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NORTHUMBERLAND HILLS HOSPITAL

Patient Services Directory 2013



1000 DePalma Drive • Cobourg ON • K9A 5W6
Tel: 905-372-6811 • Fax: 905-372-4243
Email: info@nhh.ca • Website: www.nhh.ca

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DIRECTORY CONTENT: We are constantly changing to meet your needs.

The information presented here was compiled in March 2011
and is subject to change.

Welcome to the Northumberland Hills Hospital

Dear Patient,

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

Our *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 document is provided in each patient room and we encourage you to take it home with you when you are discharged. Through our partnership with PatientDirectory.ca, our *Patient Services Directory* is also available in the Patient Care section of our website, www.nhh.ca, and at www.patientdirectory.ca.

NHH takes great pride in having a culture dedicated to continuous improvement. We believe that great organizations only stay great if they are open to input from those they serve. To that end, we invite your feedback. Should you wish to share with us any of your experiences as a patient at NHH, please do not hesitate to contact me or our Vice President of Patient Services, Helen Brenner. Helen may be reached at hbrenner@nhh.ca or 905-377-7756. My contact information is provided below.

Once again, thank you for choosing the Northumberland Hills Hospital. It is our honour and privilege to serve you and your loved ones.

Sincerely,



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



MISSION

Exceptional patient care. Every time.

SHARED VISION

Leaders and partners creating health care excellence.

CORE VALUES

- Integrity
- Quality
- Respect
- Collaboration
- Compassion

Patient's Bill of Rights and Responsibilities

The purpose of this document is to explain your rights and responsibilities as a patient of the 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 medication 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 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 speak up if you have questions or concerns about your care.
- The responsibility to provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, allergies, hospitalization, medication and other matters relating to your health.
- The responsibility to understand what you will need when you go home from the hospital and to work with family and/or community supports to ensure any necessary help is pre-arranged.
- 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 deliberately 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.
- 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 the chicken pox.
- The responsibility to comply with the hospital's no smoking policy, and assist staff in their effort to provide a smoke-free environment for all.
- The responsibility to be respectful of the rights and property of other patients, visitors and staff of the hospital.



Frequently Called Numbers

Main Hospital Telephone Number	905-372-6811
Central East Community Care Access Centre, NHH	
Office	ext. 3207
Addictions Counseling	905-377-9891
Administration	
- President and CEO	ext. 4005
- Vice President, Patient Services	ext. 4006
Admitting/Registration	ext. 3709
Ambulatory Care Unit	ext. 3063
Birthing Suite	ext. 4122
Diagnostic Imaging Department	ext. 7746
Emergency Department.....	ext. 3753
Finance Office	ext. 4042
Gift Shop.....	ext. 3618
Intensive Care Unit	ext. 4238
NHH Auxiliary Office (Volunteers).....	ext. 4670
NHH Foundation office	ext. 3066
Outpatient Mental Health Services	905-377-9891
Ontario Breast Screening Program	ext. 7795
Palliative Care Unit	ext. 3219

