go home?"

2. Tell a member of your health care team about your past illnesses and your current health condition.

You are the one who knows the most about your health. Tell the members of your health care team everything you can, even if you think they already know, and even if you think it is not important.

Tell them 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 the Health Centre
- You have seen another Doctor or gone somewhere else for health care
- You have an ongoing illness like diabetes or heart disease
- There is an illness that runs in your family, such as high blood pressure, asthma, or cancer
- You have a history of tobacco, drug or alcohol use.

3. Bring all of your medicines with you when you go to the Health Centre or to a medical appointment.

Some medicines combine with each other in your body and produce bad reactions. To protect you, your health care 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.

When you are going to the Health Centre or to a medical appointment, put all of your medicines in a bag and take them with you. Always keep your medicine in the bottle it came in.

If you cannot bring the medicines with you, another good thing to do is to keep a list of everything you take. Keep this list up to date and bring this list with you when you go to the Health Centre or to a medical appointment. Your Doctor and pharmacist can help you make the list.

4. Tell a member of your health care team if you have ever had an allergic or bad reaction to any medicine or food.

If you get sick, your health care team may have to act fast. Before they give you any medicine, they need to know if you could have a bad reaction to it. That's why you should tell them in advance about any allergy or reaction you have ever had to any medicine or food.

Reactions can include rashes, headaches, breathing trouble, and feeling sick.

Because some medicines have food in them (such as the eggs used in the flu shot), be sure to talk about your food allergies too. Tell a member of your team right away if a new medicine makes you feel unwell. If you do not know if you have allergies, you can get tested.

Don't wait until you get sick to tell people about your allergies. Some people wear an ID bracelet such as MedicAlert™. This tells the health care team about your allergies when you can't tell them yourself.

5. Make sure you know what to do when you go home from the Health Centre or from your medical appointment.

When you are getting ready to go home from the Health Centre or after a medical treatment, ask as many questions as you can to make sure you understand what you need to do when you go home. You can write this information down or it may be helpful to have a family member or friend with you to write it down.

Confidentiality & Privacy

DRHC recognizes that we must treat the personal health information of our patients with respect and sensitivity, and protect our patients' privacy. We consider all health care information that can be linked to an identifiable individual as confidential.

Our Privacy Policy applies to all records created in the DRHC whether made by Physicians, Nurses or other health practitioners involved in your care.

For more information about our privacy practices, or to raise a concern, please contact our Privacy Officer at (807) 223-8201, ext. 2264.

Consent to Treatment

All members of the health care team will ask you for your consent before certain tests, procedures and treatments are started.

You have the right to accept or refuse treatment, by understanding the benefits and risks of your decisions.

We Want to Hear from You (Patient Relations, Partners in Excellence)

We are committed to providing the best possible service and value your feedback.

Rounding

Various health care providers will round on you throughout your stay.

Rounding is an evidence-based communication tactic that connects health care providers and patients through conversation. You will be asked questions about your stay to ensure that care provided is meeting your quality, safety, and satisfaction needs and to proactively manage any concerns you may have.

There is no better way to find out if we are serving our patients well than to ask them directly.

You can be rounded on in a variety of settings. In the inpatient setting, it is appropriate for a leader to round on you in your room, a waiting room, or in the lab, etc. Anywhere a patient may encounter a wait of some sort or be available to chat for a few minutes could be deemed appropriate.

During Rounding, you may be asked:

- About your pain;
- About your comfort;
- About your satisfaction with the care provided;
- Whether we've been attentive to your needs; or
- Whether you feel anything is missing from the care we provide.



Complaints, Concerns & Compliments

Complaints about services and/or treatment may be made on a verbal or written basis and, if possible, should be directed first to the health care provider working with you.

Unresolved complaints may be made to the appropriate Manager/Supervisor of the department/service.

Lingering and unresolved complaints can be brought to the Patient Relations office for further investigation.

The Dryden Regional Health Centre will follow up on all complaints and provide feedback to the complainant after a thorough review of the issues.

For more information on the complaint process, please see the Patient Relations section of this handbook (page 22).

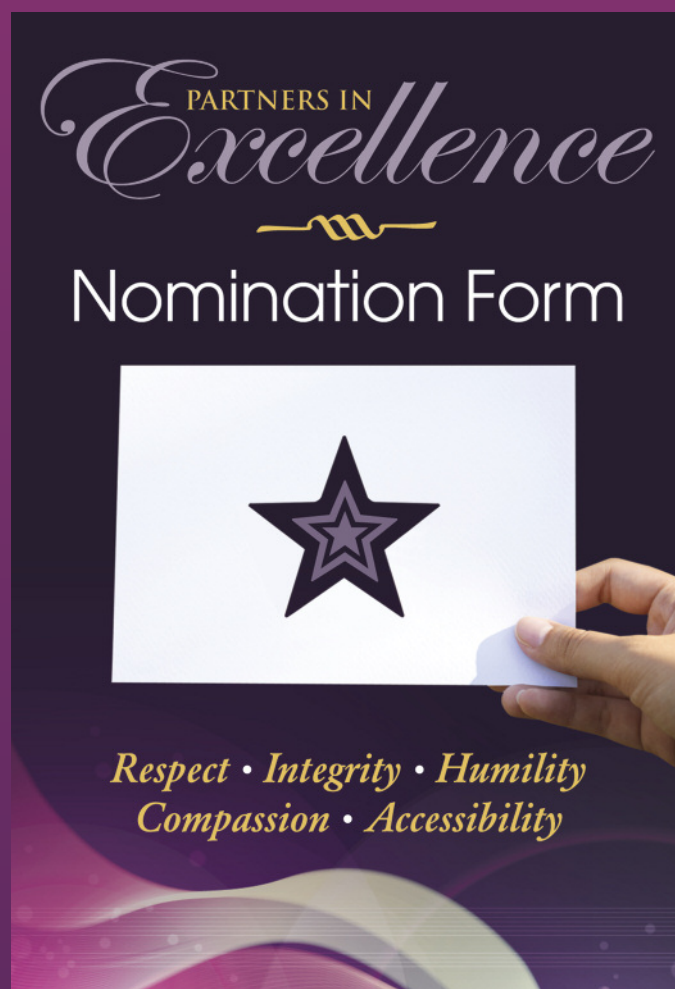
Please let us know how we are doing by taking the time to fill out the Inpatient Survey found on pages 60-61 of this handbook.

If your handbook does not have a survey in it, please ask your nurse and you will receive one.

Patients are encouraged to leave their comments and suggestions regarding their treatment and the Health Centre's services, including nursing staff, physicians and volunteers.

A few weeks after your discharge home from the Health Centre, you may receive either a questionnaire in the mail, or asked to complete a telephone questionnaire about your experience in our care.

Your input helps us to improve our service and develop new programs as needed.



Partners in Excellence

The Dryden Regional Health Centre sponsors a *Partners in Excellence* program to recognize staff members, Physicians or volunteers who perform outstanding or consistent actions that either makes a patient's experience great or the Health Centre a great place.

Staff members, Physicians or volunteers who work at the Dryden Regional Health Centre are eligible for the *Partners in Excellence* award.

If you would like to nominate an individual or would like more information, refer to the back of this manual to fill out and submit the *Partners in Excellence* Nomination form (pages 58-59) or email us at excellence@drhc.on.ca.



Your **STAY**

YOUR STAY

YOUR HEALTH CARE TEAM

Dryden Regional Health Centre uses a team approach to deliver excellent health care.

During your stay, depending on your needs, you may be seen by a variety of health professionals – medical and surgical specialists, Nurses, physiotherapists, occupational therapists, dietitians, respiratory therapists, technicians and technologists, social workers and more. Our volunteers also enhance our services and support excellence in patient care.

Team Members

Each member of our team is committed to putting your needs first and collaborating with each other to provide expert and compassionate care.

Here's a look at some of their roles. We encourage you and/or your family to ask them any questions about your care throughout your stay.

Attending Physician - The attending Physician is fully informed of your health needs and is in charge of your complete medical care while you are in the Health Centre.

As needed, this Physician orders medication, tests or treatments, works with the rest of the team to give you the best possible medical care, and refers you to specialists within Dryden Regional Health Centre or other Health Centres.

Nursing Staff - Nurses ensure ongoing assessments of your condition; administer and monitor treatments and medications; and discuss, co-ordinate and provide teaching and education

related to your health and care needs. They also bring any questions or concerns forward to your Physician or other health care professionals.

Nursing Supervisor - The Nursing Supervisor is responsible for overall care and staffing on the patient care unit.

Discharge Planner - The Discharge Planner can help you and your family cope with the impact of illness, injury and hospitalization. These health care professionals provide counseling, facilitate discharge planning and can help you link with a wide range of community resources and supports to ensure continuity of care.

Registered Dietitians - Registered Dietitians provide you with nutritional care and education, including assessing and implementing your nutritional requirements and monitoring nutrition care plans.

