



NHH

Northumberland
Hills Hospital

2025

Patient Services Directory



**Please take this complimentary copy
home with you.**

*The information in this Directory is subject to change.
Please consult your care team for the latest guidance, or see our
hospital website, www.nhh.ca*

Want to be the first to get updates on hospital news?
Please subscribe to our e-newsletter *InTouch* at nhh.ca – it's free,
and it's delivered straight to your email in-box on the day of release!

1000 DePalma Drive • Cobourg ON • K9A 5W6
Tel: 905-372-6811 • Fax: 905-372-4243
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@northumberlandhillshosp
Northumberland Hills Hospital



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Welcome to Northumberland Hills Hospital

Thank you for choosing Northumberland Hills Hospital (NHH) as the health care provider for you or your loved one.

This Patient Services Directory is designed to provide you, your family, and your caregivers with an easy-to-read overview of our services and supports, and information on where to go for more details. A copy of this Directory is provided in each patient room, and we encourage you to take it home with you when you are discharged. You will also find this content in electronic form on our website, nhh.ca, and at patientdirectory.ca

There are many ways for you and your family and/or caregivers to stay connected with NHH after your hospital stay is over.

- Subscribe to our free community newsletter, InTouch, at nhh.ca
- Visit our website, nhh.ca
- Follow NHH, NHH Foundation, and NHH Auxiliary on social media
- Email us through our general email inbox info@nhh.ca
- Call the NHH Public Affairs office directly at 905-377-7757

Once again, thank you for choosing NHH. It is our honour and privilege to serve you and your loved ones.

Sincerely,
Susan Walsh,
President and Chief Executive Officer
Northumberland Hills Hospital
1000 DePalma Drive
Cobourg, ON K9A 5W6
Phone: 905-377-7755
Email: sbwalsh@nhh.ca

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NHH Strategic Plan

People First Our Shared Purpose

Connected care close to home

Build inclusive and integrated care pathways to secure a foundation for sustainability and growth

Accountable care

Unleash the power of technology, information, and innovation to improve experiences, efficiency, and outcomes, including quality and safety

Responsive and healthy work environment

Create and sustain a work environment and culture that engages, empowers, and promotes positive morale

Exceptional care, every time, for every person

Build a culture where each person receives high-quality, reliable, whole-person care, service, and support

Core Values

**Quality | Integrity | Respect
Teamwork | Compassion**

Patient's Bill of Rights and Responsibilities

The purpose of this document is to explain your rights and responsibilities as a patient of Northumberland Hills Hospital. Knowing and understanding your rights and responsibilities will make your relationship with your health care providers a mutually beneficial one.

Patient's Rights

- The right to be treated with respect, consideration, dignity and compassion without discrimination as guaranteed by the Ontario Human Rights Code
- The right to receive medical advice and treatment that fully meets the currently accepted standards of care and quality
- The right to receive clear and complete information about your medical diagnosis, treatment and prognosis
- The right to know the name of any medication prescribed to you, and its normal actions and potential side effects given your condition
- The right to participate in all decisions about your treatment and discharge from the hospital
- The right to accept or refuse any medications or treatment, and to be informed of the likely consequences of doing so
- The right to be informed of the name and position of the practitioner in charge of your care at the hospital, as well as any other health care worker who provides treatment to you during your stay
- The right to make a complaint through channels provided for this purpose by the hospital authority, and to have any complaint dealt with promptly and fairly
- The right to enjoy a smoke-free and fragrance-free environment
- The right to privacy while in the hospital and confidentiality of all information and records regarding your care

Patient's Responsibilities

- The responsibility to request further information concerning anything not fully understood

- The responsibility to provide, to the best of your knowledge, accurate and complete information about present concerns, medical conditions, allergies, hospitalization, medication and other matters relating to your health
- The responsibility to follow the treatment plan, as outlined by your health care practitioner, including the instructions of nurses and health personnel carrying out your co-ordinated plan of care
- The responsibility to be accountable for your actions if you choose to refuse treatment or do not follow practitioner's instructions
- The responsibility to keep appointments, and when unable to do so, to notify the hospital with sufficient time to reschedule
- The responsibility to follow hospital rules and regulations regarding patient care and conduct, including treating staff with respect and communicating in a respectful manner
- The responsibility to assist in the control of noise and number of visitors
- The responsibility to discourage friends and family from visiting if they are sick or have been exposed to a communicable disease, such as COVID-19
- The responsibility to assist staff in their effort to provide a smoke-free and fragrance-free environment for all
- The responsibility to be respectful of the rights, privacy and property of other patients, visitors and staff of the hospital



Frequently Called Numbers

Main Hospital Telephone Number	905-372-6811
Ontario Health atHome	ext. 3207
Administration - President and CEO.....	ext. 4005
- Vice President, Integrated Care.....	ext. 4006
- Patient Relations Delegate.....	ext. 4622
- Public Affairs.....	ext. 4007
Admitting/Registration.....	ext. 3709
Ambulatory Care.....	ext. 3063
Birthing Suite.....	ext. 4122
Community Mental Health Services (Including Addictions Counseling).....	905-377-9891
Diagnostic Imaging Department.....	ext. 7746
Emergency Department.....	ext. 3753
Finance Office.....	ext. 4042
Gift Shop.....	ext. 3618
Intensive Care.....	ext. 4238
Volunteer Lead.....	ext. 4629
NHH Foundation Office.....	ext. 3066
Ontario Breast Screening Program.....	ext. 7795
Palliative Care.....	ext. 3219

About Northumberland Hills Hospital

Located approximately 100 kilometres east of Toronto, NHH delivers a broad range of acute, post-acute, outpatient and diagnostic services. Acute services include emergency and intensive care, medical/surgical care, obstetrical care and palliative care. Post-acute specialty services (PASS) include restorative care and rehabilitation. Mental health care, cancer and supportive care, dialysis and other ambulatory care clinics are offered on an outpatient basis through partnerships with regional centres and nearby specialists. NHH offers a full range of diagnostic services, including magnetic resonance imaging (MRI), computed tomography (CT) and mammography. The hospital serves the catchment area of west Northumberland County. A mixed urban and rural population of approximately 67,000 residents, west Northumberland comprises the Town of Cobourg, the Municipality of Port Hope, Alderville First Nation and the townships of Hamilton, Cramahe and Alnwick/Haldimand. NHH employs more than 850 people and relies on the additional support provided by physicians, midwives and volunteers. NHH is an active member of Ontario Health (East)—formerly the Central East Local Health Integration Network—and the Ontario Health Team of Northumberland. For more information, please visit nhh.ca or follow us on Facebook [@northumberlandhillshosp](https://www.facebook.com/northumberlandhillshosp), and LinkedIn [Northumberland Hills Hospital](https://www.linkedin.com/company/northumberland-hills-hospital).

