
Patient Guide

*“Working together to keep you
safe, secure and informed
during your stay.”*



TORONTO EAST
GENERAL HOSPITAL

Above all, we care

About This Guide

At Toronto East General Hospital (TEGH), your safety is important to us. We want you to have the information you need to make your hospital stay as safe and pleasant as possible.

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Good Questions for Your Good Health

Every time you talk with a doctor, nurse, or pharmacist, use the **Ask Me 3** questions to better understand your health.

1

What is my main problem?

2

What do I need to do?

3

Why is it important for me to do this?

When to Ask Questions

You can ask questions when:

- You see your doctor, nurse, or pharmacist.
- You prepare for a medical test or procedure.
- You get your medicine.

What If I Ask and Still Don't Understand?

- Let your doctor, nurse, or pharmacist know if you still don't understand what you need to do.
- You might say, "This is new to me. Will you please explain that to me one more time?"

Who Needs to Ask 3?

Everyone wants help with health information. You are not alone if you find things confusing at times. Asking questions helps you understand how to stay well or to get better.

The **Ask Me 3** questions are designed to help you take better care of your health. To learn more, visit www.npsf.org/askme3

Your Visitors

- Visiting hours on most units are from Noon to 8:00 pm daily.
- Mental Health visiting hours are 4:00 - 8:00 pm, Monday - Friday; Noon to 8:00 pm, on weekends.
- One support person is welcome to stay with you during non-visiting hours for emotional support and care.
- Two visitors per patient are welcome during visiting hours. Your support person is one of these visitors if he/she is here during general visiting hours.
- Children under the age of 12 must be with an adult at all times.

Please do **NOT** visit if you have a cough, fever, runny nose, sore throat or diarrhea.

Language Line

For our non-English speaking patients, the Language Line Interpretation Services is available 24 hours a day / 7 days a week. Please ask your care provider about the service.



Telephone and Television Rentals

- To activate **Television Service**, dial **6133** from your bedside telephone
- To activate **Telephone Service**, dial **6023** from your bedside telephone

You can receive calls to your room until 9:00 pm - after this time, you can call out as usual.

Most Commonly Lost & Misplaced Items



Dentures • Eye Glasses • Hearing Aids • Walking Aids

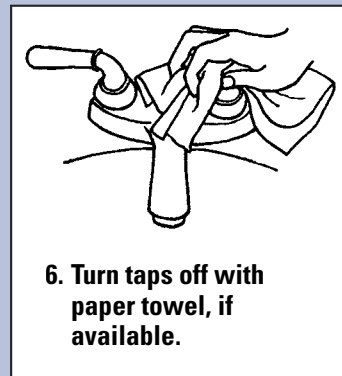
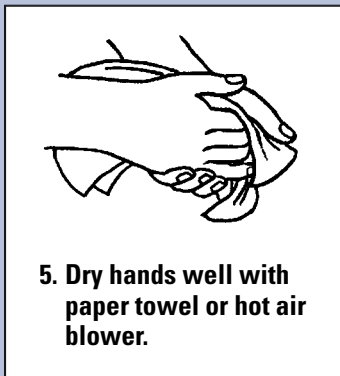
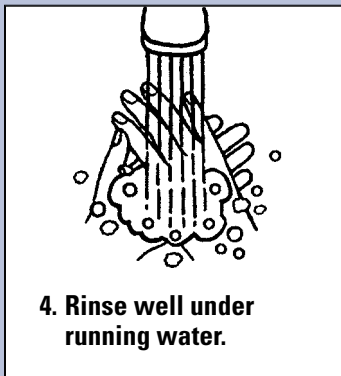
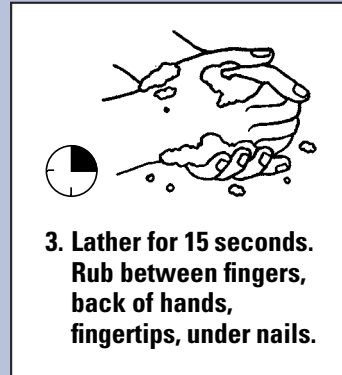
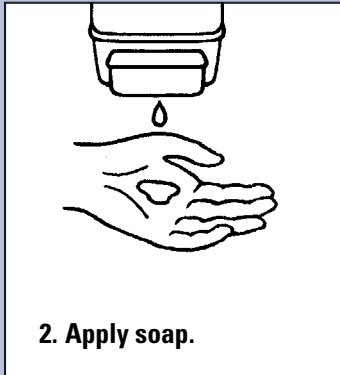
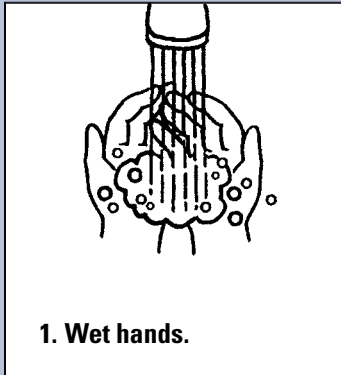
Label all items with your name, where possible.

