

PLEASE TAKE THIS COMPLIMENTARY COPY HOME WITH YOU



NORTHUMBERLAND HILLS
HOSPITAL

Patient Services Directory

2023-24



The information in this Directory is subject to change due to the COVID-19 pandemic. Please consult your care team for the latest guidance, or see our hospital website, www.nhh.ca

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1000 DePalma Drive • Cobourg ON • K9A 5W6
Tel: 905-372-6811 • Fax: 905-372-4243
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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, In Touch, at nhh.ca
- Visit our website, nhh.ca
- Follow NHH and NHH Foundation on social media
- Email us through the Contact Us service on 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

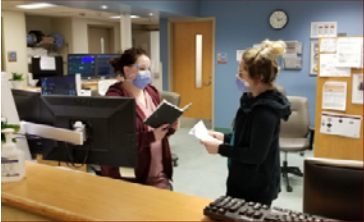
Create and sustain a work environment and culture that engages, empowers, and promotes positive morale

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
Home and Community Care Support Services, Central East	
Local Health Integration Network	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
NHH Auxiliary Office (Volunteers).....	ext. 4670
NHH Foundation Office	ext. 3066
Ontario Breast Screening Program	ext. 7795
Palliative Care	ext. 3219

About the 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 63,000 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 700 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 or Twitter @NorHillsHosp.