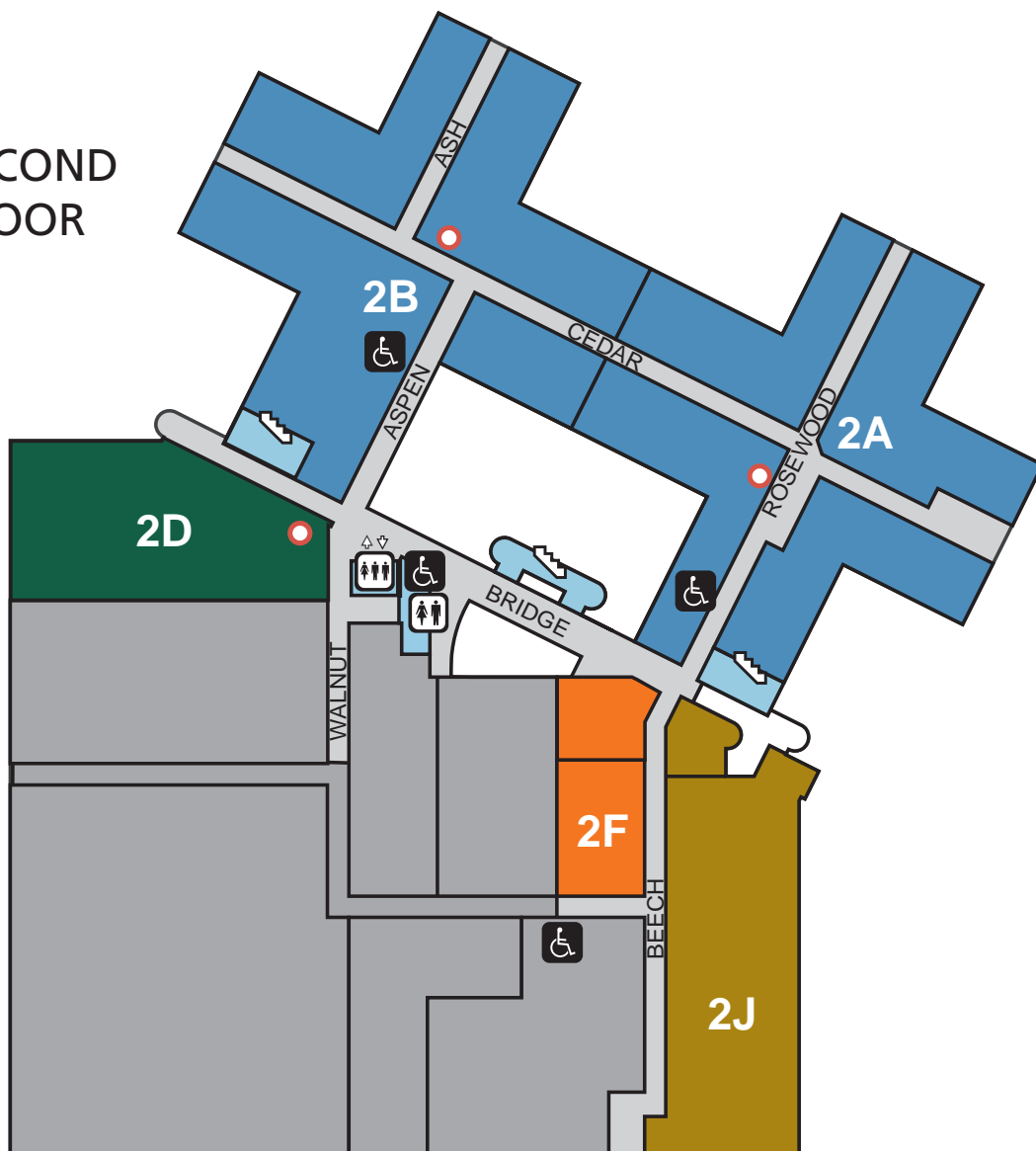
Map of Northumberland Hills Hospital



P parking pay station **♿** accessible washrooms

Administration	2J	Computed Tomography (CT) Scanning .	1H	Education Centre	2F
Ambulatory Care	1J	Cafeteria	1F	Emergency Department	1G
Auxiliary Office	2F	Chemotherapy	1J	Finance	2J
Birthing Suite	2A	Day Surgery	2D	Foundation Office	1J
Board Room	2J	Diagnostic Imaging	1H	Gift Shop	1J
Bone Density Testing	1H	Dialysis	1J	Ontario Health atHome	2A/1B

SECOND FLOOR



○ reception stations

■ administration/finance

■ inpatient units

■ diagnostic imaging

■ support services

■ surgical suite

■ cafeteria/gift shop

■ education/volunteers

■ ambulatory care unit

■ emergency care unit

Intensive Care.....	2B	Palliative Care.....	1B	Surgical Inpatient Care.....	2A
Laboratory.....	1F	Prenatal Clinic.....	2A	Ultrasound.....	1H
Mammography / OBSP	1H	Rehabilitation	1A	Women's Health Centre	1H
Medical Inpatient Care.....	2A/2B	Restorative Care.....	1B	X-ray.....	1H
Magnetic Resonance (MR) Scanning	1H	Speech Therapy	1A		
Nuclear Medicine.....	1H	Spiritual Care Centre.....	1F		

Patient Services

Ambulatory Care (1J)

The Ambulatory Care Unit consists of physicians and specialists in the areas of obstetrics and gynecology, general surgery, ENT (ear, nose and throat), plastics, orthopedics and urology who provide consultations, treatments and assessments including minor procedures. Pre-operative assessments and education are also provided in the Unit by nursing staff and anesthetists. Also offered through the Ambulatory Care Unit at NHH is local access to a wide variety of virtual consultations with health care professionals throughout the province via the Ontario Telemedicine Network (OTN). At the request of a referral from a local family doctor, NHH's OTN coordinator can set up and facilitate patient-to-specialist consultations, including psychiatric assessments, neurology, rheumatology, and genetics consultations, pre-surgical consultations and post-surgical wound inspections.

Birthing Suite (2A)

The maternal child care program is comprised of specialty trained staff, including obstetricians, family physicians, midwives, anesthesiologists, nurses and respiratory therapists. The unit is equipped with six labour, delivery and postpartum suites, with three additional postpartum beds, to accommodate patients and families antenatally and through their birth and postpartum experience. There is also an operating room and a level one nursery located within the unit. A HUGS baby safe system provides 24-hour infant security for the duration of stay.