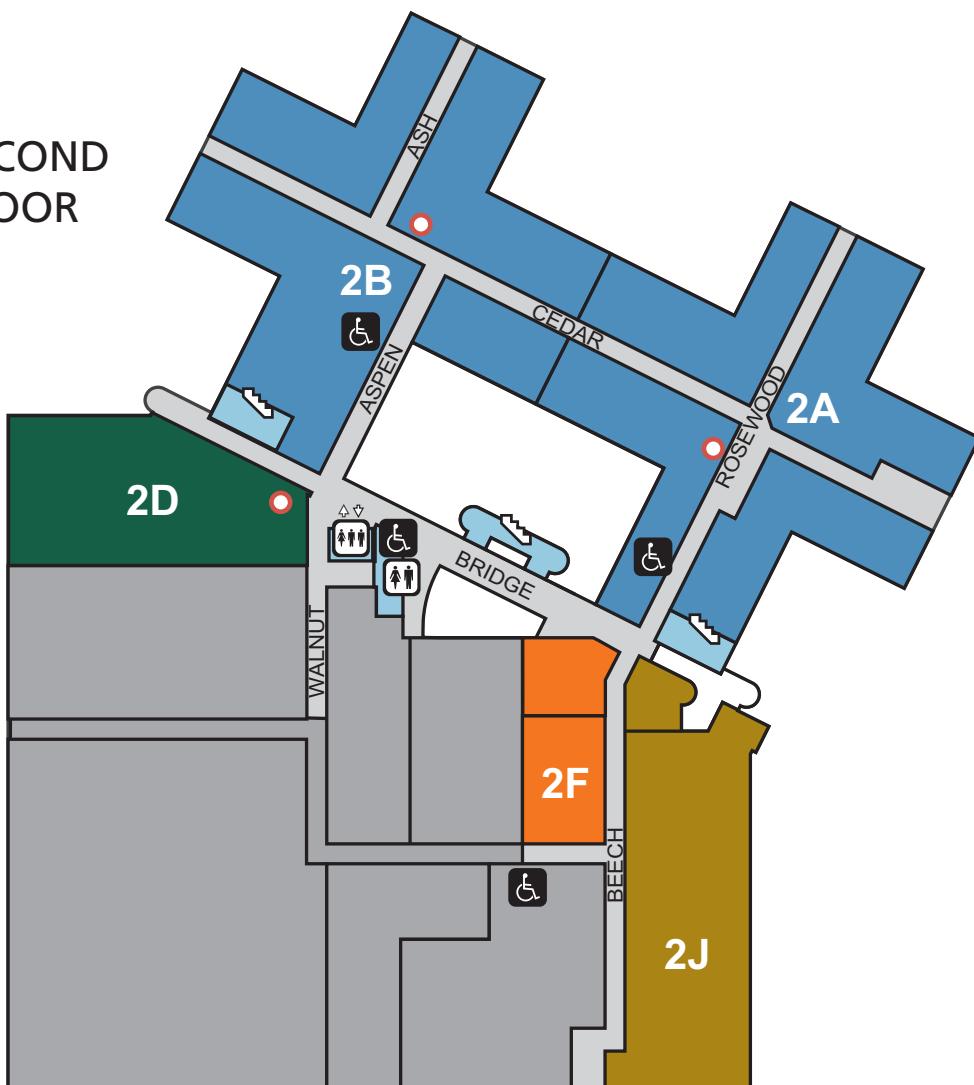


WELCOME TO NORTHUMBERLAND



ERLAND HILLS HOSPITAL

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

Administration	2J
Ambulatory Care	1J
Birthing Suite	2A
Boardroom	2J
Bone Density Testing	1H
CT scanning	1H
Cafeteria	1F
CCAC	1B
Chemotherapy	1J
Day Surgery	2D
Diagnostic Imaging	1H
Dialysis	1J
Education Centre	2F
Emergency	1G
Finance	2J
Foundation Office	1J
Gift Shop	1J
Intensive Care	2B
Laboratory	1F
Mammography / OBSP	1H
Medical Inpatient Care	2A/2B
MR Scanning	1H
Nuclear Medicine	1H
Occupational Therapy	1A
Palliative Care	1B
Prenatal Clinic	2A
Rehabilitation	1A
Restorative Care	1B
Speech Therapy	1A
Spiritual Care Centre	1F
Surgical Inpatient Care	2A
Ultrasound	1H
Volunteer Office	2F
Women's Health Centre	1H
X-ray	1H

About the Northumberland Hills Hospital

Located approximately 100 kilometres east of Toronto, Northumberland Hills Hospital (NHH) delivers a broad range of acute, post-acute, outpatient and diagnostic services. Acute services include emergency and intensive care, medical/surgical care, and obstetrical care. Post-acute services include restorative care, rehabilitation and palliative care. Mental health care, chemotherapy, dialysis and 16 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 60,000 residents, west Northumberland comprises the Town of Cobourg, the Municipality of Port Hope and the townships of Hamilton, Cramahe and Alnwick/Haldimand. NHH employs approximately 600 people and relies on the additional support provided by physicians and volunteers. NHH is an active member of the Central East Local Health Integration Network (Central East LHIN). For more information, please visit www.nhh.ca.

Patient Services

Ambulatory Care Unit (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.

Chemotherapy Clinic (1J)

The Cobourg Lions and Lioness Chemotherapy 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 Kingston Cancer Centre.

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.



Dialysis Unit (1J)

A 12-station 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 Unit (1A)

NHH's 18-bed 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 (nurses, doctors and therapists) partner with the patients and their families to develop and achieve rehab goals during their time in hospital.