Physiotherapy - Physiotherapists assist you in improving and maintaining your physical abilities. This includes assessments, setting goals and providing the services to help you in your recovery.

Occupational Therapy - Occupational therapists are sometimes called in if your independence has been challenged by a disease, accident, disability or other condition. Through assessments, treatment and education, these professionals help you to learn or re-learn how to carry out daily living activities.

Speech Language Pathologist - can help with assessments and management of swallowing and communication disorders.

Housekeeping - are staff members that clean ancillary areas, clinics, floors, carpeted areas, wash walls, windows and remove trash.

Medical Residents – are medical Doctors that have graduated from medical school and are completing an internship before working as a Physician.

Students – are learners currently enrolled in professional health disciplines (i.e. medical school, nursing, physiotherapy, occupational therapy etc.).

Mental Health and Addiction Therapists/ Crisis Workers – provide crisis intervention, prevention and support, assessment, and treatment plans to assist individuals living with a mental illness to identify, use, and develop personal strengths and coping methods.

Pharmacists – work with other health care providers to provide treatment and advice to patients and are responsible for the dispensing of prescribed medications in the Health Centre.

Sexual Assault/Domestic Violence Care & Treatment – a specially trained team of health care providers who provide counselling, emergency and follow-up care to women, men, and children who have been sexually assaulted or are the victims and survivors of intimate partner abuse.

Other Staff – During your Health Centre stay, you may encounter other staff (from the lab, medical imaging etc.) who contribute to your diagnosis or treatment. Please don't hesitate to ask any of these staff, or your Doctor, questions about your treatment or tests.

Admission

Your health is important to us and we want you feeling better and home quickly. We begin planning your safe discharge while you're being admitted to the Health Centre.

When you are admitted, you will be asked to provide or verify required information (e.g. insurance, next-of-kin etc.). By law the Health Centre is required to validate the health card number of each patient we treat. Please have your Ontario Health Card available as well as any other insurance coverage, i.e. Blue Cross, Extended Care etc.

Your admission information will be taken in the admitting office and then you will be taken to your room. Parents and/or guardians are asked to remain on the unit, with the child or older adult, until a history and consent are completed. A parent/guardian may remain with a child.

If your admission is scheduled, for surgery or other purposes, please come to the Health Centre on the day of admission, according to the pre-arranged instructions.

Our health professionals are committed to providing the best care to their patients. Health Centres and other health care facilities are busy places, and often patients have more than one health care provider caring for them. Whether you, your family member or someone close to you visits a Health Centre or other facility for care, you can help to make the experience as safe as possible. Here are some tips to help you become an active partner in your health care team.

Learn about your condition and care. Learn about your illness, treatment plan and care option.

Understand your treatment options, tests and procedures and ask about the risks and benefits so you can make an informed decision about your care.

Items to Bring

Please bring any personal aids (i.e. walker, CPAP machine etc.) with you when you come for admission.

The following list of items is not supplied by Dryden Regional Health Centre, but may be available for purchase in the Health Centre Gift Shop.

- Brush and comb
- Chargers for electronics (i.e. cell phones, tablets, razors)
- Complete list of medications including all prescribed medications, over-the-counter medications, vitamins, herbal remedies, street drugs or illegal substances and alcohol consumption.
- Complete list of allergies
- Comfortable, loose fitting clothing
- Housecoat
- Non-skid slippers
- Personal toiletries
- Pajamas or nightgown
- Shaving equipment
- Toothbrush
- Toothpaste



Personal items such as glasses, razors etc. should be kept in your bedside locker drawer. Please do not leave personal articles on your bed, as they may get lost when linen is changed.

Accommodations

Dryden Regional Health Centre offers private, semi-private and ward rooms. Upon admission, and depending on availability, you can choose your preferred accommodation.

Please remember that medical needs and the placement of patients with others may take priority over personal preference (including private and semi-private accommodations) in assigning patient rooms.

During your stay, we may need to relocate you to another room to accommodate other patients with unique medical needs. We will do everything possible to minimize any room transfer disruptions and inconveniences.

- **Standard (ward) rooms:** These rooms include four beds, with privacy curtains.



The cost of this room is generally covered by federal and provincial (OHIP for Ontario residents) health insurance. This coverage does not apply to visitors to Canada or non-insured residents, or for uninsured procedures such as cosmetic surgery. In these cases, we'll make arrangements with you for payment upon admission.

- **Preferred (private and semi-private) rooms:** The additional cost to stay in one of these rooms is not covered by OHIP.

Private: Our private rooms are quiet and spacious. Room includes one bed, a personal bathroom.

Semi-private: Our semi-private rooms include two beds (separated by curtains), one washroom.

When you are admitted to our Health Centre, you will be oriented to your unit and a demonstration of how to use the Nurse call bell will be provided.

Insurance coverage and Financial Responsibility

If you choose to pay for your preferred accommodation with extra health insurance, you must provide proof of insurance to the registration staff with the following at time of admission:

- The Insurance Company name, policy and certificate number, policy holder & group name. It is important and the responsibility of the patient to verify your insurance coverage.
- The Health Centre will bill your insurance company if there is supplementary/extended insurance. If the insurer does not cover any part of the accommodation charges, it is understood that responsibility for full payment remains with the patient.
- A credit card number, expiry date, signature on billing consent form. (We will not use your credit card unless full payment is not forthcoming from your admission).

Non-insurance Coverage

Patients without private insurance coverage requesting and receiving preferred accommodation must provide the Health Centre with a credit card. The Health Centre will process your credit card at the time of your admission.

Methods of Payment

Patients are to provide payment information for requested preferred accommodation upgrades at the time of registration. Payment can be easily made with cash, cheque or a credit card for your estimated length of stay. If you require additional information before making a decision, please speak with the Nursing Supervisor.

Going Home

Discharge time is 11:00 a.m.

Your Physician is responsible for advising you of your expected discharge date, which will be confirmed by the Nurse. Please ensure that you arrange for transportation to your home or alternate level of care setting at the time of your discharge.

Please be sure to take any instructions provided to you, medications and all personal belongings when you leave.

Prescriptions for medications may be filled at our local pharmacies.

Discharge Follow-Up Phone Calls

We're listening. You're the reason we're here.

Even after you've left our Health Centre, we partner with you for a safe transition home. To make sure your questions are answered and that you can care for yourself upon arrival home, we provide a brief call within 72 hours to check on you. It's important to answer your care transition call when we attempt to contact you.

At the Dryden Regional Health Centre, our top priority is your health.

Arranging for In-Home or Outpatient Health Services

When you leave the Health Centre, you may require in-home care. If so, you may discuss this with your Nurse or the Discharge Planner who may arrange for you to meet with the NWLHIN Home and Community Care Coordinator.





Arranging for Long-Term Care

Health Centre staff, along with the NWLHIN Home and Community Care Coordinator will provide the necessary information and assistance in arranging for placement in a Long-Term Care home. The staff will help to facilitate the placement process and guide patients and their families through each and every step.

Once a patient has been designated as an Alternative Level of Care patient (also called ALC, meaning no longer requiring care in an acute care Health Centre), a co-payment fee will be charged while the patient is in Health Centre until the time of discharge to a Long-Term Care home.

Billing and Additional Charges

The Ontario Health Insurance Plan (OHIP) covers only medically necessary services. Your bills will be finalized on the day of discharge for items not covered by OHIP, such as medical devices and semi-private and private accommodations.

Payment should be made at time of discharge or on receipt of invoice. If you have insurance coverage for preferred accommodation, please give us your insurance information and we will submit it on your behalf. You may pay your Health Centre bills in one of three ways - mail, phone, or in person.

- **By Mail:** Mail your cheque to Accounts Receivable, Dryden Regional Health Centre P.O. Box 3003 Dryden, Ontario P8N 2Z6. Please remember to write your account number on your cheque.
- **By Phone:** Call Accounts Receivable during business hours (8:30 am - 4:00 pm) to pay by credit card. Please call: 807-223-8201 Extension 2254.
- **In-Person:** Drop off a payment to the Accounts Receivable office, Room 2017, Second floor Dryden Regional Health Centre during business hours or after hours go to the reception desk at the Emergency Department. (Please note that you may experience a wait as we tend to patients).

For billing questions or for assistance with payment arrangements, please contact the Accounts Receivable office, located on the second floor of the Health Centre, or by calling (807) 223-8201 Extension 2254.

The background of the entire page is a composite image. In the foreground, a silver stethoscope lies on a highly reflective, metallic surface, creating a clear reflection. The background is a soft-focus photograph of a clinical setting, showing medical equipment and what appears to be a patient's arm. Overlaid on this background are several faint, light-colored chemical structures, including a long chain of hexagons and smaller molecular fragments, suggesting a focus on medicine or biology.

Special **HEALTH CENTRE SERVICES**

SPECIAL HEALTH CENTRE SERVICES

Life-Sustaining Treatment (No CPR/Do Not Resuscitate)

Life-sustaining treatment is any medical intervention, technology, procedure, or medication that attempts to forestall the moment of death. Examples include mechanical ventilation, dialysis, cardiopulmonary resuscitation (CPR), antibiotics, transfusions, nutrition, and hydration.