Cancer and Supportive Care (1J)

The Cobourg Lions and Lioness Cancer and Supportive Care Clinic provides patients with a range of medical oncology, radiation oncology and hematology services including, but not limited to, clinical and supportive care consultation, management and follow up, and systemic therapy. The physicians, nurses and clerical team work in collaboration with an extraordinary interdisciplinary team and in partnership with the Durham Regional Cancer Centre and the Central East Regional Cancer Program.

Community Mental Health Services

Available to anyone 16 years of age and older who is experiencing mild to severe mental health concerns. Located in Cobourg at 1011 Elgin Street West, Suite 200, a variety of services are available to support individuals experiencing depression, bipolar disorder; anxiety, phobias, panic disorders and traumatic stress, schizophrenia and other psychotic disorders; personality disorders; and mental health crisis. Specialized services, such as Assertive Community Treatment (ACTT), Mental Health Engagement and Response Team (M-HEART), Early Psychosis Intervention and Partner Assault Response supports are also offered. NHH CMHS accepts referrals from individuals, primary care providers (PCP), hospitals, and community agencies and partners. Referrals can be made by calling 905-377-9891 during business hours. For 24/7 Crisis support call or text 9-8-8.

Diagnostic Imaging (1H)

Among the most technologically advanced for a community hospital of this size, NHH's Diagnostic Imaging (DI) Department is located beside the Ambulatory Care Clinics on the first floor of the hospital. Fully digitalized, NHH's DI Department offers Magnetic Resonance (MR) Imaging, Bone Mineral Densitometry (BMD), advanced Computed Tomography (CT) scanning, mammography, nuclear medicine, general X-ray and ultrasound. Inpatients booked for a DI appointment will be escorted to the appointment by a hospital staff member or volunteer. Outpatients should use the main entrance to the hospital and sign in at the DI registration desk immediately inside the front door. A physician's referral is required for all examinations performed in the Diagnostic Imaging Department, with the exception of mammograms performed through the Ontario Breast Screening Program (OBSP). Further details on OBSP eligibility will be found on nhh.ca.

Dialysis (1J)

As a satellite of the Peterborough Regional Renal Program, NHH provides hemodialysis to Level II dialysis patients, Monday-Saturday, after the initial program intake which takes place at Peterborough Regional Health Centre (PRHC). A Renal Insufficiency and Nephrology clinic is held on-site weekly by the Regional Program with the support of an interdisciplinary team, made up of nephrologists, dietitians, social workers and nurses.

Emergency Department (1G)

Staffed by family physicians, emergency medicine specialists, skilled nursing staff and other health care professionals, the Emergency Department is open 24 hours a day, seven days a week, 365 days a year. The Department is easily accessible by ground ambulance transport, while an on-site heliport provides increased access for emergency patients arriving at and departing from the hospital by air.

Inpatient Rehabilitation (1A)

NHH's Inpatient Rehabilitation Unit specializes in caring for patients recovering from strokes, operations and injuries. Patients participate in a therapeutic program with an aim to regaining as much independence as possible. The interprofessional team of nurses, doctors, Personal Support Workers (PSWs) and allied health work with the patients and their families to develop and achieve rehab goals during their time in hospital.



Intensive Care (2B)

The Troop-Alexander Intensive Care Unit (ICU) consists of two sites, known as the ICU Main Unit and ICU Stepdown Unit. The ICU Main Unit consists of six private rooms, including one with negative pressure isolation capabilities. The ICU Stepdown Unit has one private room, including an additional room with three available beds. All ten beds are supported with a state-of-the-art patient bed and medical equipment and have ready access to life-saving technologies, such as cardiac and arterial monitoring, respiratory ventilation and pressure support.

Integrated Stroke Unit

Located within the Inpatient Rehabilitation Unit, on the hospital's first floor, the Rose and Bob Avery Integrated Stroke Unit is a 6-bed unit that provides best practices in post-stroke patient care and minimizes the time between a patient experiencing a stroke and beginning rehabilitation – which has been shown to result in better patient outcomes. With both acute and rehabilitation care offered within the same space, the creation of the Integrated Stroke Unit has reduced the need for transfer between units for care, while ensuring patients are surrounded by those with expertise specific to their needs.

Laboratory Services

The NHH Laboratory delivers inpatient support with precision and efficiency.

The second floor Laboratory contains the latest equipment and a highly trained staff consisting of laboratory technologists specializing in hematology, chemistry and transfusion medicine, Point of Care Testing, as well as laboratory technicians/assistants with specializations in phlebotomy and electrocardiograms.

The main floor Laboratory offers enhanced pulmonary function testing capabilities and outpatient oncology bloodwork and pre-operative bloodwork appointments. Through its partnership with the Peterborough Regional Health Centre, the Laboratory offers direct access to medical expertise and timely turn-around for test results.

Medical/Surgical Unit (2A/2B)

Medical/surgical inpatient care, including cardiac monitored beds, is provided on NHH's Medical/Surgical Unit on the second floor of the hospital. The Medical/Surgical program provides services to patients who require acute care.

Palliative Care (1B)

Northumberland Hills Hospital's Palliative Care Unit is designed to accommodate patients and their families when disease is not responsive to curative treatment. The unit is staffed by a knowledgeable health care team committed to symptom management and end-of-life care and the specialized care provided by the team is extended outside the unit, to other areas of the

hospital, as required. Access to outdoor gardens and an open-air courtyard provide patients and visitors with both mental and physical relief. Within the Unit, a private kitchen and family lounge offer comfort and convenience for patients' loved ones. Patients are admitted to Palliative Care for support and help from the Palliative Care team in managing pain and symptoms. Some patients stay for the duration of their illness while others go home with support from our community partners, including Ontario Health atHome. Still others, with the pain and symptom management they receive, stabilize for longer periods and go on to long-term care settings. Each situation is different and all receive the individual assessment and care required.

Pharmacy

The NHH Pharmacy is staffed by a dedicated team of registered pharmacists and pharmacy technicians who play a vital role in patient care. The department provides a comprehensive range of services designed to ensure safe, effective, and individualized medication management. Key services include:

- **Best Possible Medication History and Medication Reconciliation:** Ensuring accurate and complete medication information is communicated across transitions of care.
- **Clinical Consultation:** Collaborating with healthcare teams to optimize pharmacotherapy based on patients' specific needs.
- **Pain and Symptom Management:** Assisting in the development of personalized plans to manage pain and other distressing symptoms.
- **Chemotherapy Preparation and Oversight:** Ensuring the safe preparation, dispensing, and monitoring of chemotherapy treatments, including a specialized pharmacy technician, Drug Access Navigator (DAN). The DAN supports patients with medication coverage and access to various programs to provide timely, affordable access to essential therapies.
- **Drug Administration System Management:** Overseeing the hospital's medication distribution systems, including inventory control, compliance, and safety protocols.