Map of Northumberland Hills Hospital

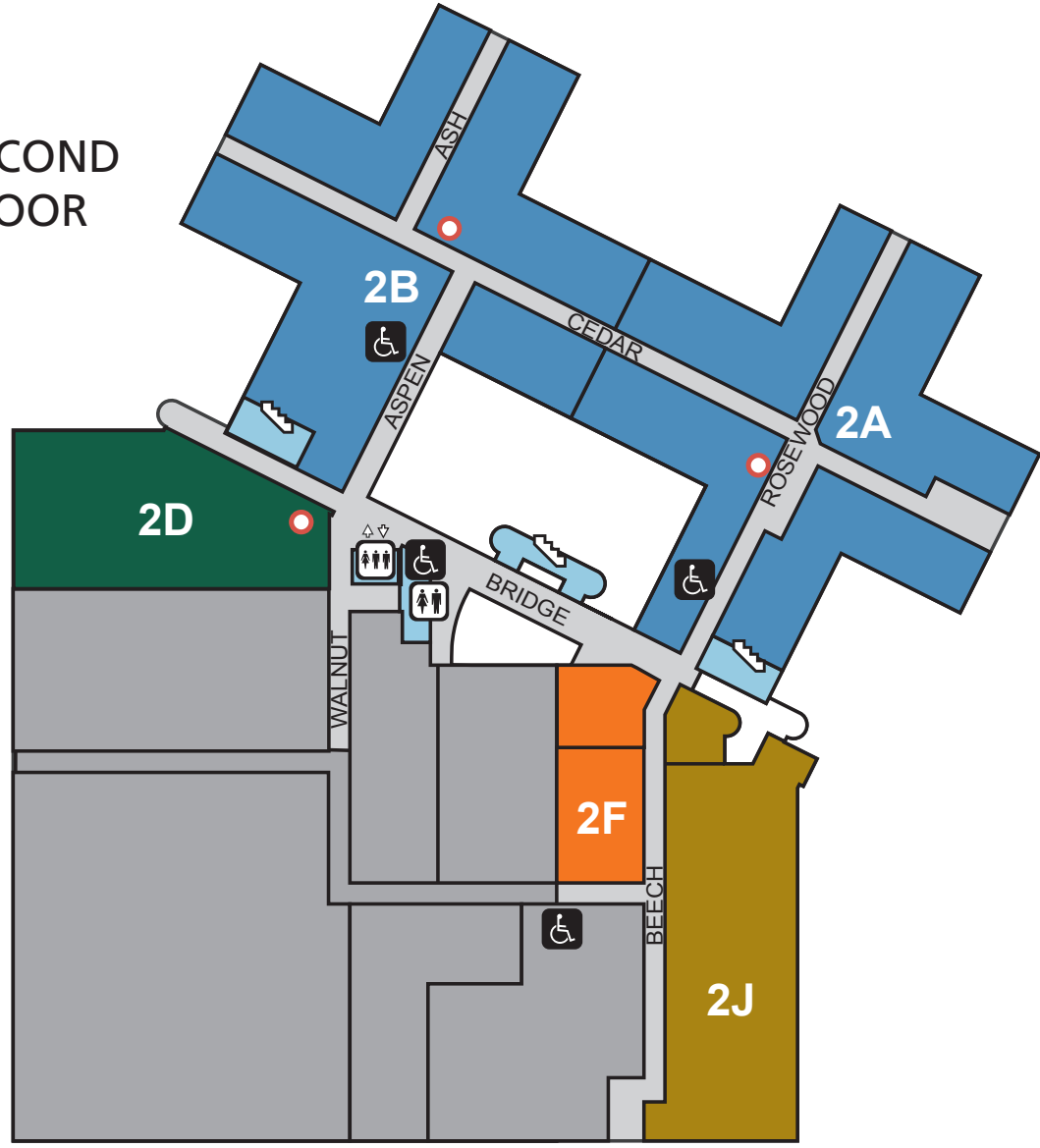


stairs
 public washrooms
 elevators

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	Home and Community Care	2A/1B

SECOND FLOOR



- reception stations
- administration/finance
- support services
- education/volunteers
- inpatient units
- surgical suite
- ambulatory care unit
- diagnostic imaging
- cafeteria/gift shop
- 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 Ken Goodwin Ambulatory Care Unit consists of physicians and specialists in the areas of internal medicine, obstetrics and gynecology, ophthalmology, general surgery, cardiology, ENT (ear, nose and throat), plastics, pediatrics, rheumatology, 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 consultations, pre-surgical consultations and post-surgical wound inspections.

Birthing Suite (2A)

Equipped with six specialized beds for labour and delivery in private, home-like suites and four post-partum beds, the NHH Birthing Suite accommodates the full childbirth experience from birthing to recovery and post-partum. A Pre-Admission Clinic simplifies admission on the day of baby's arrival and a HUGS baby safe system provides 24-hour infant security after she/he has arrived.

Cancer and Supportive Care (1J)

The Cobourg Lions and Lioness Cancer and Supportive Care Clinic administers blood and iron treatments not related to cancer as well as cancer care (chemotherapy infusions, diagnosis, follow-up and supportive treatments) in partnership with the Durham Regional Cancer Centre and the Central East Regional Cancer Centre.

Community Mental Health Services

Available to anyone 16 years of age or older, NHH's Mental Health program helps those living with a mental illness. Located in Cobourg at 1011 Elgin Street West, Suite 200, a variety of services are available to treat a wide range of mental illnesses, including: depression; anxiety (phobias and panic disorders); schizophrenia and other psychotic disorders; personality disorders; and behavioural consequences of traumatic stress. Specialized services such as Assertive Community Treatment, Supportive Housing and Intensive Case Management are also offered. A doctor's referral is not required. Anyone can refer him/herself or have another individual or agency refer them by calling 905-377-9891 during business hours; for 24/7 crisis support, call 1-866-995-9933.

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 haemodialysis to Level II dialysis patients. A Renal Insufficiency and Nephrology clinic is also provided through the Regional Program with the aid 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 and therapists partner 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 consists of six private rooms, including one with negative pressure isolation capabilities. Each room is equipped with a state-of-the-art patient bed and medical equipment and has ready access to life-saving technologies such as cardiac and arterial monitoring and respiratory ventilation and pressure support.

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 an infection control practitioner, laboratory technologists specializing in hematology, chemistry and transfusion medicine, as well as laboratory assistants with specializations in phlebotomy and electrocardiograms.

The main floor Laboratory offers enhanced pulmonary function testing capabilities. 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 (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 Speechley 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 pain and 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 Home and Community Care. 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

Staffed by registered pharmacists and pharmacy technicians, the NHH Pharmacy offers a comprehensive program that includes medication reconciliation, clinical consultation, pain and symptom management, chemotherapy and management of the hospital's PYXIS drug administration system.

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.

Women's Health Centre (1H)

Centralized in one convenient location of the hospital, the services offered in NHH's Clay & Elaine Elliott Women's Health Centre include bone density testing, ultrasound, mammography and breast needle biopsy. The Women's Health Centre offers a separate waiting room and change area and a community resource library. An affiliate centre of the Ontario Breast Screening Program service (OBSP), NHH also offers mammogram self-referral for eligible Ontario women between the ages of 50 and 74.

General Patient Information

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 7:30 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 7:30 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. 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

Kate Zimmerman, Vice President, Integrated Care, and Chief Nursing Executive may be reached as follows:

By mail: Attention – Vice President, Integrated Care
1000 DePalma Drive
Cobourg, ON, K9A 5W6

By email: kzimmerman@nhh.ca

By telephone: 905-372-6811, ext. 4006

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.



Discharge Information

Planning for discharge begins soon after you are admitted to the hospital. Discharge occurs when you no longer need medical care at the hospital and it can occur at any time throughout the day.