Please do not leave items in your bed or on your food tray. Keep them in a safe place.

TEGH is not responsible for lost or stolen items.

During your stay at TEGH we ask that you **do not** bring valuables to the hospital (cash, credit cards, jewelry, cell phones, etc.).

Hand Washing



Stop the Spread of Germs

Always Wash Your Hands

After you:

- Sneeze, cough or blow your nose
- Use the washroom or change diapers
- Handle garbage

Before and after you:

- Prepare or eat food
- Touch a cut or open sore

Scent Awareness

Many staff and patients experience a severe allergic reaction to strong perfumes/scents. Please do not wear strong perfumes/scents while visiting the hospital.

“Catheter-Associated Urinary Tract Infection”

– What You Need to Know

What is a urinary catheter?

- A urinary catheter is a thin tube that is placed in the bladder to drain urine. Most times it is removed after a short time. Urine drains through the tube into a bag that collects the urine.
- Your doctor will order a urinary catheter if you cannot pass urine on your own. The nurse will check to see if you still need the catheter every day. The goal is to remove the urinary catheter as soon as possible so you do not get a ‘catheter-associated’ urinary tract infection.

What is “catheter-associated urinary tract infection”?

- A urinary tract infection (also called “UTI”) is an infection in the urinary system. This includes the bladder (which stores the urine) and the kidneys (which filter the blood to make urine). Germs, such as bacteria or yeasts do not normally live in these areas; but if germs are introduced, an infection can occur.
- If you have a urinary catheter, germs can travel along the catheter and cause an infection in your bladder or your kidney; in that case it is called a catheter-associated urinary tract infection.

- People with urinary catheters have a much higher chance of getting a urinary tract infection than people who don’t have a catheter.

What can I do to prevent a urinary tract infection if I have a catheter?

- Always clean your hands and make sure your care provider cleans their hands before and after doing catheter care.
- Always keep your urine bag below the level of your bladder.
- Do not tug or pull on the tubing.
- Do not twist or kink the catheter tubing.

Ask your care provider each day if you still need the catheter.



Medication Safety

- It's Your Health

Your care providers need to know the medication you are taking to make sure you are receiving the best medication for your situation.

- Keep a list of all your medications, supplements, vitamins and herbal remedies.
- If your medication is changed, ask why.
- Tell a member of your care team if you have ever had an allergic or bad reaction to any medicine or food.
- When at home, write down the name, the amount, the time, why and how you take each medication.



Hourly Visits From Your Care Providers

An important part of giving you excellent care and service is regular visits from your care providers (we call this hourly rounding).



A care provider will visit:
Every Hour from 6 am to 10 pm
Every 2 Hours from 10 pm to 6 am
More often if needed.

During this time care providers will:

- Check on you and your well-being.
- Monitor your comfort and pain.
- Help you move and change positions.
- Assist with trips to the bathroom.

What does this mean to YOU, your family and visitors?

- It means that we are anticipating your needs and monitoring your well-being regularly so that your family and visitors can focus on your recovery.

If you have any questions or concerns, please speak with your care provider or the supervisor/manager of the department right away.