The pharmacy team works closely with other healthcare professionals to support optimal patient outcomes, promoting safe, effective, and patient-centered medication use throughout the hospital.

Restorative Care (1B)

The Restorative Care Program at NHH is a holistic, patient-centred program specially designed for adults who are no longer in the acute phase of an illness but do not yet have the strength or independence necessary to safely return home. Focused on rebuilding strength and reducing the need for assistance that often comes with an acute illness, the Restorative Care unit offers a customized care plan unique to each patient. Designed with the patient's goal of returning home in mind, this plan focuses on health, not illness; fosters patients' motivation; builds individual independence; and connects patients and their family to the community support service network that may be necessary to achieve the transition home.

Surgical Services (2D)

The surgical program at NHH provides a range of services, including general surgery, gynaecology, ophthalmology, orthopedics, otolaryngology, plastics and urology as well as dental/oral surgery. Day surgery and inpatient surgery services are provided.

Clay and Elaine Elliott Ultrasound, Mammography and Bone Density Lounge

Centralized in one convenient location of the hospital, the services offered in NHH's Clay & Elaine Elliott Ultrasound, Mammography and Bone Density Lounge include bone density testing, ultrasound, mammography and breast needle biopsy. The Clay & Elaine Elliott Ultrasound, Mammography and Bone Density Lounge offers a separate waiting room and change area and a community resource library. NHH is affiliate centre of the Ontario Breast Screening Program service (OBSP). Effective October 2024, the Ontario Breast Screening Program now allows younger patients—aged 40 to 49—to self-refer for mammograms covered by OHIP without a doctor or nurse practitioner's referral. All patients 40-74, inclusive of women, men, Two-Spirit, trans, and nonbinary people with no clinical concerns or a personal history of breast cancer, are welcome to self-refer into the OBSP program.

General Patient Information

Accommodations



A number of local hotels offer preferred rates for visitors who need to be close to the hospital. Please reach out to our Public Affairs Department at 905-377-7757 ext. 4009 if supporting documentation is required for a discount.

Administration



Located on the second floor on the east side of the building, the administration offices are home to the staff members responsible for many of the operational duties of the hospital, including: patient services, communications, finance, information services and human resources. Other administrative responsibilities, such as plant operations and support services, are located in the areas of the hospital from which these services are delivered.

Admitting/Registration



Patients arriving at the hospital for emergency treatment or an inpatient admission are asked to proceed to the Admitting/Registration desk located on the main floor in the Emergency Department. This desk is open 24 hours a day, seven days a week.

The Outpatient Registration desk for Ambulatory Clinic and Day Surgery visits is located near the main hospital entrance. It is open from 7:00 a.m. to 3:30 p.m., Monday to Friday with the exception of holidays. If your day surgery visit requires you to be at the hospital before 7:00 a.m., please present to the Emergency Department to register.

For all visits please have your valid Ontario Health Card and insurance information available upon arrival. You will be asked to verify your address, phone number and insurance at each visit to the hospital.

Cell Phones, Smart Phones and Recording Devices



Cell phones (and other radio-frequency transmitting devices, or RFTDs) are permitted for use by patients and visitors in most areas of the hospital. To limit disruption to others, and maintain NHH's "quiet hospital" policy, phones and other devices should be set to quiet or vibrate. Privacy must always be considered by all users of cell phones to ensure patient confidentiality is protected. Cell phones and other communication devices with recording ability may not be used to photograph, take video images or record conversations on hospital premises without appropriate consent and permission. This extends to all staff, patients and visitors using wireless devices with these capabilities. For details on NHH's Guest Wireless Network, please see the related section below.

Compliments and Concerns



NHH is committed to providing exceptional patient care, every time, for every person. We welcome opportunities to hear about your experiences while receiving our care so we know what we are doing well and where we can improve.

Compliments may be directed to the program or unit where care was delivered, to our central info@nhh.ca email address or by mail c/o NHH's Vice President, Corporate Services, 1000 DePalma Drive, Cobourg, Ontario, K9A 5W6. Thank you for your time and your feedback.

Northumberland Hills Hospital is also committed to addressing any patient concerns and complaints in a fair and timely manner.

If you have a concern, we recommend that you begin a discussion by sharing your thoughts and concerns with the appropriate patient care manager or program director.

In the event that this discussion does not resolve your concern to your satisfaction, **you may wish to contact NHH's Patient Relations Delegate**, using one of the three options listed below:

By mail: Attention - NHH Patient Relations Delegate
 1000 DePalma Drive
 Cobourg, ON, K9A 5W6

By email: patientrelations@nhh.ca

By telephone: 905-377-7744

Alternatively, you may also contact one of the following members of NHH's senior management team to register a complaint.

Susan Walsh, President and Chief Executive Officer, may be reached as follows:

By mail: Attention - President and CEO
1000 DePalma Drive
Cobourg, ON, K9A 5W6

By email: sbwalsh@nhh.ca

By telephone: 905-377-7755

Jennifer Gillard, Vice President, Patient Experience, Public Affairs and Strategic Partnerships may be reached as follows:

By mail: Attention - Vice President, Patient Experience, Public Affairs, and Strategic Partnerships
1000 DePalma Drive,
Cobourg, ON, K9A 5W6

By email: jgillard@nhh.ca

By telephone: 905-377-7757

What happens when you make a complaint?

1. Email and telephone calls will be acknowledged within two business days.
2. Letters will be acknowledged within five business days.
3. If the person expressing the complaint is not the patient, NHH must obtain consent from the patient to discuss their case. In situations involving those patients incapable of giving consent, consent to release information must be obtained from the substitute decision maker.
4. We investigate the case based on the information provided. Investigation may include some or all of the following:
 - a. Contacting managers, program directors or other supervisors
 - b. Contacting the care providers who were involved in providing care
 - c. Reviewing the medical chart of the patient
 - d. Contacting other relevant departments involved in patient care or support, such as inpatient nursing, environmental services, nutrition and food services, diagnostic imaging, finance, etc.
5. We will contact you with the results of our investigation as soon as possible. We strive to resolve any complaints within 30 working days. Some complex matters may take longer than 30 days to resolve, however we will provide you with regular updates regarding the investigation and the status of your complaint.



Patient and Caregiver Experience Survey

Together with many other hospitals in Ontario, NHH has begun its transition to a new provincial patient experience measurement program using an online survey platform, Qualtrics. The new surveys are short, electronic, and specific to the area in which patients last received care. Rolling out in phases, by program area, NHH patients and their caregivers are encouraged to watch for the Patient Experience Survey opportunity in one of two ways:

- through a QR code provided directly on patients' **After Visit Summary** and
- via direct email, with reminders, to patients who have consented to receiving email from NHH for this purpose

In addition to our new Patient Experience Surveys, feedback will continue to be received through all our other channels (see the Compliments and Concerns section of NHH's website for details or pg. 16 of the Patient Services Directory).