We know that preparing for discharge, either to your home or to another facility, can feel confusing and overwhelming, especially at the beginning of your care journey. Your care team will work with you, your family and/ your caregiver(s) to prepare together the best plan possible for your safe transition home.

How does discharge work at Northumberland Hills Hospital?

After you are admitted to the hospital, your health care team will work in partnership with you to plan your care goals and plan for the day when you will leave the hospital. This is called your day of discharge.

Conversations about your discharge will take place soon after you are admitted.

Knowing when you will leave the hospital can help you, your family, and caregiver(s) plan ahead and explore your options. Your health care team can also arrange any follow-up care you may need in time for when you leave the hospital.

Sometimes patients may be transferred to a different unit or another hospital during their stay. This depends on your needs and where you can best receive the care you require.

Your health care team will keep you informed of any possible transfers. No matter where your care journey takes you, your care team will always help you prepare to leave the hospital.

Where will I go after I'm discharged?

Going home is typically the first choice for patients. This is called the home first approach.

If you need care at home, Home and Community Care Support Services will talk to you about your care needs, while you are in the hospital, about the resources in the community that may be right for you. They may contact

you virtually (by phone) or in person, depending on your situation. If you have questions about home supports, ask your health care team for more information or see the related section, below.

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

Once you know your day of discharge, you will be expected to arrange your own transportation home. If you need help, ask your health care team for a list of phone numbers for travel options, such as an ambulance, taxi or wheelchair accessible taxi. This information will also 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 every patient's responsibility. Northumberland Hills Hospital does not pay for your transportation to leave the hospital.



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 are assessed for risk of falling and appropriate steps to minimize risk are put into place. The risk of falling is always weighed against the benefit of movement. Periods of movement (versus staying still in your bed) can provide significant benefit to the health and well-being of most patients. For this reason, members of your 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

Health Care Connect is a program developed to help Ontarians find a family doctor in their community. The program identifies doctors who are accepting patients and links them with residents who are in need.

If you do not have a family doctor, or if you have recently moved to the community and wish to transfer to a doctor in the area, Health Care Connect can assist. Register with Health Care Connect by calling 1-800-445-1822 or register online at www.ontario.ca/healthcareconnect You will need your health care number (Ontario Health Insurance Program, or OHIP card) and you will be asked a short series of health-related questions. Once you have joined Health Care Connect, a nurse called a Care Connector will be assigned to you and will assist you.

For further information on the local efforts to recruit family doctors to our area, please visit the West Northumberland Physician Recruitment Committee website at www.northumberlanddocs.com



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 3210. 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 and confections may be purchased from the Shop located on the first floor near the main entrance of the hospital. The Shop is open seven days a week, including: Monday - Thursday 9:30 a.m. to 4:30 p.m.; Friday 11:00 a.m. to 3:00 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.

Home and Community Care



From the moment you enter the hospital, your health care team is working to get you home in a safe and timely manner. Your team will keep you informed as to when you can expect to leave the hospital. It’s not unusual to need extra help when you first return home. A Case Manager from Central East Home and Community Care will work with you and your family to determine the type of services and supports necessary to help you transition home safely. Some NHH patients may be eligible for a range of individualized support services depending on their unique health care needs. These services can include home care, meals, friendly visitors, light housekeeping or laundry assistance, a personal support worker, physiotherapist and support from other professionals. Once home, your Central East Home and Community Care Case Manager will continue to assess your needs and adjust the level of support you received based on any changes. For more information, speak to your health care team or contact the Central East Home and Community Care team at 905-885-6600.

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 (CCN) works in collaboration with community partners to offer a high quality of interdisciplinary clinical and non-clinical care and supports to any person with a life-limiting illness, their families and their caregivers. Services include palliative supports, visiting hospice palliative care support, vigil support, community education, grief and bereavement support (including anticipatory grief), health system navigation, disease management, inter-professional consultation, after-hours physician on-call, palliative education, information and training, caregiver respite and grief and bereavement counselling. One-to-one palliative visiting support, caregiver respite, grief support and vigils are some of the services available in hospital and are transferrable to the community. Please contact CCN's Hospice Services Department directly at 1-855-473-8875 or at <https://commcare.ca/>

Infection Control



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

Patients may be placed in isolation for many reasons, including: symptoms of influenza such as a cough and fever; contact with an infectious disease or organism; 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).

Patients with any of the above may be placed in isolation for some or all of their stay at NHH. 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. All patient equipment (such as wheelchairs, IV poles, etc.) must also be cleaned and disinfected before leaving the room.

For all patients, visitors and staff, frequent and careful hand-washing is the single most effective means of stopping the spread of potentially harmful bacteria. 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 (care-givers 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 bacteria and viruses 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.