Your Insurance Coverage

If you are a resident of Canada, you must have your health card to show that you are entitled to healthcare services paid for by your government health insurance plan such as OHIP.

If you have private insurance coverage, it is your responsibility to know what type of insurance you have. We are not able to contact insurance companies to ask about coverage.

- Ask your insurance company if you have semi-private or private room coverage. If your insurance does not cover the total cost of the room you have selected, you are responsible for paying the difference.
- If you are on maternity leave and are the primary holder of the insurance policy, ask your insurance company if you have coverage while on maternity leave.

We do not bill travel insurance companies for charges. You will need to pay these charges directly to the hospital and request payment from your insurance company. Government health insurance plans pay for services that are medically necessary and for standard ward room accommodation.

Ambulance Fee:

If you arrived by ambulance to the hospital you will be charged a service fee.

This fee can range from \$45.00 to \$240.00 depending on your insurance coverage.

The following are not covered by government insurance:

- Semi-private and private rooms (only standard ward rooms are covered).
- Ambulance transfer services.
- In-room telephone and television services.
- Orthopaedic equipment (e.g. crutches, canes, walkers, collars).
- The Deluxe Private Birthing Suite with Jacuzzi for maternity patients - not covered by any insurance company.



If you do not have valid federal and provincial government insurance coverage, you will be responsible for all charges during your hospital stay - like standard room fees, physician fees, diagnostic exams or tests (x-ray exams, laboratory tests, cardiac tests), etc.

If you do not have insurance coverage, you will be asked to sign a guarantee of payment agreement. Payments can be made by cash, cheque, Interac debit, Visa, Master Card and American Express. Or you may pay online by selecting TEGH as payor through your online banking service.

Preferred Accommodation:

A request for accommodation form must be signed by each patient or his/her designate. A staff member will present this document to you upon admittance or within 24 hours of being admitted.

For information regarding charges, please contact the Business Office, located on the Main Floor, C-Wing, or call 416-469-6580 ext. 6231.

Culture of Quiet

We want to reduce noise so you can get the rest you need. Too much noise in hospitals can have harmful effects such as:

- Interrupting needed rest and sleep.
- Making your heart beat faster and harder.
- Slowing down wound healing.
- Changing the way you deal with everyday worries.



Most inpatient areas have a special **Quiet Time** when all staff make an extra effort to lower noise so that you can get the rest that you need.

- You can have visitors during regular visiting hours. We understand that visitors are important to you.
- We encourage you to use earphones to enjoy your TV and music.
- You will always get the care you need. Your care providers will check on you as usual but will not wake you up unless it is important.

Falls Prevention

What can you do to prevent falls in hospital?

- Be aware of your limitations.
- Listen to staff members who will tell you if it is safe to get in and out of bed or off the toilet by yourself.
- Do not climb over the bed rails or the end of the bed. Call staff for help.
- Wear flat, supportive shoes with non-skid soles whenever you are walking or getting in and out of a bed or chair.
- Turn the lights on before getting up, especially at night.
- Use glasses, hearing aids, recommended mobility aids or any device needed when moving about.



Keeping You Fully Informed

Disclosure

When you visit a health professional or hospital, you expect to receive the safest health care available. Even in the best circumstances, the unexpected can happen, like a patient receiving the wrong dose of medicine. We call this an accident or adverse event. At TEGH, we take these very seriously.

We regret any instance, however rare, when an adverse event occurs, but believe the patient or his/her representative has a right to know what happened, why it happened and how a similar accident can be prevented from happening again. **This process is called disclosure.**

What can I expect?

If an adverse event occurs during your care, a member of the healthcare team – probably a

physician – will talk to you and, if you wish, your family, about what happened. You can also discuss any changes to your care plan that may be needed as a result of the event.

What will happen next?

When an adverse event occurs, steps are taken to try to prevent it from happening again. The healthcare team will investigate what went wrong. You will be informed of what is being done to try to prevent the same thing from happening to someone else.

You will be kept up-to-date with progress of the investigation. If you wish, a meeting can be arranged for you to discuss what actions have been taken to try to prevent a similar event from happening again. We will answer all of your questions honestly and openly.