Discharge Planning



Planning for discharge begins on admission to the hospital. Your health care team will work with you, your family and/or your caregiver(s) to ensure you are prepared and have the best plan possible for your transition home, or to another facility. Discharge occurs when you no longer need the medical level of care that is provided in the hospital setting.

How does discharge work at Northumberland Hills Hospital?

Conversations about planning for discharge will take place on admission. Your health care team will work with you to set goals in your recovery process and help you prepare for when you will leave the hospital, which is called your day of discharge.

Knowing the estimated discharge date can help you, your family, and caregivers ensure you will have access to the supports and services you will need. Your health care team will work with you to arrange follow-up care or appointments, as needed. You may be transferred to a different unit, or a different hospital during your admission. This depends on your care needs and is done to ensure you are receiving the best care suited to you. Your health care team will keep you informed of any possible transfers. No matter where your care journey takes you, we will help you prepare for the next step.

Where will I go after I'm discharged?

At Northumberland Hills Hospital, we follow the Home First philosophy. Typically, returning home or to the same level of care you were in before being admitted.

If you require care at home, Ontario Health atHome Support Services may contact you in-person or by phone. Their team will speak to you about your care needs while you are in the hospital and find the right fit for services in the community.

What do I need to do to prepare for discharge home?

You will be expected to arrange your own transportation home. If you need help, please ask your health care team for a list of travel options, such as ambulance, taxi, or wheelchair accessible taxi. This information can be found on the hospital's website under Patient Transportation. Please note: Arranging for transportation home following an emergency visit, appointment or hospital stay is your responsibility.

Electrical Equipment



You are welcome to bring your own electric razors and hair dryers with you to the hospital, but they must be checked and approved by the Maintenance Department prior to use. Please ask your nurse to arrange for this check; where possible, battery-operated grooming devices are preferred.

Fall Prevention



Both in the hospital and at home, falls can put you at risk of serious injury. All Northumberland Hills Hospital inpatients' level of fall risk is assessed, and appropriate measures to minimize risk are put into place. The risk of falling is always weighed against the benefit of movement. Periods of movement (versus lying still in bed) can provide significant benefit to your health and well-being. For this reason, members of your health care team will work closely with you and your caregivers to determine the best plan of care to get you up and moving as much as possible. For more information on how you can help to prevent falls, please ask for a copy of our Fall Prevention in the Hospital and the Home brochure.

Finding a Family Doctor



Contact the Ontario Health Team of Northumberland (OHT-N) for a list of local and provincial resources.

By telephone: 905-396-6486

Website: ohtnorthumberland.ca



Fire and Emergency Alarms

The continuous sounding of fire horns with the announcement of a CODE RED indicates a fire alarm. Remain calm and please do not move through the hospital unless directed by staff or fire department personnel. If you are not asked to move, please remain in your room until the ALL CLEAR announcement is made. Fire alarms and other emergency codes are tested routinely throughout the hospital; all tests will be communicated through the overhead paging system.

Food Services



Patient meals

Meals are prepared by our Nutrition Services staff and distributed to patient rooms at breakfast, lunch and dinner. For inquiries, please call 905-372-6811, extension 3403. Please let us know on admission if you have special dietary needs and we will try our best to meet them. Your help clearing the over-bed table of personal items during meal delivery is very much appreciated. Dining room service is available for Rehabilitation and Restorative Care patients. Please check with your health care team to see if you may bring in snacks or enjoy food items brought to you by visitors. Limited refrigerator space is available on request.

Cafeteria

Located on the main floor of the hospital, the Main Street Bistro is open Monday to Friday from 8:00 AM to 2:00 PM. Vending machines are located in the lobby of the Emergency/Admitting area and in the Bistro. The NHH Bistro is not open on statutory holidays.

Fragrance-Free Environment



The chemicals used in scented products can make some people sick, especially those with fragrance sensitivities, asthma, allergies and other respiratory ailments. Please do not wear perfume, cologne, lotion, aftershave and other fragrances while receiving care at NHH or visiting patients/staff in the hospital. Unscented personal care products are recommended for all our patients and their visitors. Thank you in advance for being sensitive to others.

Gift Shop



The Little Treasure Shop is operated by the Northumberland Hills Hospital Auxiliary. Gifts, baby and toddler clothes, toys, cards, magazines, fresh flowers and confections may be purchased from the Shop located on the first floor near the main entrance of the hospital. The Shop is open Monday - Friday 9:00 a.m. to 4:00 p.m.



Guest Wireless Network

NHH offers free wireless Internet access to patients and visitors. Our Guest Wireless Network is compatible with most wireless-ready computing devices and connectivity is available throughout the hospital.

Follow these steps to connect to our Guest Wireless Network:

1. Enable the wireless feature on your device.
2. Connect to the “NHHGUEST” network.
3. Once connected, open your browser. On your first attempt to navigate to a website, you will be redirected to our NHH landing page. You must read and accept this disclaimer at the bottom of the page before proceeding, and provide your email address.

Pre-printed Troubleshooting Tips for NHH’s Guest Wireless Network are available on request from your healthcare provider. NHH cannot provide technical support for your device or your software configuration.

Ontario Health atHome



About Ontario Health atHome

We’re here to help. Ontario Health atHome coordinates in-home and community-based care for over 670,000 patients across Ontario.

Our mission is to help everyone be healthier at home through connected, accessible, patient-centred care.

We assess patient care needs, and deliver in-home and community-based services to support your health and wellbeing. We also provide access and referrals to other community services, and manage Ontario’s long-term care home placement process.

We collaborate with Ontario Health Teams, primary care providers, hospitals, and many other health system partners to support high-quality, integrated care planning and delivery.

We help patients, their families and caregivers when they need services, support and guidance to:

- Remain safely at home with the support of health and other care professionals
- Return home from hospital and recover at home
- Find a family doctor or nurse practitioner
- Find community services that support healthy, independent living
- Transition to long-term care or supportive housing
- Die with dignity, in the setting of their choice

For information and referrals related to home and community care or long-term care home placement, please call 310-2222, no area code is required.

Home First Philosophy

NHH shares its patients' goal of returning home from hospital as quickly as possible, wherever "home" was at the time of admission, including a retirement home, long-term care facility or supportive housing.

For patients whose ultimate destination is not their current home, it should remain the first stop from the hospital after an inpatient stay, allowing patients and their family to make important decisions in a familiar environment while receiving the necessary services until a long-term destination has been chosen and becomes available.