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

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. Individual map cards are also available at this location.



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.



Mutual Respect and Tolerance

At the 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.



Newspapers

Newspapers are available for purchase from The Little Treasure Gift Shop on the first floor of the hospital, as well as in newspaper boxes outside the Emergency Department. Visitors are asked to refrain from leaving their papers or magazines in waiting rooms or other areas for use by others; publications handled by multiple users can spread infections.



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



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.

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Talk to a member of your healthcare team about MyChart

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NORTHUMBERLAND HILLS
HOSPITAL

available for frequent visitors. For more information, please contact the Finance Office, on the second floor of the hospital, or by phone at 905-372-6811, ext. 4042, Monday to Friday, from 8:00 a.m. to 4:00 p.m. Parking proceeds support patient care at the hospital.



Patient Accommodation

Residents of Ontario are covered by OHIP and are entitled to standard unit care (four or more beds in one room). You may choose to upgrade your room to:

- Semi-private (two beds in one room)
- Private (single room)

If you request a semi-private or private room, it is important to realize you will be billed for the difference. Your insurance coverage may cover all or part of the costs. Check with your insurer before you arrive, if possible.

Your health care provider can give you the most current rates for semi-private and private coverage.

We will try to place you in the type of room requested, but this is not always possible at the time of your admission. If you have concerns, please talk to a staff member. We will do our best to move you if another room becomes available. During your stay in the hospital, it may be necessary to move you to another room so you receive the care best suited to your needs. Should you have to change rooms, a member of your health care team will explain the reasons fully.

Patient Accounts



Patients are required to pay in full any charges not covered by OHIP or your insurance provider. The hospital is not responsible for knowledge of your insurance coverage; it is the responsibility of each patient. If you have questions regarding your bill, please call Patient Accounts at extension 4042.

Payments may be made online via a secure online payment system. Please visit our website at nhh.ca for more details. Payments may also be made by phone using the following credit cards (Visa, American Express or MasterCard). Call 905-372-6811, ext 4041 or 4042 during the hours of operation of our Patient Account Desk (see below). Payments may also be made in person at the Patients Accounts desk in the Finance Office on the second floor of the hospital, or at the Ambulatory Care Registration Desk next to the Gift Shop. You may pay your account in person using Interact, cheque, cash or credit card (Visa, American Express or MasterCard). In-person payments made after hours or on weekends must be paid at the Admitting/Switchboard desk located next to the Emergency Department.

Patient Account Desk hours:

8:00 a.m. - 4:00 p.m. (Monday to Friday)

Ambulatory Care Registry Desk hours:

7:30 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.



Patient and Caregiver Experience Survey

Northumberland Hills Hospital (NHH) is committed to providing exceptional care, every time, for every person. To help us know how we are doing, and to show where improvements may be needed, we invite patients and caregivers alike to complete a short, anonymous survey about their experience at NHH.

Names are not requested on this survey. Individual answers are confidential and will only be shared in combination with the answers of others. Feedback is requested at many points of care. All input is secured, summarized, and made available through regular reports to program and hospital leaders to support quality improvement. No one directly involved in your care or the care of your loved one will know how you responded.

While we hope that you will take a few minutes to share your feedback, this survey is voluntary. Should you choose to not complete this survey, this will not affect your care in any way, or the care of your loved one.

To access the Survey, please open phone camera and hold over the QR code. Click the link to NHH.ca.



Open phone camera to scan



Pay Phones

Pay phones 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. 4826 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 his or her 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

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 www.nhh.ca/Patients/YourHospitalStay.Transportation



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,

**VISITING GUIDELINES
CONTINUE TO CHANGE AS
A RESULT OF COVID-19.
FOR THE MOST CURRENT
INFORMATION PLEASE
SEE OUR WEBSITE,
WWW.NHH.CA, OR SPEAK
TO YOUR CARE PROVIDER.**

- 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) or in brochures available in all in-patient units. 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.



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 almost 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, Petticoat Lane, our second hand thrift shop located in Cobourg on Munroe Street (behind The Beer Store), and the Crafters who sell handmade local items at the hospital and community sales. 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.



Patient 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. PFAC—guided by a co-designed vision and purpose—is 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.

PFAC volunteers typically serve for a minimum of one and maximum of three years. 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 Public Affairs office directly at 905-377-7757 for additional information.



Community Supporters

People First.

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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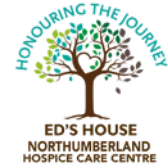


CommunityCare
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- ▶ Transportation Services
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- ▶ Hospice Services



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1-855-473-8875

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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- Monitoring Presence and Well-being
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Knee Bracing • Chiropody/Foot Care • Custom Orthotics*

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