Intensive Care Unit (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

Built to meet the needs of a growing community, the hospital Laboratory delivers patient 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, transfusion science and microbiology, 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 Units (2A and 2B)

Medical/surgical inpatient care including six cardiac-monitored beds is provided within two Medical/Surgical Units on the second floor of the hospital. The Medical/Surgical program provides services to patients who require acute care.

NHH Community Mental Health Services

Available to anyone 16 years of age or older, NHH's Mental Health program helps those living with a mental health illness. Located in Cobourg at 1011 Elgin Street West, Suite 200, a variety of services are available to treat a wide range of mental health 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.

Palliative Care Unit (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 six-bed unit is staffed by a knowledgeable health care team committed to pain and symptom management and end-of-life care. Access to outdoor gardens and an open-air courtyard provide patients and visitors with both mental and physical relief. A private kitchen and family lounge offer comfort and convenience for patients' loved ones. Patients are admitted to the Unit 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 the Central East Community Care Access Centre. Still others, with the pain and symptom management they receive at the Unit, 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 for adult and pediatric patients.

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. If your day surgery visit requires you to be at the hospital before 7:30 a.m., please present to the Day Surgery Unit on the second floor.

For all visits please have your valid Ontario Health Card and insurance information available upon arrival.



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 designated areas of the hospital, including main lobbies, the Main Street Bistro, The Little Treasure Shop and visitor waiting areas. Use of these devices is not permitted in patient areas or clinical areas, as they may interfere with the operation of diagnostic, monitoring and life-support equipment. If left on in designated areas, phones and other devices should be set to quiet or vibrate to limit disruption to others, and maintain NHH's "quiet hospital" policy. Privacy must also 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.

Community Care
Access Centre CCAC
CASC Centre d'accès aux
soins communautaires

Community Care Access Centre

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 the Central East Community Care Access Centre (CECCAC) 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 CECCAC 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 CECCAC at 905-885-6600.



Complaints Process

NHH is committed to addressing any patient concerns or complaints in a fair and timely manner.

If you have a concern, we recommend that you begin a discussion by contacting 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 Helen Brenner, NHH's Vice President of Patient Care and Chief Nursing Executive, using one of the three options below:

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

By email: hbrenner@nhh.ca

By telephone: 905-377-7756

Alternatively, you may also contact Robert Biron, President and Chief Executive Officer, to register a complaint. Robert Biron may be reached as follows:

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

By email: rbiorn@nhh.ca

By telephone: 905-377-7755

For further information on what happens when you make a complaint, please refer to the Complaints Process section on our website at www.nhh.ca.



Discharge Information

Planning for each NHH patient's discharge home, wherever home may be (retirement home, long-term care home, etc.), begins on the day of admission. As outlined in the section below on Transportation, arranging for transportation home following a hospital stay is every patient's responsibility. Patient discharge time at NHH is **10:00 a.m.** Please plan for transportation home ahead of time with family or friends and tell a member of your health care team about these arrangements at least 24 hours in advance of your discharge date. Further information on the local supports that may be available to you and your family to help you get home and support you upon your discharge is available in NHH's Patient Transportation brochure. Please make sure you have all of your belongings as well as after-care instructions and prescriptions as needed. It is important that you understand all instructions about your medication, diet, activity and return appointments. In situations where home care assistance is required, a plan will be prepared in advance of your departure in collaboration with you, your family or your Substitute Decision Maker. If you are unsure about anything, ask your health care provider before you leave. For more information regarding home care assistance, see Community Care Access Centre.



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.



Fire 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. Emergency alarms 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. Dining room service is available for patients of NHH's Rehabilitation and Restorative Units. 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 a.m. to 3:15 PM and 5:15 PM to 6:30 PM. Hours of operation on Saturday, Sunday and holidays are 9:30 a.m. to 3:00 p.m. Vending machines are located in the lobby of the Emergency/Admitting area and in the Bistro.



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 9:00 a.m. to 8:00 p.m.; Friday 9:00 a.m. to 5:00 p.m.; and weekends 1:00 p.m. to 4:00 p.m.