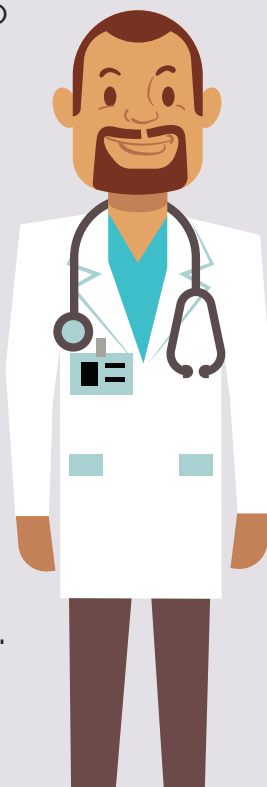
We encourage you to talk with your doctor about your wishes. This can be recorded on a medical order form signed by your doctor or nurse practitioner. It will assure that your wishes are followed.

Please talk to your Nurse or Health Care Provider for more information and assistance.

Medical Assistance in Dying

Medical Assistance in Dying provides patients, who may be experiencing intolerable suffering due to a grievous and irremediable (incurable) medical condition, the option to end their life with the assistance of a Doctor or Nurse Practitioner.

The DRHC supports the comprehensive and timely availability of Medical Assistance in Dying (MAID) as a legal option to patients who meet eligibility in accordance with current legislative and regulatory College guidelines and policies.



Organ and Tissue Donation (Trillium Gift of Life)

As part of quality end of life care, and in accordance with the Trillium Gift of Life Network Act, patients and families may be approached and asked to consider organ and/or tissue donation.

Each year, thousands of Ontarians have a second chance to live life to its fullest, thanks to the generosity of organ and tissue donors. However, the need for organs and tissue in Ontario continues to outweigh availability. Talk to your family about organ and tissue donation; your decision can make a difference.

For more information, please call Trillium Gift of Life Network at 1-800-263-2833 or speak with your Nurse.

Palliative and Hospice Care

Hospice and Palliative Care are end-of-life services offered in a caring and compassionate way by a team of professionals at the Dryden Regional Health Centre under the guidance of you, your loved-ones, and your Physician.



Smoking Cessation

Dryden Regional Health Centre is a 100% smoke-free facility and grounds.

Dryden Regional Health Centre, Dryden Area Family Health Team and Dryden Regional Mental Health and Addiction Services give smokers the support and assistance they may need to move from thinking about quitting, to actually quitting.

The Smoking Cessation/Tobacco Intervention program will provide smokers with education about nicotine replacement therapies including gum, pills, and patches to ease symptoms of nicotine withdrawal.

Smoking cessation/tobacco intervention is offered free of charge for inpatients, staff and staff family members.

For further information, please ask your Nurse or your health care provider.



Smudging

The Health Centre in-patient ward has a room that has been retrofitted to accommodate smudging ceremonies.

Please let your Nurse know should you wish a smudging ceremony and she/he will willingly make the necessary arrangements.

Spiritual Care

We recognize that the individual experience of illness and hospitalization encompasses not only physical and emotional components, but also spiritual and social elements as well.

Spiritual Care provides confidential assistance to individuals in the face of illness, fear, discouragement and loss or threat of loss. Our Spiritual Advisors are men and women from a variety of religious faiths who is specifically educated to:

- Listen, counsel, pray, provide or arrange for sacraments and ceremonies;
- Assist patients and their families concerning relationships and ethical issues;
- Participate and provide leadership in staff and family conferences.

We have a multi-faith Chapel available that is always open for private prayer, meditation, and/or reflection. Please feel free to access the Chapel at any time.

Your personal clergy or spiritual advisor is welcome to visit during your Health Centre stay or you may request a faith-based service.

Please ask your Nurse to contact your clergy and/or spiritual advisor to come and visit with you.

Health Centre SERVICES



Dryden Regional Health Centre
Centre régional de santé de Dryden

↑ **MAIN ENTRANCE**
Emergency

- Patient Registration
- Diagnostic Clinics
- Specialty Clinics
- Surgical Daycare
- Physiotherapy

↑ **ENTRÉE PRINCIPALE**
Urgence

- Inscription des patients
- Cliniques de diagnostic
- Cliniques spécialisées
- Chirurgie de jour
- Physiothérapie

WEST WING ENTRANCE →

- Laboratory Services
- Oncology
- Surgical Clinic
- Dryden Regional Mental Health & Addiction Services

ENTRÉE DE L'AILE OUEST →

- Services de laboratoire
- Oncologie
- Clinique chirurgicale
- Services régionaux de santé mentale et de toxicomanie de Dryden

PATIENT
&
VISITOR
PARKING

HEALTH CENTRE SERVICES

Bank Machines

We have one ATM bank machine for your convenience in the main lobby of the Health Centre.

Birth Records

You must now register your child's birth online with the Province of Ontario.

Your online registration will also allow you to apply for a birth certificate and a social insurance number for your child at the same time. You can register your child's birth online through the Service Ontario website at

www.serviceontario.ca/newborn.

For any inquiries you may call 1-800-267-8097.

If you require additional information on how to register your child's birth online or wish to apply for a birth certificate, please contact the following office:

Government of Ontario, Office of the Registrar General

P.O. Box 4600, 189 Red River Road,
Thunder Bay, Ontario P7B 6L8
406-325-8305 | Toll-free: (800) 461-2156

If you do not have access to a computer at home, please tell your Nurse.

Cafeteria

Our cafeteria is located at the west end of the facility and features home-cooked food for the three major meals of the day as well as a limited variety of sandwiches, salads, snacks and beverages.

At times, the cafeteria is closed so that staff can prepare and serve meals to our patients. Hours are posted on the window outside the cafeteria. Interac, debit and credit cards are accepted.

Food Services

Your body needs good nutrition every day. It's especially important to eat well when you are recovering from an illness, injury or surgery. Your Physician has ordered a nutrition plan based on your individual needs to help you return to normal activities. The following will help you understand your meal plan.

'**Choices**' is a patient-focused, meal delivery system providing well-balanced nutritional, food directly to the patient. Our food is cooked fresh daily by certified cooks working in our on-site kitchen.

Directly at your bedside, and at the three designated mealtimes of the day, you will be introduced to the dietary selections available and asked for your choice of meal including soup or juice, tea, coffee, choice of entrée and dessert. Choices will include two hot entrees for the supper meal, and one hot entrée or a sandwich for the lunch meal.

Standard meals are prepared to meet the specific diet requirements.

Please inform your Nurse and/or Food Services staff of any food allergies. Your dedicated Food Services staff will visit you to obtain your food preferences and selections for breakfast, lunch and dinner daily.

Should you have any concerns with your meals, please give us the opportunity to resolve them before your next meal by speaking with your Nurse or Food Services staff. We strive to exceed your expectations and as such value your feedback.

Please check with your Nurse or Health Care Provider before bringing food into the Dryden Regional Health Centre.

Flower Delivery

If you receive flowers, a volunteer will bring them to your room. Please note that the Intensive Care Unit does not accept flowers due to allergies and potential difficulties for patients.

Flowers from your garden and strongly scented flowers, like lilies, are not permitted in the Health Centre because they may harbour bugs and insects and their scent may be irritants for other patients.

Gift Shop

The Treasures Gift Shop, located in the main lobby of the Health Centre, is operated by the Dryden Health Centre Auxiliary. The gift shop sells candy, stamps, magazines and books, toiletries, toys, giftware, hand-knit baby outfits, and more. All proceeds are used to support the delivery of high quality care in the DRHC. Hours are posted.

Information Desk

Staffed by volunteers, the Greeter's Desk in the main lobby of the Health Centre provides information to visitors and gives direction to the various services within the Health Centre.

Internet

Whether you want to work from your bedside or waiting area, learn more about medical conditions, stay current on the latest news headlines, or simply chat to a loved one, we have made it easy for you.

Access to the internet is free.

3 Simple Steps:

1. From your settings menu, choose "Wi-Fi"
2. Choose "Public" from the network options
3. Password: **DRHCInternet**

The Dryden Regional Health Centre assumes no responsibility for loss or damage to your personal computer or cell phone should you bring it with you as a patient or visitor.

Lost and Found

To report or locate a lost item, please contact your Nurse or Health Care Provider.

Mail

Patients wishing to receive personal mail while in Health Centre may direct mailings to:

Patient's Full Name
c/o Dryden Regional Health Centre
East Unit
P.O. Box 3003
Dryden Ontario P8N 2Z6

Mail is delivered to the Health Centre units daily.

A Canada Post mailbox is located outside the double set of doors by the cafeteria.

Parking

Parking is available for patients and visitors in the front and west parking lots. The cost is a flat rate of \$2.00 - unlimited time. All proceeds go to the Dryden Health Services Foundation. Please note the prices are subject to change.