Release of Information

Health Records Department

Main Floor, A-Wing, Room A-126
Monday - Friday, 8:30 am to 4:30 pm

If **you** would like a copy of your TEGH medical report(s), you need to complete a “Request Access to Personal Health Records” form and show valid photo identification with a signature. There is a fee for this service.

Your family doctor will receive copies of your medical reports at no charge to you,

unless you indicated that you did not want copies sent to him/her upon registration.

Please note: If your family doctor requests a copy of your medical reports and he/she is not listed as your doctor in the hospital system, we will not be able to provide a copy. Please check with your healthcare provider to make sure your family doctor is correct on your medical record. If your doctor’s name is wrong or missing, please call admitting at 416-469-6381 to update your records.



Privacy - Your Right and Our Responsibility

During your hospital stay, if someone calls to inquire about you, we will tell them that you are in our hospital.

- If you do not want this information to be given out, please tell us and we will put a confidentiality flag beside your name in our computer system. Then, if anyone asks about you (including family and friends calling or arriving to visit), they will be told that we do not have any information about you.
- Please speak to your nurse if you would like your confidentiality status changed.
- For more information about privacy rights related to your personal health information, please ask your care provider for a copy of our privacy pamphlet.

How to Contact Us:

If you need more information about how the hospital protects the privacy of your information or if you have concerns with our practices, contact:

Privacy Officer
416-469-6580 ext. 7781
(ext. 7781 on internal phones)
privacy@tegh.on.ca

Spiritual and Religious Care

TEGH is pleased to offer spiritual care and guidance for people from all faith traditions, and for those who do not belong to any faith, to try to make your hospital stay a time of hope and healing.

Our team will be pleased to:

- be a supportive listening presence.
- contact a representative from your own faith tradition.
- offer prayer or arrange for religious rites.
- provide support for family members and other loved ones during your hospital stay.

Please call 416-469-6580 ext. 6550
(ext. 6550 on internal phones)
for further information.

Interfaith Chapel
Main Floor, F-Wing
is available 24 hours a day
for prayer and solitude.



Hospital Staff and Patient Identification

Our Protection Services Department staff are highly trained and dedicated to the safety of patients, visitors and staff. To report an incident contact SECURITY at 416-469-6016 (ext. 6016 on internal phones), 24 hours a day / 7 days per week.

Hospital Identification Badges

- All care providers at TEGH wear a hospital identification badge, which includes their name, department and picture.
- If you are unsure about any person with whom you are interacting, the hospital encourages you to ask for identification, or if necessary, call a nurse for assistance.



Patient Identification

- To prevent errors, it is very important that the hospital confirm your identity before providing any service or procedure.
- Doing any service or procedure (like taking blood samples, giving medications, treatments, surgical intervention, etc.) requires TWO patient identifiers to confirm your identity. These include: name (given, middle and surname), date of birth and health card number.
- Wherever possible, you should take part in your identification process.



Violence and Crime Prevention

Violence Prevention

- For the protection of everyone, we do not allow any form of abuse.
- Our hospital has the right to ask you to leave, or to take legal action, if we feel our violence prevention policy has been violated.
- If you experience any form of abuse, please speak with your care provider, supervisor or manager of the department right away.

Crime Prevention

- Protection Services watches all areas of the hospital, including the hospital parking areas and the hospital exterior.
- To ensure everyone's safety, Protection Services' staff makes sure all hospital policies are observed and criminal activity on hospital property is prevented.
- Everyone's safety and security is our number one priority.

Patient Valuables

During your stay at TEGH we ask that you do not bring valuables to the hospital (cash, credit cards, jewelry etc.).

- If you do arrive with valuables that need to be kept safe, please contact your care provider who will arrange for them to be picked up by Protection Services. Items will be recorded and stored in the Protection Service's safe and you will be given a receipt.
- To get items from the safe when you leave, contact the Security Office at ext. 6016 and give them your receipt.

We are committed to providing a safe, healthy, secure and respectful environment through the prevention of violent, abusive and aggressive behaviour.