Hospice/Palliative Care Supports

Community Care Northumberland's hospice/palliative care program is available to help people facing a life-threatening illness maintain their dignity, choice and quality of life while giving respite and comfort to their caregivers before and after the death of their loved one. Supported by a network of specially trained volunteers, this program offers respite and other services to help both patients and their families. The service is available in hospital and throughout the community. Contact the Community Care Northumberland

office in Cobourg (905-372-7354) for details or visit the Hospice section of Community Care Northumberland's website at www.commcare.ca.



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 local community support services.



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.

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 (see page 8-9) 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.



Mail

Please ask your friends and relatives to send items clearly marked with your full name and room number to:

**Northumberland Hills Hospital
1000 DePalma Drive
Cobourg, ON K9A 5W6**

Family members and friends may also send online greetings to patients through the NHH Web site's patient e-greeting service. To access this service, go to www.nhh.ca Under Visitors select "Send an e-greeting." Online greetings are delivered by NHH Auxiliary volunteers, Monday to Friday, from 8:00 a.m. to 4:00 p.m.



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.



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. Subsidized parking cards for frequent patients or visitors are available upon request. To obtain a parking card, visit the Finance Office on the second floor of the hospital, 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 can 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 Registry Desk next to the Gift Shop. You may pay your account upon discharge by Interact, cheque, cash or credit card (Visa, American Express or MasterCard). Payments made after hours or on weekends must be paid at the Admitting/Switchboard 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

Payments may also be made via a secure online payment system. Please visit our Web site at nhh.ca for more details.



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 the Vice President of Patient Services at 905-377-7756 or hbrenner@nhh.ca.



Patient Satisfaction Survey

Patients of the hospital may receive a survey in the mail after discharge. Administered on the hospital's behalf by an independent third party, your participation in the survey is voluntary and any personal information supplied is kept confidential. We are committed to providing excellent care at Northumberland Hills Hospital. Your opinion counts as we work to continually improve every aspect of our services. Should you receive a survey, we encourage you to complete it at your earliest convenience.



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, www.nhh.ca. You may also contact our Chief Privacy Officer, Cheryl Turk (905-377-7739) if you have any questions regarding privacy of personal information collected by NHH.



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. Interfaith services open to participants of all faiths are conducted in the Centre by a variety of spiritual leaders each Thursday afternoon at 3 p.m.. Patients, friends and family members are welcome. 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

Personal televisions are available upon request through the hospital's preferred accommodation package. Television service is also available by contacting the VistaCare television service representative who visits each afternoon. A daily rate will apply. You may also ask a member of your health care team for more information or call extension 4042. For more information about preferred accommodation packages, please call extension 4042.



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 or Substitute Decision Maker plan for safe and timely transportation home is available in NHH's Patient Transportation brochure. Please speak with a member of your health care team.



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 (www.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

Northumberland Hills Hospital

FOUNDATION

Why the Foundation Exists

NHH has the great good fortune of being located in an exceptionally generous community. While funds are provided by the provincial government to operate a hospital, the acquisition of capital equipment—the tools that are fundamental to patient care—is the responsibility of the community.

The Northumberland Hills Hospital 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. By growing and sustaining donor support, the NHH Foundation helps to improve health care and the quality of life in west Northumberland.

How You Can Help

Today's medical technologies are sophisticated, ever-changing and often expensive tools. We need these tools to provide you and everyone in our community with the best possible health care services. If you wish to make a contribution as a result of the care received during your stay, please contact the NHH Foundation.

A gift to your hospital is one way of making a significant contribution to the health and well-being of your community, family, friends and neighbours. Your planned gift has tax advantages as well, that may benefit you and your heirs.

For more information, contact the Executive Director of the NHH Foundation, Rhonda Cunningham at 905-377-7767 or by email at rcunningham@nhh.ca.

Have we missed anything?

Please let us know. Contact our Communications office at 905-377-7757 or extension 4007.

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. For almost 90 years, the NHH Auxiliary has been helping to deliver quality health care in west Northumberland.

Who We Are

With almost 500 members of all ages, the Northumberland Hills Hospital Auxiliary contributes thousands of hours of service to the hospital each year. Of their total membership, approximately 400 members are currently active; the balance hold "associate" membership. All are strongly dedicated to maintaining the NHH Auxiliary's proud tradition.