Patient Lounge

There is a patient lounge located in the middle of the in-patient wing where you can read, visit or watch television. The lounge has a small kitchen area with access to ice, water, coffee and tea, and a small refrigerator to keep your juice etc. cold and consumable. Please mark your name on any items you might be placing in the refrigerator or leaving in the patient lounge.

Patient Relations

Our goal is to provide excellent care. Your experience provides important information that helps us improve.

DRHC is committed to improving the quality of our services in a patient-focused environment and welcomes the views of patients and families on the care that we provide. The resolution of patient/family concerns or conflicts is of vital importance in supporting the interests of the patients in the context of patient-centred care.

It is the responsibility of all staff to listen to, acknowledge, and make every effort to promptly address and resolve concerns, and maintain open and respectful communication with patients and their families.

Timely resolution of concerns at the point of care (working with your Nurse or health care provider) eases the patient's comfort, identifies quality solutions, and prevents concerns from developing into formal complaints.

Complaints that are not resolved at the point of care are to be escalated to the Director, Stakeholder Engagement & Relations. All comments, suggestions, and complaints will be reviewed and investigated and recommendations for improvement will be made where appropriate.

Compliments to staff are equally as important as indicators of patient satisfaction and are acknowledged, shared and celebrated organization-wide so that positive, impactful behaviours are recognized and replicated.

To speak to the Director, Stakeholder Engagement & Relations, please call 807-223-8211 or email patientrelations@drhc.on.ca.

Public Telephones

A pay telephone is located in the main lobby of the Health Centre.

Relief for Caregivers (Respite)

We understand that, at times, providing care to our loved ones in the home setting can become overwhelming and difficult. Respite services give primary caregivers a temporary break from the routine of providing care to a family member.

Individuals who are normally cared for at home, can be admitted to the DRHC for short stays.

Respite can:

- give the caregiver a break in order to avoid burnout or crisis;
- enable the caregiver to take care of necessary activities outside the home;
- support a healthy relationship between the person receiving care and the caregiver; and
- also provide a break for the person receiving care.

Please talk to the Discharge Planner or your Nurse for information, including cost.

Special Assistance

It is our priority to provide services that meet your special needs. We provide telecommunication devices for the deaf, language interpreters and other services to help you during your Health Centre stay.

Please contact your Nurse or care provider immediately if you:

- do not speak English or have difficulty speaking English
- are visually impaired
- are deaf or hearing impaired
- have other special needs.

Transfers Out

At times, there may be occasion to transfer you to a larger centre for specialized care.

Medical transport is provided to patients between health care facilities. You may be transported using a helicopter, airplane or land ambulance.

We know that family involvement is an important part of your care. To help decide if your family can accompany you, the crew considers the following:

- your medical condition;
- cabin space, aircraft fuel and weight of equipment, passengers and medical escorts.

Every effort is made to have a family member accompany paediatric patients.

Things to Consider:

- Only one small piece of personal carry-on luggage is permitted.
- Under most circumstances, large items, such as wheelchairs, walkers, portable oxygen generators etc. cannot be secured onboard aircraft. Alternate arrangements should be made prior to transport.
- Personal items you may need:
 - ✓ appropriate government issued identification
 - ✓ list of your home medication(s)
 - ✓ CPAP machine (if using at home)
 - ✓ walker/wheelchair (if using at home)
 - ✓ eyeglasses/hearing aids with their containers;
 - ✓ housecoat, slip resistant slippers, comfortable walking shoes;
 - ✓ toothbrush/toothpaste denture care products;
 - ✓ hair brush/comb, shaving products;
 - ✓ comfortable clothing for therapy and discharge home;
 - ✓ a small amount of money for purchases from the gift shop.

Patients who need to return to their community Health Centre for ongoing care may require transport with an appropriate medical attendant. In this case, your medical provider will initiate a transport request through proper channels.

Patients who are discharged from the Health Centre in Thunder Bay or other cities are required to arrange and pay for their own transportation home.

Please talk with your Nurse or the Nursing Manager for more information.

TV and Phone

Cable television is available in each patient unit, with the exception of critical care. Personal televisions cannot be accommodated as they are not compatible with Dryden Regional Health Centre service. A television, DVD and VCR player are available in the patient lounge.

Free telephone service is also available at each patient unit, critical care excepted.

Cellular phones and other mobile devices can be safely used in the main lobby, hallways and most patient and visitor waiting rooms. While in the Health Centre, ***please turn your cell phones to silent mode*** to be considerate of other patients.

Please dial 9 to get an outside line.

Vending machines

Snacks, hot and cold beverages are available from vending machines located in the main lobby of the Health Centre.

Washrooms

Out of respect for our patients recovering from illness and for infection control reasons, visitors are not to use the washrooms in patient rooms. Public washrooms are located throughout the Health Centre.

Visiting Hours – Family Presence Policy

There are no formal visiting hours at the Dryden Regional Health Centre.

Patients are often most vulnerable while in the Health Centre. We recognize that family/patient representatives can play an important role in the health care team through enhanced communication, assistance in completing admission assessment and history, communication of patient wishes, and patient advocacy.

Family, friends and/or representatives of your choice are encouraged to visit and provide support during your Health Centre stay, unless their presence interferes with others' rights, safety or is medically contraindicated.

Visiting guidelines are designed to support a safe, secure and caring environment that meets your needs for healing and recovery.

Other Considerations:

Please consider appointing a family spokesperson. With your consent, this person can take on the task of calling the Health Centre for information and passing news on to the rest of the family or friends.

Advanced directives can help you set in place:

- a. A personal care power of attorney, the document used to name a person who is authorized to make treatment decisions about your care.
- b. A substitute decision-maker – a person who is authorized to make treatment decisions on behalf of an incapable person.

A living will – a statement of your wishes regarding life sustaining treatment.

If you have a living will, please advise your caregiver to add a copy to your medical chart.



For Your **HEALTH, SAFETY & COMFORT**



If you are ill, please do not come to the Health Centre unless you are accessing medical services. If you are unwell, please do not visit our patients.

If you must come, please request a mask to prevent the spread of illness.

Patient Safety is our number one priority. There are numerous checks and balances in place to ensure the safety of our Health Centre and the people in it. We maintain openness, accountability, and transparency through agencies like Accreditation Canada and the Canadian Patient Safety Institute and initiatives such as Health Centre Service Accountability Agreements, Safer Healthcare Now! and the public reporting of patient safety indicators.

We aim to improve the safety of patient care at Dryden Regional Health Centre through learning, sharing and implementing interventions that are known to reduce avoidable adverse events.

For more information about:

- Accreditation Canada please visit www.accreditation.ca
- Canadian Patient Safety Institute please visit www.patientsafetyinstitute.ca
- Safer Healthcare Now! Please visit www.saferhealthcarenow.ca

Infection Control - How to Help Prevent Healthcare Associated Infections

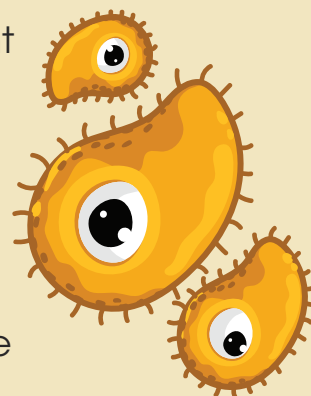
The following information is to provide information on how to stop the spread of healthcare-associated infections through good hand hygiene.

Healthcare-associated infections are infections that patients pick up in hospital while receiving care for another reason. Healthcare-associated infections can happen in any healthcare setting.

These infections may happen because of a procedure, such as surgery, or an intravenous "IV" catheter that can weaken your body's normal defences against infection.

These infections can be caused by many different types of bacteria, including some that normally live on your skin and, others that can be picked up in the hospital, like "superbugs." "Superbugs" are a collection of different germs such as:

- Methicillin-resistant Staphylococcus aureus (MRSA)
- Vancomycin resistant enterococcus (VRE)
- Clostridium difficile ("C-difficile")

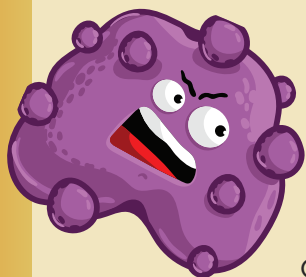


These bacteria got the nickname "superbugs" because they are very resistant to antibiotics and can make people quite sick if they get infected with them.

"Superbugs" can also be picked up outside of hospitals.

Many healthcare-associated infections can be prevented.





How are “superbugs” spread?

Bacteria and viruses can be spread from person to person in the hospital in different ways. “Superbugs,” and most other bacteria and viruses are usually spread between patients on pieces of equipment and on unwashed hands. “Superbugs” can live outside of the body and on equipment for months, so it is easy for things like bedside curtains, tables, and telephones to become contaminated.

