



# NORTHUMBERLAND HILLS HOSPITAL

*inspiring strength, dignity and compassion*

## PATIENT SERVICES DIRECTORY 2009



1000 DePalma Drive  
Cobourg, Ontario K9A 5W6

**TEL: 905-372-6811 • FAX: 905-372-4243**

Email: [info@nhh.ca](mailto:info@nhh.ca)  
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## Table of Contents

<b>Welcome .....</b>	<b>3</b>	Discharge Information .....	15
<b>Vision, Mission and Values .....</b>	<b>4</b>	Electrical Equipment .....	15
<b>Patient's Bill of Rights and Responsibilities .....</b>	<b>5</b>	Fire Alarms .....	15
<b>Map of the Hospital .....</b>	<b>7</b>	Food Services .....	15
<b>Frequently Called Numbers .....</b>	<b>8</b>	Gift Shop .....	16
<b>About the Northumberland Hills Hospital .....</b>	<b>6</b>	Hairdressing .....	16
<b>Patient Services</b>		Hospital Resource Centre .....	16
Ambulatory Care Unit .....	9	Infection Control .....	16
Birthing Suite .....	9	Inquiry Desk .....	17
Chemotherapy Unit .....	9	Lost and Found .....	17
Complex Care/Long-Term Care Unit .....	10	Mail .....	17
Diabetes Education .....	10	Mutual Respect and Tolerance .....	17
Diagnostic Imaging .....	10	Newspapers .....	17
Dialysis Unit .....	10	Parking .....	18
Emergency Care Unit .....	11	Patient Accommodation .....	18
Intensive Care Unit .....	11	Patient Accounts .....	18
Laboratory .....	11	Patient Inquiries .....	19
Lakeshore Community Mental Health Services .....	11	Patient Satisfaction Survey .....	19
Medical/Surgical Units .....	12	Pay Phones .....	19
Palliative Care Unit .....	12	Security .....	19
Pharmacy .....	12	Smoking .....	20
Rehabilitation Services .....	12	Spiritual Care Centre .....	20
Surgical Services .....	12	Telephone Services .....	20
Women's Health Centre .....	13	Television .....	20
<b>General Patient Information</b>		Transportation .....	20
Administration .....	14	Valuables .....	21
Admitting/Registration .....	14	Visiting Hours .....	21
Cell Phones .....	14	Washrooms .....	21
Community Care Access Centre .....	14	What to Bring to the Hospital .....	22
		<b>NHH Foundation .....</b>	<b>23</b>
		<b>NHH Auxiliary .....</b>	<b>24</b>
		<b>Community Supporters .....</b>	<b>25</b>

**DIRECTORY CONTENT:** *We are constantly changing to meet your needs.  
The information presented here was compiled in March 2009  
and it 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. Through our partnership with PatientDirectory.ca, our **Patient Services Directory** is also available in a searchable form in the Patient Care section of our website, [nhh.ca](http://nhh.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](mailto: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 our 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](mailto:rbiron@nhh.ca)



## **Vision, Mission and Values**

### **Our Vision**

To excel as a community hospital.

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### **Our Mission**

To provide excellent health care in an environment that promotes the dignity and well-being of everyone.

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### **Our Values**

- Teamwork
- Compassion
- Respect
- Integrity
- Excellence

## 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

1. The right to be treated with respect, consideration, dignity and compassion without discrimination as guaranteed by the ***Ontario Human Rights Code***.
2. The right to receive medical advice and treatment that fully meets the currently accepted standards of care and quality.
3. The right to receive clear and complete information about your medical diagnosis, treatment and prognosis.
4. The right to know the name of any medication prescribed to you, and its normal actions and potential side effects given your condition.
5. The right to participate in all decisions about your treatment and discharge from the hospital.
6. The right to accept or refuse any medication or treatment, and to be informed of the likely consequences of doing so.
7. 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.
8. 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.
9. The right to enjoy a "smoke-free" environment.
10. The right to privacy while in the hospital and confidentiality of all information and records regarding your care.