Recognizing that some of us do not have a nearby friend or family member to call on when we need extra help, such as following discharge from hospital, the Central East Local Health Integration Network established the Home at Last program to support aging adults and adults with special needs. Free of charge to those who are eligible, Home at Last helps transport and settle patients back in their home safely and comfortably after a hospital stay. A referral from a member of the health care team is required and will be arranged in collaboration with the patient, family or Substitute Decision Maker on a case-by-case basis. This program is offered locally in partnership between NHH and Community Care Northumberland.

Hospice Services



Community Care Northumberland hospice services work with you and your family/caregivers to offer support in all aspects of living with a life-limiting illness. Our community team provides goals of care conversations, palliative pain and symptom management, advance care planning, supportive care counselling, visiting volunteers, end of life planning and grief and bereavement support. Most of these services are available in hospital and transferable to the community. All services are offered out of Ed's House Northumberland Hospice Care Centre, located on Ontario Street in Hamilton Township, which houses our 10 private suite 24/7 end of life care by our clinical team, in a 'home away from home' setting. All services are free of charge. More information can be found on our website at edshouse.northumberlandhospice.ca, or by calling 365-400-7580, toll free 1-855-473-8875.

Infection Control



Infection control is everyone's responsibility, including patients and their friends and family members. NHH uses special precautions and careful patient placement to help prevent infections from spreading to other patients, staff and visitors.

Patients may be cared for with additional precautions for many reasons, including: symptoms of influenza such as a cough and fever; contact with an infectious disease or organism (e.g. COVID-19); development of diarrhea and/or vomiting; and a history of having an antibiotic-resistant organism such as Methicillin-resistant *Staphylococcus aureus* (MRSA) or Vancomycin-Resistant Enterococci (VRE).

Signs are placed at the doorway to the patient room, and all who enter the room must follow the necessary precautions according to the sign and wear personal protective equipment such as a gown, gloves, mask and eye protection. Never leave the room without removing the personal protective equipment and washing your hands.

For all patients, visitors and staff, frequent and careful handwashing is the single most effective means of stopping the spread of potentially harmful infections. Dispensers are located throughout the hospital with hand sanitizer solution. Please wash your hands frequently with sanitizer or warm soap and water, and remind all who visit you (caregivers and visitors) to do so as well. Public restrooms are available throughout the hospital. Visitors and caregivers should never use patient washrooms or patient sinks. By stopping the means of travel for transmission we can break the chain of infection.

Keeping patient rooms as free of clutter as possible is another way you can help minimize the spread of infection. Please keep personal items to a minimum to assist us in keeping spaces and surfaces clean.

Inquiry Desk



The Inquiry Desk is located on the first floor, immediately inside the hospital's main entrance. This desk is staffed by NHH Auxiliary volunteers, and is equipped with a directional map to assist with hospital wayfinding.

Lost and Found



Misplaced articles may be located by contacting the Switchboard/Admitting desk near the Emergency Department. If you find an article, please turn it in at the Switchboard/Admitting desk on the first floor.

Masking



Northumberland Hills Hospital remains a mask-friendly environment. Masking is now optional across all areas of the hospital. Patients and visitors who present with symptoms of communicable respiratory illness will be provided with a free mask by a member of NHH's care teams to wear while in hospital. Thank you for your continued support in helping keep our patients, visitors and care teams safe.

For more information, please speak to your health care provider.

Mutual Respect and Tolerance



At Northumberland Hills Hospital, we believe our patients, staff and physicians are entitled to an environment free of harassment and aggression and we encourage mutual respect and tolerance at all times. Physical or verbal abuse will not be tolerated. Any person who verbally or physically threatens or attacks another, or threatens hospital property, is liable to be reported to the police and, if necessary, escorted from the property.

MyChart

Please see next page.



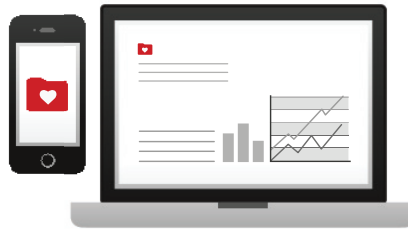
Talk to a member of your healthcare team and sign up today for MyChart.

Download MyChart by scanning the QR code below, or learn more by visiting nhh.ca.

A free, secure, online tool to view and share your health information

View your health information from partner hospitals

- Campbellford Memorial Hospital
- Haliburton Highland Health Services
- Lakeridge Health
- Northumberland Hills Hospital
- Peterborough Regional Health Centre
- Ross Memorial Hospital
- Scarborough Health Network



View important information after your visit or appointment

The after-visit summary provides you with:

- Instructions to follow
- An updated list of your medications
- Your next scheduled appointment(s)



Share your health information with members of your healthcare team

The Share Everywhere tool lets you give access to your health information on MyChart to members of your healthcare team.



View your health information in one place

This includes:

- Bloodwork results
- Test results
- Clinical notes written by members of your healthcare team



Talk to a member of your healthcare team about MyChart

For more information:
www.mychart.ourepic.ca

Parking



Patient and visitor parking is provided at NHH for a variable rate with automated pay stations located inside the hospital at both the main and Emergency Department entrances. Discounted parking passes are available for frequent visitors. For more information, please contact the Finance Payment Desk, located in the Main Registration Area on the first floor, by phone at 905-372-6811, extension 3025, Monday to Friday, 8:30 AM-3:30 PM. Parking proceeds directly support the delivery of patient care. Thank you for your support.

Patient Accommodation



To make your upcoming stay with us as comfortable as possible, we offer you the opportunity to prearrange your preferred accommodation. You may also ask at the time of your admission or at any point during your stay.

Although every attempt is made to accommodate your request, priority will be given to those with medical and isolation needs. Available rooms will be assigned on a first-come, first-served basis.

Accommodation Options

- Ward (four people to a room) covered with a valid Canadian Health Card such as OHIP
- Semi-Private (two people to a room) \$275 per night with a valid Canadian Health Card
- Private \$300 per night with a valid Canadian Health Card

Prior to admission, it is your responsibility to verify your insurance coverage including any limits. If your insurer does not cover any part of the room charges, you will be billed for the remaining balance.

To arrange your accommodations, please contact our Preferred Accommodations Clerk at 905-376-4609 or by emailing dburse@nhh.ca.

Patient Accounts



Patients are required to pay in full any charges not covered by your valid Canadian health insurance or other valid insurance provider. The hospital is not responsible for knowledge of your insurance coverage, it is the responsibility of each patient. If you have any questions regarding your bill, please call Patient Accounts at ext. 3025.