The spread of “superbugs” can also happen outside of the hospital, in places like clinics, long term care facilities, and even in the community (outside of healthcare settings). For example, MRSA has been shown to spread in fitness clubs. In these settings, “superbugs,” are still spread by unwashed hands or on pieces of equipment or furniture.

How can healthcare-associated infections be prevented?

Healthcare workers, patients, family, and friends play an important role in preventing healthcare associated infections.

Hand hygiene is one of the most important and effective ways to stop the spread of “superbugs” and other organisms.

There are 4 moments where healthcare providers need to wash their hands:

1. **BEFORE patient contact or contact with the patient’s environment:** Healthcare workers should clean their hands just before they touch you or, before they touch something in your immediate environment, like your bed.
2. **BEFORE doing a procedure:** Prior to doing a procedure such as starting an intravenous “IV” line or putting in a catheter. Even though healthcare workers should put on a pair of gloves to do these things, they still need to clean their hands before putting them on and then again after taking them off.
3. **AFTER contact with a body fluid:** Healthcare workers should wear gloves if they think they might touch body fluids and, they should clean their hands before putting on and after taking off gloves.
4. **AFTER patient contact or contact with the patient’s environment:** Once a healthcare worker is finished caring for you and leaves your bedside, he or she needs to clean their hands.

These 4 moments of hand hygiene are the same no matter where you are receiving your care - in a hospital, in your home, in a clinic.

WASH YOUR HANDS





Family and visitors can also spread infections to patients without knowing. Since “superbugs” and other germs can live on many surfaces, it is very important that anyone visiting a patient clean their hands before and after touching them.

Since some “superbugs” like *C. difficile* are picked up by hand to mouth contact (when people swallow them), patients should also clean their hands often during the day, especially after using the washroom and before eating.

It is your right to have safe care

If you are worried about your healthcare worker having unclean hands before caring for you, you have the right to ask them to clean their hands.

Cleaning your own hands

No matter where you are receiving your care, you should get into the habit of washing your hands several times a day, especially after touching things that many other people have touched.

- This is very important if you have a chronic medical problem or a weakened immune system. This will not only help protect you from picking up a “superbug”, but may decrease the risk of picking up respiratory virus infections, like colds and influenza.

Alcohol-based hand rub or soap and water can be used to clean your hands.

When cleaning hands with alcohol gel:

- Dispense one measure of gel into palm of one dry hand
- Rub hands together covering all surfaces of hands and fingers until dry, about 15 to 20 seconds.

There are many alcohol-based hand sanitizer stations throughout the Health Centre, and in your room.

When cleaning hands with soap and water:

- Wet hands with warm water.
- Dispense one measure of soap into palm.
- Lather by rubbing hands together for 15 seconds, covering all surfaces of hands and fingers.
- Rinse hands thoroughly
- Dry hands with paper towel.
- Use a towel to turn off faucet.
- Discard towel in the trash container



Additional Precautions - Isolation

When patients have or are suspected of having harmful, contagious germs, precautions are taken to prevent their spread. The following are some precautions taken:

Airborne Isolation Precautions

Airborne precautions are used when you have a lung infection or virus, such as chicken pox or tuberculosis. These germs can be spread via tiny droplets in the air from your mouth or nose. These germs may stay suspended in the air and can spread to others. One of the precautions that may be taken is called “airborne isolation.”

This means your room will have negative air pressure. When the door to your hospital room is open, air flows into your room but won’t flow out of your room into the hall.

When these precautions are in place, the hospital staff will:

- Clean hands between tasks and upon entering and exiting your hospital room.
- Place a sign on your room door to let staff know what to do.
- Close the door to your room.
- Wear an N95 mask.

For Patients

- Clean your hands frequently, especially after coughing and sneezing.
- Keep room door closed at all times.
- Be sure visitors read the sign on your door.
- Leave your room only when medically necessary and wear a mask when you do.
- Visitors may be limited to a few family members and friends who have immunity to your illness.

For Visitors

- Go to the nurse’s station, for instructions prior to visiting.
- Clean hands when entering and exiting patient’s room.
- Confirm that you have been vaccinated or have had the patient’s disease to develop immunity.

Contact Precautions

Contact precautions are used when you have harmful germs that can spread when people touch you or your environment.

When these precautions are in place, the hospital staff will:

- Clean hands frequently.
- Put a sign on your door to let staff know what to do.
- Wear gloves and gowns when entering your room if providing direct patient care.

For Patients

- Clean your hands frequently.
- Be sure visitors read the sign on your door.
- Do not visit other patient rooms.

For Visitors

- Clean hands upon entering and exiting your room.
- Avoid contact with dressings, tubes, bed sheets and other items the patient may touch.
- Do not go into the rooms of other patients.





Droplet Precautions

Droplet precautions are used when you have or may have germs in your lungs or throat, such as those caused by the flu, that can spread by droplets from your mouth or nose when you speak, sneeze or cough as well as when people touch the surfaces around you.

When these precautions are in place, the staff will:

- Clean hands frequently.
- Put a sign on your door to let staff know what to do.
- Wear a mask and eye protection.
- Place masks outside your door for use by hospital staff and visitors.

For Patients

- Clean hands frequently, especially after coughing and sneezing.
- Leave your room only when medically necessary and wear a mask when you do.
- Limit visitors to a few family members and friends. Brothers and sisters of pediatric patients on droplet precautions are discouraged from visiting.

For Visitors

- Clean hands upon entering and exiting your room.
- Wear a mask before entering the room and while visiting.

Allergies

When you are in the Health Centre, it is essential to wear a wristband (also known as an identification bracelet or band) with accurate details about you on it. It ensures that staff can identify you correctly and give you the right care.

Your health care team will ask you about allergies, side effects, and intolerances as well as any reaction symptoms.

At all times,

- Ensure your health care team are aware of your allergies;
- Ensure your wrist band is correct; and
- Ensure you wear your RED wrist band.

Balloons/Latex Products

Balloons are not permitted.

If you are a patient with latex sensitivity/allergy, please inform a health care professional on admission.

Fragrance Free Environment

The Dryden Regional Health Centre strives to ensure the comfort and safety of staff, patients and visitors by encouraging a fragrance free environment.

Scented products often adversely affect those with allergies, asthma, migraines and chemical sensitivities.

Please refrain from using perfumes or scented creams or lotions.

Electrical Equipment

Electrical equipment such as razors or blow-dryers must be CSA or Ontario Hydro approved. All items must be inspected by a staff member prior to use in the Health Centre.

Please contact your Nurse if you have any questions regarding electrical items brought from home or to arrange to have your equipment inspected.

Fire Safety

The DRHC takes every precaution to protect against fires, and our staff practice fire safety procedures regularly.

Fire exits are clearly marked throughout the Health Centre.

When you hear the fire alarm, please remain in or return to your room. If you are in another area of the Health Centre, such as the Cafeteria or Gift shop, please stay where you are until the “all clear” signal is given. We will inform you should any action become necessary. During an alarm, elevators return automatically to the main floor so travel between floors is only possible via the stairwell.

Housekeeping

We strive to maintain as clean and sanitary a patient care environment as possible through detailed and regular cleaning of washrooms and furniture cleaning, dusting, wiping, vacuuming, mopping, and waste removal.

If you have concerns or comments regarding the cleanliness of your room, please speak with your Nurse.



Isolation

You may have a condition that requires isolation. A sign will be posted on your room door, and staff members and visitors will be required to wear a protective gown and gloves and, in some cases, a mask. If you are in isolation, speak to your Nurse before leaving your room.

If you or your family member is on isolation:

- Stay in your room.
- Limit items that go into the room, because it stays in the room.
- Only visit the person in isolation.
- Do not wear the gowns in to the hall.
- Ask your Nurse if you are unsure or have questions.

Medication Safety

Medications can be powerful healers. They can also be dangerous if taken incorrectly. Please help us to help you by being aware of your pre-admission medications, both prescription and over-the-counter as well as notify your health care professional about any natural products you might be taking. Your complete medication list is compared to prescribed medications in the Health Centre to identify any possible conflicts. This process is called Medication Reconciliation.

Alcohol and non-prescription medications may interfere with your treatment and cause serious side effects when taken with prescription medications.

Alcoholic beverages are prohibited unless ordered by your Doctor and administered by a Nurse. Please give any medications you have brought with you to your Nurse.



MOVE

If you don't move 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.

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 and dressing.

Here's how to stay active while in Health Centre:

- Every little bit of activity helps to keep you healthy. If you are not sure what you are safe to do, ask a member of your healthcare team.
- If possible, continue to perform tasks that you are 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.
- Sit up for all meals, either in a chair or at the edge of the bed.
- Sit up in the chair when you have visitors.
- Walk around the unit, either alone or with help.
- Do bed exercises on your own throughout the day.

Patient Identification Bracelets

A patient identification bracelet, with your personal information on it, will be placed on your wrist upon admission. Other bracelets may be used to identify safety issues such as allergies or tendencies for falls.

Your patient identification bracelet must be kept on at all times. Staff will check this band and you will be asked your name and date of birth before medication and treatment are administered.