TEGH has a Zero Tolerance Policy for all forms of abuse.

We reserve the right to take appropriate measures, which may include requesting you to leave or legal action, if the policy is violated.

Thank you for your cooperation.



Leave the Hospital With Your Medication

Toronto East Pharmasave
is located in the hospital,
Main Floor, C-Wing

Monday to Friday:
9:00 am to 7:00 pm

Saturday:
10:00 am to 6:00 pm

Telephone:
416-778-1221 or ext. 6149
Fax:
416-778-1771

Save Time!

Call ext. 6149
to have your prescription
picked up and prepared.

We deliver prescriptions* and Home Health
Care needs to your bedside.

Other services and products we offer:

- Walkers, Breast Pumps & Home Health
Care Products for rent or purchase.
- Medication Blister Packaging.
- Vitamins & Minerals.
- Diabetic Socks.

**Some exceptions may apply. See store for details.*

LIVE WELL WITH

PHARMASAVE®



Health Resource Centre

Monday to Friday,
9:00 am to 4:00 pm
Main Floor, G-Wing



Learn more about:

- Disease and Illness
- Healthy Living • Health Concerns

Can't get to the centre?

You can have information brought
to your bedside.
Call 416-469-6580 ext. 6010
(ext. 6010 on internal phones)

Your Notes



Going Home

Preparing For Your Discharge



It is our primary focus to ensure that you receive the best and most appropriate care during your stay. In order to achieve this, we need to ensure an appropriate discharge when you no longer require acute care. Upon admission, your healthcare team will work with you to plan your discharge home.

Things you should know:

- Hospital stays are shorter and research shows that patients recover better at home with less chance of being exposed to other illnesses.
- Arrange with a family/friend to bring in clothes to wear when you go home.
- The discharge time is 10:00 am on most units, and 11:00 am on Medicine units, so have your family / friend ready to pick you up.
- Check that you have all your personal items before leaving, including your house keys.

We want to make sure that you get the information you need before going home. When the nurse discharges you, you will be given a copy of the hospital's **"My Instructions for Going Home"** form. You can show this form to your family doctor at your next appointment.

The nurse will go over the form with you and tell you:

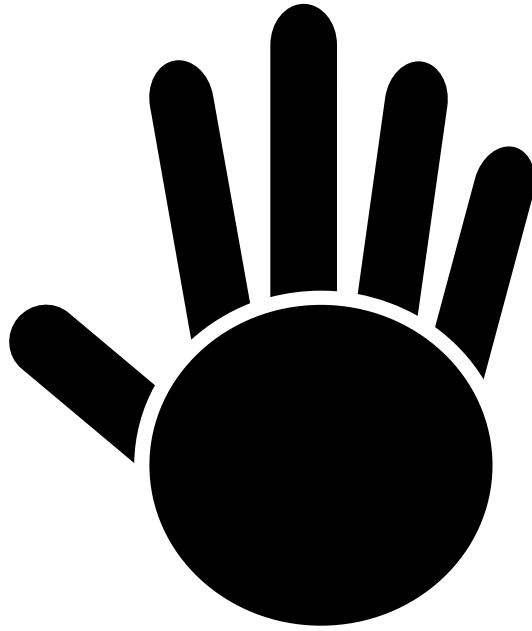
- The purpose of your medications and when you should take them.
- Any side effects from your medications that you should watch out for.
- Any warning signs related to your illness or surgery to watch out for after leaving the hospital.
- When to start your usual activities like going back to work or driving a car.
- Who to call for help if you have more questions after you go home.
- Any follow-up appointments, if necessary.

Post Discharge Phone Call Program

If needed, you will receive a phone call from the hospital 24 to 48 hours after you are home. The staff understands that much of the information you are given just before you go home can be hard to remember because so much is happening at that time.



A nurse will review all your discharge instructions with you or someone you choose. We will be pleased to answer any questions or concerns you might have at that time.



JUST CLEAN YOUR HANDS

**Before, During & After
Visiting the Hospital**



We are a smoke free property.