Payments may be made online with credit card via MyChart or our secure online payment system. Please visit our website at nhh.ca for more details. Patients, caregivers, and visitors are now able to complete payments for hospital bills and purchase weekly or monthly parking passes at the first-floor payment station at the Main Entrance Registration area. The Finance Payment Desk is available Monday-Friday from 8:30 AM-3:00 PM in-person or by phone at ext. 3025.

Finance Payment Desk hours:

8:30 a.m. - 3:30 p.m. (Monday to Friday)

Ambulatory Care Registry Desk hours:

7:00 a.m. - 3:30 p.m. (Monday to Friday)

Admitting/Switchboard hours:

Open 24 hours, 7 days a week

When paying a patient account, please remember to bring your:

- Patient bill or statement
- Insurance information, if applicable
- Cheque, cash, Interac or credit card

Patient Inquiries



The main telephone number for the hospital is 905-372-6811.

Information about your health is confidential and your consent is required before we can share information with your family members. Let us know the name and telephone number of the person to whom we can provide information, if desired.

There may be times when you or your family members need help finding information or want to voice a concern. If members of your immediate health care team have been unable to help you, please contact NHH's Patient Relations Delegate at 905-377-7744 or patientrelations@nhh.ca.



Payphones

Payphones are located in the Emergency Department waiting area on the first floor of the hospital, in the main front lobby across from the Gift Shop and next to the elevators on the second floor.



Privacy

Northumberland Hills Hospital is committed to protecting the privacy, confidentiality and security of all personal information to which it is entrusted in order to carry out its mission. Information on our privacy policy is available on our website, nhh.ca. You may also contact our Privacy Office at 905-372-6811 ext. 4827 if you have any questions regarding privacy of personal information collected by NHH.

Safety

NHH takes many steps to ensure patient, staff and visitor safety and, of course, to avoid, prevent or correct any adverse outcomes that may result from the delivery of patient care. Should you have a safety concern while at NHH, or see something that you think may need further attention, please point it out to a member of the health care team in your immediate area or ask to speak with a manager. We thank you in advance for helping NHH maintain the safest possible environment for all.



Security

All physicians, staff and volunteers must wear photo identification. If you do not know who someone is, please ask to check their identification.



Smoking

Smoking is strictly prohibited at Northumberland Hills Hospital. The non-smoking policy covers the facility and ALL hospital grounds, including the parking lots. Anyone found in violation of our hospital and provincial anti-smoking policies is subject to the applicable fine.



Spiritual Care

Spiritual Care Services support people of all faiths and those who consider themselves spiritual, but are not religious. A Spiritual Care Committee and an on-call Spiritual Care Program work in collaboration with local faith communities to support interfaith care for patients, families and team members at NHH. NHH's Spiritual Care Centre serves many purposes and many faiths. Open 24 hours a day, seven days a week, the Centre is located on the first floor adjacent to the Laboratory. Volunteer chaplains are also available to you and your family for counsel or support should you so desire. Please contact any member of your health care team for details.



Telephone Services

Patient room telephones are available upon request for a fee or as part of your preferred accommodation package. For more information about preferred accommodation packages, please call extension 4042.



Television

NHH's Patient Entertainment System in inpatient rooms are priced by the day with discounts available for longer stay patients who may choose to rent the service for longer periods of time. All proceeds from inpatient rentals will come back to NHH for re-investment in patient care.

Select Rent TV Service on the television's main menu for rental and service rates.

Television services can be transferred to a different room by calling 800-263-1113 and choosing "Option-1." You may also access this information from the TV's main menu under Customer Support.

For additional information about rentals, service rates, and more, please see the Frequently Asked Questions (FAQs) on <https://nhh.ca/Patients/YourHospitalStay>.

**FOR THE MOST CURRENT INFORMATION PLEASE
SEE OUR WEBSITE,
WWW.NHH.CA, OR SPEAK TO YOUR CARE
PROVIDER.**



Translation and Interpretation Services

NHH offers free translation and interpretation services to all patients and visitors at the hospital. To learn more about how to access these services, please speak to a member of your care team.



Transportation

Arranging for transportation home following an emergency visit, appointment or hospital stay is every patient's responsibility. Friends and family members are generally the first choice for transportation following care, but circumstances can arise when this may not be possible. Information on the local supports available to help patients and their families can be accessed through the NHH website by visiting <https://nhh.ca/Patients/PatientTransportation>.



Valuables

To ensure their safety, personal valuables are best left at home. Included in the list of discouraged valuables are:

- Cell phones (they may interfere with sensitive hospital equipment)
- Jewellery (your bedside drawer is not considered safe storage)
- Credit cards
- Large sums of money (\$20 or less for small Gift Shop or vending machine items is acceptable).

For those who find themselves in the hospital unprepared, a hospital safe is available for the short-term storage of small items.



Visiting Guidelines

NHH understands that having loved ones nearby while in hospital makes patients more comfortable and speeds up recovery. As such, we encourage visits from family and friends throughout our patients' healing process and, unless special circumstances warrant, such as during therapy or treatment time, we do not limit visits to specific hours of the day. NHH Visiting Guidelines have been developed to strike the right balance between visiting and the healing process. Below is a short sample of these Guidelines.

Visiting Guidelines at a Glance

A maximum of two visitors at a time is recommended.

- Visits should be kept short,
- If you or your children are feeling sick, have a fever or cough, have diarrhea or vomiting, you should not visit,
- Children are welcome to visit when accompanied by a parent or guardian, though young children (under the age of 12) should not visit patients in isolation,
- The hospital's main entrances are locked nightly between 8:00 PM and 7:00 AM and special access requirements are in place for

evening and night hours. During these hours, visitors must enter at the Emergency Department entrance, proceed to the patient unit they are visiting and identify themselves to a member of the health care team. A sign-in log is used to identify after-hours visitors, and visitor passes must be worn at all times when in the hospital between 8:00 PM and 7:00 AM.

- Wash your hands before and after every patient contact, before and after eating, and after using the washroom; special precautions will be required for patients in isolation to prevent the spread of infection.

Please speak with a staff member about the visiting practices most appropriate for you. Further information is available on our website (nhh.ca). We thank friends and family in advance for reviewing these brochures and understanding the need to balance patients' rights to privacy and confidentiality with regular visits. NHH reserves the right to limit, restrict or deny patient visitation based on the needs of the patients or the organization.

Washrooms



Public washrooms are located adjacent to the Emergency Department waiting room on the first floor, behind the Little Treasure Shop on the main floor, and adjacent to the second-floor public elevators. Please refer to the map on pages 8 and 9 for directions and guidance on the location of washrooms including those specially designed to accommodate special needs.

What to Bring to the Hospital



We hope you had time to prepare for your stay by packing a few personal items. If not, please talk to a staff member who will help make arrangements to get what you need. Most general personal care items are available for purchase in The Little Treasure Shop on the first floor of the hospital, near the main entrance.