Pet Therapy

Interacting with a friendly pet can help many physical and mental health issues and can often provide a calming effect for patients at our facility.

The DRHC supports pet therapy and the visitation of friendly animals under the following guidelines that are implemented to minimize any risk that an animal may pose to our patients:

- Wild/stray animals, birds and reptiles are not allowed in the Health Centre.
- Service animals do not require authorization to enter the Dryden Regional Health Centre when accompanied by the owner, subject to the provisions of the Service Animals - AODA policy.
- All requests to bring in family pets must receive authorization from the appropriate Nurse Manager/Manager in consultation with Infection Prevention and Control or designate 24 hours prior to the visit.
- Owners of animals which are authorized to visit must complete the ANIMAL VISITATION AUTHORIZATION FORM and are required to display appropriate identification at all times while on the Dryden Regional Health Centre premises.
- All animals that visit must be in good health, free from infections or parasites and have all their immunizations up to date. Proof of immunization must be available on request.

- Owners must be in control of the animal at all times either on leash or in a carrier while travelling to a patient's room.
- Animals are not allowed in central areas where patient's congregate.
- Owners must clean up any "accidents" with gloves, paper towels and disinfectant.
- Animals may visit at times that are determined by the Nurse Manager, the staff, and the patient.
- During an infectious disease outbreak there will be no animal visitation allowed.
- All dog bites are reportable to the Public Health Unit.
- Visitation may be restricted out of respect for other patients.

All provisions and restrictions will be adhered to by the pet owner.

UNDER NO CIRCUMSTANCES WILL ANIMALS BE ALLOWED IN THE FOLLOWING AREAS:

- X Surgical suites / SDC
- X Emergency Department
- X Labour and delivery areas
- X Newborn Nursery
- X Food preparation areas
- X Clean/Sterile supplies storage areas
- X Isolation rooms

Photo-taking, Video/Audio Recording

Due to the sensitive nature of patient information and to protect patient privacy, we ask you and your visitors to refrain from all photography, imaging, audio, video or other electronic recording of patients, visitors, employees or other persons present within the Dryden Regional Health Centre.

Please inquire with staff if there is a celebration that may be accommodated.

Preventing Falls While in Health Centre

Your health condition, medications and time spent in bed may decrease your balance and strength while in Health Centre. These safety tips will help to minimize your risk of falling.

While in the Health Centre, please:

- Always wear the proper footwear by wearing non-skid slippers, supportive walking shoes or runners.
- Work with your health care team to make sure the call bell is within easy reach.
- Let your health care team know if you need to use the bathroom often or in a hurry. Use a urinal or bedside commode if this is easier for you.
- Keep items within easy reach. Over-reaching for the phone or bending down to the floor for your slippers, increases the risk of falls.
- Minimize clutter in your room.
- Wear your glasses, if you require them to see well.
- Ask for help when moving to or from bed and chair if needed.
- Lock your wheelchair and/or walker brakes.
- Use gait aids prescribed for you such as a walker or cane for walking.

If you or your loved one is having trouble concentrating or remembering things, please let your Nurse know. There may be reasons why this should be happening, any of which may contribute to a fall.



Preventing Deep Vein Thrombosis/ Pulmonary Embolism

Deep venous thrombosis (DVT) mainly affects the large veins in the lower leg and thigh. The clot can block blood flow and cause swelling and pain. When a clot breaks off and moves through the bloodstream, this is called an embolism. An embolism can get stuck in the brain, lungs, heart or other area, leading to severe damage.

Blood clots may form when something slows or changes the flow of blood in the veins.

While in the Health Centre, getting up and walking as early as possible helps, but this is not enough for most patients.

Patients may be prescribed a low dose of a blood thinner.

Do not cross your legs when you sit or lay in bed.

Security

To help you identify the members of your health care team, all of our Physicians, staff and volunteers wear Health Centre identification. If you do not know who someone is, ask to see his or her identification.



Senior Friendly Initiative

We believe that there are instances when health professionals underestimate the desire and motivation that seniors have to return to their homes. We have a process in place to assist us with identifying seniors at risk for deterioration after admission to the Health Centre.

On admission a screening for risk is performed by nursing and a risk score is obtained. Your score may result in you receiving a referral to physiotherapy, occupational therapy, dietary or pharmacy.

Your score may indicate:

- The need for meals to be served on a red tray to signal to the staff that you require assistance with opening containers or with feeding.
- That you need to be sitting up in a chair for meals.
- That you are to be moving more, therefore going on scheduled walks.
- That you are to be up and dressed every day.

The DRHC has committed to being senior friendly and will continue to implement new initiatives to improve better outcomes for our frail seniors.



Valuables

Dryden Regional Health Centre advises you to leave jewellery and large sums of money at home. Jewellery and money brought to the Health Centre should be deposited at the admitting office and a receipt issued.

Please label articles (i.e. glasses, aids, prosthesis) with your name.

Personal items such as glasses, razors, etc. should be kept in your bedside locker drawer. Please do not leave personal articles on your bed as they may get lost when linen is changed.

The DRHC does not accept responsibility for any valuable(s), money or clothing left in your room.



Health Centre Policies



HEALTH CENTRE POLICIES

PURPOSE STATEMENT

*Care That Works**Our Values***Respect**

Having the regard for the feelings, wishes and rights of others.

Integrity

Being honest, fair and doing the right thing even when no one is looking.

Compassion

Committed to understanding an individual's circumstances with a desire to help.

Accountability

Taking ownership and responsibility for one's actions and decisions.

Humility

Having a modest opinion of one's own importance: not believing you are superior to others.

*Our Patients & Families***Priorities:**

- Integrate mental health across all services.
- Work with specific groups of patients and families to understand and improve their experience across the continuum of care.
- Advance evidence-based care, quality, and safety.

*Our People***Priorities:**

- Strengthen leadership capability.
- Continue to build a respectful, inclusive, safe and healthy culture.
- Enhance the well-being of our people.

*Our Partners***Priorities:**

- Engage with Indigenous people to develop culturally safe and appropriate care to better meet their health needs.
- Work with our local, district, and regional partners to make high quality care more accessible and better coordinated.



Standards of Behaviour

The DRHC has translated our organizational values into real actions and behaviours; “Our Standards of Behaviour”. Modeling these standards enables us to function as a high performing health care team and provide consistent, high quality service to our patients and their families.

All day-to-day activities, both frontline with our patients and administratively with our colleagues have been aligned to the five organizational values of Respect, Integrity, Compassion, Accountability and Humility.

Accessibility

The DRHC commits to the continual improvement of access to Health Centre facilities, policies, programs, practices and services for patients and their family members, staff, health care practitioners, volunteers and members of the community with disabilities; the participation of persons with disabilities in the development and review of annual disability plans; and the provision of quality services to all patients and their family members and members of the community with disabilities.

The DRHC is committed to providing respectful, person-focused care based on your individual needs; care and caring are not driven by your disease or disability, but based on your unique needs and wishes. We will work with you to make sure we are serving you well.

We need your help. Please let us know what we can do if:

- you have a vision, hearing, speech or language impairment.
- if you have a physical, learning or mental health disability.
- If you require the support of a service animal or a support person.

Please tell one of our staff members, Doctors or volunteers. Our team has training to help people with all types of disabilities.

Complaints, Comments & Compliments

Our ultimate goal is excellent service. We want to hear from you. Your experience provides important information that helps us improve.

Please contact us with your feedback if you have:

- Complaints about your care or services provided to you;
- Compliments about your experience as a patient or family member;
- Suggestions to improve health services.

What to do:

1. Please let your Nurse or the Manager/ Supervisor know as soon as possible if you have concerns about your care.
2. If you and your Nurse are unable to resolve your concern, please contact the Patient Relations Office and we'll work with you to investigate and resolve your complaint.
3. If your complaint still remains unresolved, you can contact the Patient Ombudsman with the Ministry of Health and Long-Term Care for further investigation and resolution.

DRHC Patient Relations

Dryden Regional Health Centre

P.O. Box 3003 | 58 Goodall Street
Dryden, Ontario P8N 2Z6

Phone: (807) 223-8211 | Fax: (807) 223-8628

Email: patientrelations@drhc.on.ca

Ontario Patient Ombudsman

Box 130, 77 Wellesley St. West
Toronto ON M7A 1N3

Phone: 1-888-321-0339 | Fax: 416-597-5372

Information and General Inquiries:

info@patientombudsman.ca

Website: patientombudsman.ca

Family Presence/"Visitor" Guidelines

There are NO formal visiting hours at the Dryden Regional Health Centre.

We recognize that your family or friends can play an important role in your health care team through communication and advocacy, assisting you with completing admission assessments and history, and/or shift to shift communication of your wishes.

We encourage family, friends and/or representatives to visit and provide support to patients during their stay unless their presence interferes with other rights, safety or is medically contraindicated.

"Family" means any person(s), as defined by the patient, who plays a significant role in an individual's life. This may include a person not legally related to the individual.