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

Volunteers operate The Little Treasure Shop located on the main floor of the hospital, a thrift shop (Petticoat Lane) located in Cobourg on Munroe Street (behind The Beer Store), the HELPP Lottery and special-event fund-raising projects. 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 Director, Volunteers at extension 4630.

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

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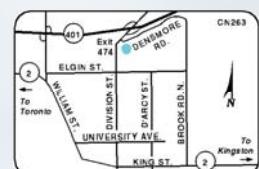
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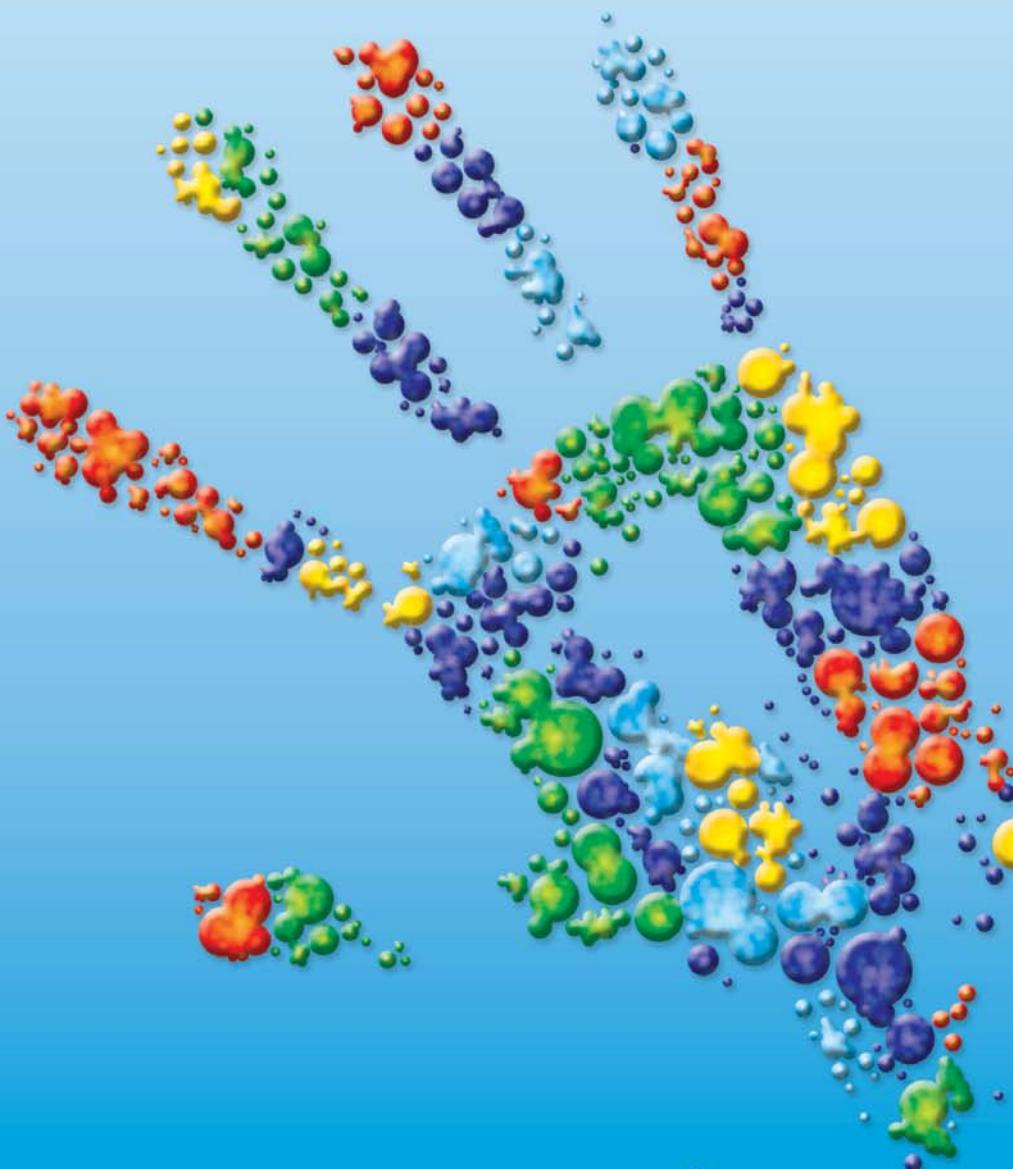
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