When planning for a stay in hospital, please remember to pack:

- Toothbrush and toothpaste
- Pyjamas or nightgown, housecoat and slippers
- Shaving supplies
- Soap, shampoo, lotion and powder



WIFI

See Guest Wireless Network.

Have we missed anything?

Please let us know.

**Contact our Public Affairs office
at 905-377-7757 or extension 4007.**

NORTHUMBERLAND HILLS HOSPITAL FOUNDATION



**NORTHUMBERLAND HILLS
HOSPITAL FOUNDATION**
Better Care for Our Community

About NHH Foundation

A strong hospital is the cornerstone of a strong community, but it does not stand alone. Keeping our hospital up to date requires ongoing investment, and many people are not aware that funding for medical equipment and technology at hospitals in Ontario relies on community fundraising.

NHH Foundation is a dedicated team of enthusiastic staff and volunteers passionately committed to raising the funds necessary to support the hospital's capital equipment needs. NHH has the good fortune of being located in an exceptionally generous community – a community that came together to build and equip a hospital we can be proud of. By growing and sustaining community support, NHH Foundation helps to improve health care and the quality of life in west Northumberland.

Your Gifts Make a Difference

Having a strong hospital doesn't just happen. It takes committed leadership and a caring community to help realize a vision of excellent health services, close to home.

Community donations help us to continuously invest in NHH – they ensure that when a surgeon reaches for a surgical scope, a nurse connects a patient to an IV pump, a technologist performs a CT scan after a trauma, a lab tech uses the centrifuge to separate cells for an exam, and so many more daily moments of care, the equipment they need is available at their fingertips. There is hardly a place in our hospital that has not been touched by our community's generosity.

If you wish to make a gift or to learn more about the difference your donation can make, please visit www.NHHFoundation.ca or contact Rhonda Cunningham, NHH Foundation Chief Executive Officer at 905-377-7767 or rcunningham@nhh.ca.



Gift of Gratitude

A Way to Say “Thank You” for Exceptional Patient Care

If a member or members of your care team made a positive difference in your visit, consider making a donation to NHH Foundation to honour them with a Gift of Gratitude. When a donation is made honouring a hospital staff member, or unit, the special staff member(s) of your choice will receive a personalized message from you, as well as an exclusive Gift of Gratitude pin or unit certificate as a physical reminder of your appreciation.

More information on the Foundation’s Gift of Gratitude program can be found under the ‘Ways to Give’ tab at www.NHHFoundation.ca.



Stay Connected With Us



Northumberland Hills Hospital Foundation



@nhhfoundation

Northumberland Hills Hospital AUXILIARY

It's the Place to Volunteer

Northumberland Hills Hospital is the proud home of one of the most active hospital auxiliaries in the province. This Auxiliary is a volunteer organization dedicated to enhancing the patient care provided by the Northumberland Hills Hospital. Since 1923, the NHH Auxiliary has been helping to deliver quality health care in west Northumberland.

Who We Are

With over 300 members of all ages, the Northumberland Hills Hospital Auxiliary contributes thousands of hours of service to the hospital each year. Our volunteers are strongly dedicated to maintaining the NHH Auxiliary's proud tradition.

Our Patient Services

Our Patient Services Volunteers are involved in many areas of the hospital, from the Emergency Department to Palliative Care. They spend time with patients who are in the hospital for just a few hours as well as those who will be here for a long stay.

Our Fundraising Services

Our Fundraising Services Volunteers operate The Little Treasure Shop, located on the main floor of the hospital and Petticoat Lane, our secondhand thrift shop located in Cobourg on Munroe Street (behind The Beer Store). The net proceeds for these fundraising ventures are returned to the hospital in support of patient care.

Becoming a Volunteer

Volunteer Services follows a professional approach in the management of its volunteer services and programs. This process ensures that we best match the talents, skills and needs of the volunteers with hospital services and programs.

The diverse pool of volunteer talent enables us to help staff meet the needs of patients and their families.

For more information, please contact the Manager, Volunteers at 905-372-6811, extension 4629.

Please note: volunteer service is not intended in any way to lead to paid employment.



Follow us on Facebook @NorthumberlandHillsHospitalAuxiliary

Patient and Family Advisory Council (PFAC)

The Patient Family Advisory Council (PFAC) is comprised of community volunteers who are active as equal partners on all of NHH's core Quality and Practice Committees, on departmental assignments, and on special projects that are both corporate and PFAC-driven. Guided by a co-designed vision and purpose PFAC partners are a key part of decision making throughout the hospital, working to continuously improve the experience of individuals who receive care at NHH, and their families.

Expressions of Interest to join the PFAC are welcomed at any time, with intake of new Advisors occurring as opportunities become available.

To review Frequently Asked Questions (FAQ) about PFAC, including a copy of the Expressions of Interest form, visit the Community Engagement page located under the Accountability tab on nhh.ca. You may also contact our Patient Experience office directly at 905-377-7757 for additional information.



Notes:

[illegible]

5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS

when you see your doctor, nurse, or pharmacist.

1. CHANGES?

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

2. CONTINUE?

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

3. PROPER USE?

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

4. MONITOR?

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

5. FOLLOW-UP?

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



Keep your medication record up to date.

Remember to include:

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

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

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Visit safemedicationuse.ca for more information.



SafeMedicationUse.ca



Community Supporters

ADVERTISEMENTS: The Patient Services Directory is produced without charge to the hospital thanks to our advertisers' participation. NHH is grateful for the support of community advertisers featured in this publication; advertisement in the attached should not be construed as an NHH endorsement.

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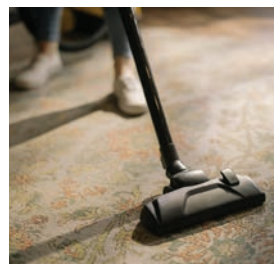
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NOT SURE WHERE TO GO

We are here to help

- Birth, Death, Marriage Certificate Applications
- Ontario Student Assistance Program
- Workplace Safety & Insurance Board
- Ministry of Health
- Seniors Programs & Services
- Family Responsibility Office
- Scrolls for Special Events
(ie. birthday, anniversary, business opening)
- Ministry of Transportation
- Hydro One
- Drug Benefit Programs
- Grants/Funding Information



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Wednesday	10am - 8pm
Thursday	9am - 6pm
Friday	10am - 6pm
Saturday	10am - 1pm
Sunday	C L O S E D



COMMUNITY HEALTH CENTRES OF NORTHUMBERLAND

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HEALTHY PARTNERSHIPS,
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Contact my office
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philip.lawrence@parl.gc.ca



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