This includes spouses and domestic partners as well as parents of a minor.

Family and Friends Responsibilities:

- Respect the rights and privacy of others.
- Assist in maintaining cleanliness of the waiting areas by removing personal trash and items.
- Do NOT visit if you are sick.
- Perform hand hygiene upon entering and leaving the hospital, ward and patient room.

General Guidelines:

Visiting guidelines are designed to support a safe, secure and caring environment that meets our patient's needs for healing and recovery.

1. Care representative(s) must be identified upon admission.
2. For the comfort and care of our patients, we encourage your family

and /or care representatives to participate in your care when it enhances your comfort.

3. **Day-time:** Your family and friends should limit the number of people present in your room to be reasonable and avoid being disruptive to other patients. Special considerations can be made with advanced planning or consultation with the Nurse Manager.

Night-time: Family or care representative support is encouraged when it provides you comfort or enhances your patient care and/or experience. Family and/or care representatives should coordinate their time so that there is only one person with you through the night so that we reduce the disruption to care and sleep of other patients.

4. In order to ensure the security and health of our patients, their families and staff, family and/or care representatives are asked to enter the Health Centre using the main entrances and to check in with the patient's nurse and/or the Nurse Supervisor. It is also expected that the family or care representative notify the nursing staff of their intent to leave and report on the patient's current status.
5. All visitors including children are expected to perform hand hygiene upon entering and when leaving the patient room.
6. All visitors who are ill and/or infectious are asked NOT to visit.
7. Children maybe present after appropriate arrangements are made with the nurse providing your care.

Children must be under the direct supervision of a responsible adult. Children under 12 should not stay overnight unless accompanied by a visiting adult. Children will not be permitted to visit if sick or with upper respiratory infection or known infectious disease.

8. Palliative patients may be supported by a family group at all times as long as there are no impacts to other patients in the care area. Every attempt will be made to ensure these patients will have private accommodations as available. These visitors are expected to check in with staff upon arrival and departure and are expected to perform hand hygiene upon entering and when leaving the patient room.

Patient Rights and Responsibilities

As a patient of the Dryden Regional Health Centre, you are entitled to the right to:

- Be treated with respect and courtesy without discrimination;
- Receive safe patient care in a clean environment;
- Have your personal health information remain confidential and your privacy respected;
- Have all staff and volunteers introduce themselves prior to interaction;
- Receive clear and complete information about your medical diagnosis, treatment, medications and prognosis in easily understood terms;
- Receive care that is sensitive to your needs and expectations;
- Have questions about your health and treatment options answered before consenting to any treatment;
- Request access your health record; and
- Make a complaint about your care and to have any complaint dealt with promptly and fairly without fear of recrimination.

As a patient at the DRHC, it is your responsibility to:

- Provide clear and complete information about:
 - Current health concerns;
 - Past illnesses;
 - Allergies;
 - Hospitalizations;
 - Medications;
 - Alcohol; and street drugs.
- Make sure the information on your identification bracelet is correct;
- Inform the DRHC of any advanced directives including Living Wills, Personal Care Power of Attorney, or other documents concerning treatment or designation of a Substitute Decision-maker;
- Ask questions when more information is needed;
- Tell a staff member, as soon as possible, about any concerns;
- Be actively involved and participate in decisions about your care and treatment;
- Be accountable for your actions should you choose to refuse treatment or not follow your health provider's instructions;
- Treat staff, volunteers, other patients and families with respect and courtesy;
- Be responsible for your belongings and respectful of the rights and property of others;
- Keep scheduled appointments or provide cancellation notice 24 hours in advance;
- Arrange settlement of any portion of your account not covered by your health insurance plan.

Respectful Workplace Policy

The Dryden Regional Health Centre is committed to creating and sustaining a healthy, safe, and caring work environment by treating all employees and patients with respect, honesty and dignity. Behaviour and/or situations that run contrary to such treatment will not be tolerated. A positive work environment is built upon mutual respect, inclusion, and a culture committed to health and safety. Every employee of the DRHC has the right to employment that is free of harassment or violence in the work place. Within the DRHC, each person has a direct responsibility for health and safety as an essential part of his or her job, and this ongoing responsibility is a condition for continued employment.

The DRHC refuses to tolerate any type of workplace violence within the workplace or at work-related activities. The Dryden Regional Health Centre is committed to working in collaboration with its stakeholders to create a respectful workplace by:

1. Promoting and maintaining a common understanding of the expectations and behaviours considered appropriate in the workplace and in the delivery of our services to the clients for whom we provide care.
2. Providing a system of procedures that assist in early identification and intervention, meaningful discussion and appropriate action and follow through, including remedial or progressive disciplinary action.
3. Communicating the importance of respectful behaviour to all stakeholders.



This policy applies to anyone who has a relationship with the Health Centre, including but not limited to:

1. **Employees** – management, union and non-union; full time, part time and casual
2. **Volunteers** – Health Centre and Health Centre Foundation, Boards of Directors, service volunteers, members of associated groups such as the Health Centre Auxiliary
3. **Credentialed Professional Staff** – all Physicians with Health Centre privileges including visiting Physicians and Interns, Dentists and Nurse Practitioners
4. **Contract Workers** – including all individuals contracted from external agencies providing service to the Health Centre
5. **Students** – all high school, college and university students completing volunteer internship or co-op placements with the Health Centre
6. **Patients/Clients**
7. **Visitors and Family Members**
8. **Others** – i.e. transient individuals who are not accessing services or visiting patients



Smoke Free Property

Dryden Regional Health Centre offers a 100% smoke-free environment.

Smoking is not allowed in patient rooms or anywhere in the Health Centre or on Health Centre, Dingwall Medical Clinic or Dryden Area Family Health Team property.

For patients who have a nicotine addiction, we are prepared to offer medical alternatives that allow patients to medically manage the addiction while a patient in the Health Centre.

For further information, patients are asked to consult with the treating Physician.

We thank you for your cooperation.



Violence

Violence will not be tolerated.

Dryden Regional Health Centre has adopted a process for flagging potentially violent individuals as a front line protection of their patients and staff. Patients who have a known history of violence will be tracked in order to allow the care team to take precautions that will reduce the risk of responsive behaviors that impact the ability to provide effective, safe care.

Giving BACK

GIVE



GIVING BACK

DONATIONS

DRHC FOUNDATION

The DRHC is committed to having the best facilities and equipment available for a consistently excellent patient experience for all. The Dryden Regional Health Services Foundation was established to inspire our community to support their local health care in ways that are meaningful to them and support key projects and initiatives for the Dryden Regional Health Centre.

You may choose to give to the Dryden Regional Health Services Foundation in recognition of the care received while at the Health Centre. Donors may also give a gift in honour or in memory of a loved one.

You can donate electronically by visiting www.drhc.on.ca and clicking on the **DONATE NOW** button or call the Recruitment and Fundraising Coordinator at 807-223-8201 Ext. 2243

Tremendous community support helped build our Health Centre. Ongoing support and contributions will help ensure that the necessary medical equipment and facilities are in place to meet the needs of our patients.

Your contributions make a difference.

Health Centre Auxiliary

Activities of the Health Centre Auxiliary are directed to providing comfort to the patients and residents, and providing funds to help with the purchase of equipment.

The activities of the Auxiliary are coordinated through meetings held every third Monday at 7 p.m. in the Health Centre board room. For further information, please call 223-8200.

Patient and Family Advisory Committee

The Patient and Family Advisory Committee (PFAC) is a team of individuals from Dryden and surrounding area with recent experience as a patient, caregiver, or family member at the Dryden Regional Health Centre.

Committee members work in partnership with administration, staff, medical staff, Board of Directors and volunteers to improve quality and safety and to advance the philosophy of patient and family-centred care.

Our ultimate goal is perfect service: The BEST Patient Care and the BEST Patient Experience.

The PFAC focuses on making positive change for patients and families that:

- Improve the patient and staff experience;
- Improve the quality and safety of the health care system;
- Improve health outcomes; and
- Foster open, honest and accessible communication.

Committee members serve on other Health Centre committees and working groups and exchange and generate ideas to positively advance patient safety and quality by:

- Developing and promoting a collective understanding and awareness about the patient experience and facilitate patient and family involvement;
- Generating areas of focus and priority;
- Reviewing patient satisfaction data;
- Making recommendations on matters that impact the experience of patients and their families; and
- Evaluating methods to help define success of system improvements.

We welcome the opportunity to work with patients, caregivers, or family members who are:

- Able to understand that their health experience can help make a difference for others;
- Able to work well in partnership with others;
- Able to respect and maintain confidentiality of patient and organization information;
- Committed, reliable and trustworthy;
- Good listeners and respect the perspective of others; and
- Positive and supportive

If you're interested in joining our team, please contact the Director of Stakeholder Engagement & Relations at 807-223-8211 or by email at patientrelations@drhc.on.ca.

Volunteering

More than 200 residents of Dryden and area volunteer at the Dryden Regional Health Centre each year.

Their contribution of hours of service is critical to fulfilling the Health Centre's vision of creating a positive health experience.

Dryden Regional Health Centre welcomes the support of all volunteers who demonstrate professionalism and are able to provide a supportive and welcoming environment for our patients and families.



Summary

We hope that this information, as well as your contact with the healthcare team will provide you with the information you need to have a positive experience at Dryden Regional Health Centre.

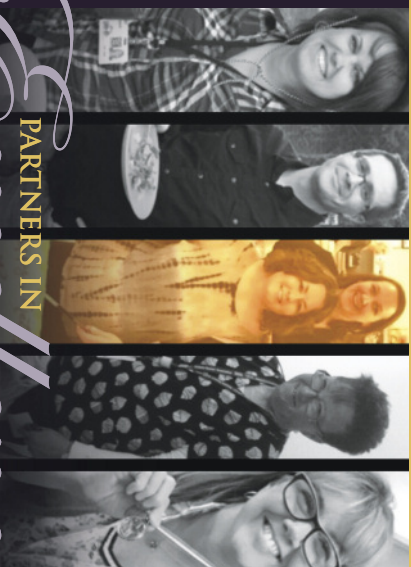
As part of our commitment to quality health care, we welcome your feedback. Please fill in our Patient Satisfaction survey or any other questionnaire that is offered.

You may also phone or write to the Administration department to share your experience.

Please call: 807-223-8201 Extension 2260.

Our mailing address is:
 Dryden Regional Health Centre
 P.O. Box 3003
 Dryden, Ontario
 P8N 2Z6

The Dryden Regional Health Centre sponsors a **Partners in Excellence Program** to recognize staff members, physicians and volunteers who perform outstanding or consistent actions that either make the patient's experience great or the hospital a great place.



PARTNERS IN

Excellence

CELEBRATING DRHC VALUES IN ACTION

Please submit your nomination form in a sealed envelope to:

**Dryden Regional Health Centre
Reward & Recognition
c/o Human Resources Dept.
58 Goodall Street | P.O. Box 3003
Dryden, Ontario P8N 2Z6**



**Workplace of Choice
Reward & Recognition Team:**

Delaine Willet

Chuck Schmitt

Brenda Schmucker

Candi Elyk

Sharon Grant

Marcel Penner

For online nominations visit the Pulse or the DRHC website at:



Excellence



Nomination Form



*Respect • Integrity • Humility
Compassion • Accessibility*

www.drhc.on.ca

Criteria for NOMINATIONS

Innovation

Innovation is a core component of the DRHC's mission and we recognize an individual or team who embodies this spirit.

Criteria includes an individual/team who:

- ★ Developed an effective solution to a difficult problem in a productive manner or improved a solution's overall effectiveness through a new method or approach
- ★ Developed and implemented a plan that benefits the community of DRHC
- ★ Generated valuable ideas that have helped to develop new or improved processes, methods, systems, programs, or services for their team, department or the organization

Spirit

Recognizing an individual or team who has selflessly improved the lives of others, either at the DRHC or within the greater community.

Criteria includes an individual/team who:

- ★ Demonstrates exceptional service to the community at large (e.g. voluntary participation in community groups, charitable organizations or on boards)
- ★ Goes above and beyond their work in order to help others and does so with a high degree of excellence, professionalism, and integrity, thus contributing significantly to improving the overall environment and experience

Continuous Excellence

Recognizing an individual or team who continuously seeks excellence in practice. They often "take it to the next level."

Criteria includes an individual/team who:

- ★ Displays initiative and excellence in performing core job requirements
- ★ Demonstrates professional behavior through a willingness to cooperate, communicate and work with others in the workplace
- ★ Successfully exceeds the goals of the organization through their dedication.

Inspirational Leadership

Recognizing an individual who inspires others. They influence without authority, often putting the interests of others ahead of their own, and serve as a "champion" for staff.

Criteria includes an individual who:

- ★ Fosters an atmosphere of collaboration and creativity which contributes to efficiency, effectiveness and productivity
- ★ Demonstrates leadership qualities by effectively managing their staff, service, system or work
- ★ Leads changes or improvements for the benefit of their peers
- ★ Inspires and motivates others to take advantage of opportunities that enhance their professional or personal lives
- ★ Empowers others to achieve results in support of organizational goals



I WOULD LIKE TO NOMINATE

Please provide the award you are nominating for along with a detailed description of your positive experience below.
Use additional pages if necessary.

Name:

Signature:

Phone #:

Date:

INPATIENT SURVEY

At Dryden Regional Health Centre our vision is to be a leader in quality health care. We appreciate you taking the time to fill out this survey. By doing so, you will help us improve our services, and we thank you.

Your completed survey will either be picked up by a volunteer or may be dropped off at the Information desk.

1. COURTESY – Treated with courtesy

YES NO N/A

- | | | | |
|--------------------------|--------------------------|--------------------------|--------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Admission Staff |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Nursing Staff |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Laboratory Staff |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | X-ray Staff |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Physio/OT Staff |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Dietary Staff |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Housekeeping Staff |

8. CONCERNS – If you had concerns or questions, were they answered?

- ☐ Very Good
☐ Good
☐ Fair
☐ Poor
☐ N/A

9. ACKNOWLEDGE – Did you have a chance to acknowledge staff for care provided during your stay?

- ☐ Yes
☐ No

2. VOLUNTEERS – Helpful & friendly

- ☐ Very Good
☐ Good
☐ Fair
☐ Poor
☐ N/A

3. SPIRITUAL/EMOTIONAL – Needs addressed

- ☐ Very Good
☐ Good
☐ Fair
☐ Poor
☐ N/A

10. CLEANLINESS – Room was clean

- ☐ Very Good
☐ Good
☐ Fair
☐ Poor
☐ N/A

11. FOOD – Temperature & quality of food

- ☐ Very Good
☐ Good
☐ Fair
☐ Poor
☐ N/A

4. RESPECT – For your dignity & privacy

- ☐ Very Good
☐ Good
☐ Fair
☐ Poor
☐ N/A

5. INVOLVED – You felt involved in your care

- ☐ Very Good
☐ Good
☐ Fair
☐ Poor
☐ N/A

12. RESPONSIVE – Call bell was answered in a timely manner

- ☐ Very Good
☐ Good
☐ Fair
☐ Poor
☐ N/A

13. PAIN MANAGEMENT – How well was your pain managed?

- ☐ Very Good
☐ Good
☐ Fair
☐ Poor
☐ N/A

6. INFORMED – Staff kept you informed

- ☐ Very Good
☐ Good
☐ Fair
☐ Poor
☐ N/A

7. VISIT – Did you receive a visit from a manager asking you about your hospital stay?

- ☐ Yes
☐ No

14. MEDICATION EXPLAINED – You understood the purpose/effects of your medication

- | | |
|------------------------------------|-------------------------------|
| <input type="checkbox"/> Very Good | <input type="checkbox"/> Poor |
| <input type="checkbox"/> Good | <input type="checkbox"/> N/A |
| <input type="checkbox"/> Fair | |

15. PREPARED –
Did you feel prepared for your discharge?

- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor
- ☐ N/A

16. DISCHARGE –
Instructions are understood

- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor
- ☐ N/A

17. RECOMMEND – Would you recommend this hospital to others?

- ☐ Very Good
- ☐ Good
- ☐ Fair
- ☐ Poor
- ☐ N/A

18. Did you observe the following staff wash their hands upon arrival into your room?

YES NO N/A

- | | | | |
|--------------------------|--------------------------|--------------------------|--------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Admission Staff |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Nursing Staff |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Laboratory Staff |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | X-ray Staff |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Physio/OT Staff |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Dietary Staff |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Housekeeping Staff |

19. Did you use the discharge booklet?
Was it useful to you? Any changes you recommend?

20. Please tell us about your stay:
What you liked best

21. What you liked least

22. Is there anything else you would like us to know?

Please provide the following **optional** information to help improve our services.

23. Where were you admitted from?

- ☐ Emergency Room
- ☐ Doctor's Office
- ☐ Operating Room
- ☐ Transfer from another hospital
- ☐ Other

24. Gender

- ☐ Male
- ☐ Female

25. Age

- ☐ Under 18
- ☐ 19 - 35
- ☐ 36 - 65
- ☐ Over 65

26. Why were you admitted to hospital?

We welcome feedback on how well we provide information and services to people with disabilities.

Please direct comments or concerns to:
patientrelations@drhc.on.ca

This information will be used by the
Director of Nursing for quality
improvement

DRYDEN REGIONAL HEALTH CENTRE

58 Goodall Street | PO Box 3003
Dryden, ON P8N 2Z6

PATIENT NOTES



Dryden Regional Health Centre
hospital and community care

Dryden Regional Health Centre
58 Goodall Street | P.O. Box 3003
Dryden, Ontario P8N 2Z6
(807) 223-8200

www.drhc.on.ca