## **Patient's Responsibilities**

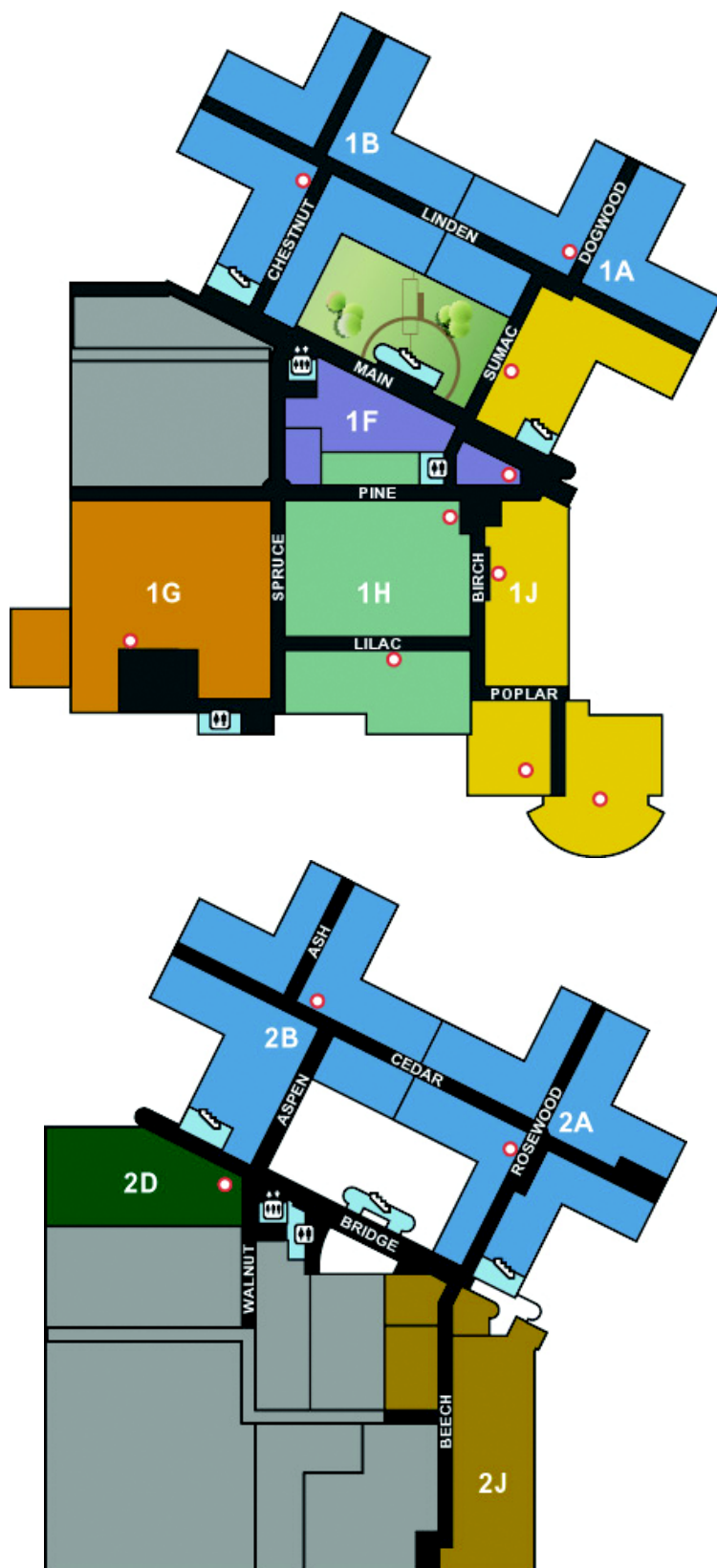
1. The responsibility to request further information concerning anything not fully understood.
2. The responsibility to provide, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, allergies, hospitalization, medication and other matters relating to your health.
3. 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.
4. The responsibility to be accountable for your actions if you deliberately refuse treatment or do not follow practitioner's instructions.
5. The responsibility to keep appointments, and when unable to do so, to notify the hospital with sufficient time to reschedule.
6. The responsibility to follow hospital rules and regulations regarding patient care and conduct.
7. The responsibility to assist in the control of noise and number of visitors.
8. 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.
9. 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.
10. The responsibility to be respectful of the rights and property of other patients, visitors and staff of the hospital.





## Map of the Hospital

● Reception Centers



## Frequently Called Numbers

Main Hospital Telephone Number .....	905-372-6811
Access Centre .....	ext. 3208
Addictions Counseling .....	905-377-9891
Administration	
- President and CEO .....	ext. 4005
- Vice President, Patient Services .....	ext. 4006
- Director, Corporate Communications .....	ext. 4007
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
Foundation Office .....	ext. 3066
Gift Shop (Little Treasures Gift Shop) .....	ext. 3618
Intensive Care Unit .....	ext. 4238
Mental Health (Lakeshore Community Mental Health) ..	905-377-9891
Palliative Care Unit .....	ext. 3219
Volunteers (NHH Auxiliary) .....	ext. 4670





## About the Northumberland Hills Hospital

Opened in October 2003, the Northumberland Hills Hospital (NHH) is a 137-bed hospital delivering a broad range of services, including emergency and intensive care, medical/surgical care, complex/long term care, rehabilitation, palliative care and obstetrical care. In addition to a variety of ambulatory care clinics, NHH also sponsors a Community Mental Health Centre and an Assertive Community Treatment Team. 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 almost 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 (LHIN), one of 14 LHINS established by the Government of Ontario to plan, co-ordinate, integrate and fund health care services at the local level.

## 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. Specific services within NHH's Ambulatory Care Unit are listed independently below.

### 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 Unit (1J)

The Cobourg Lions and Lioness Chemotherapy Clinic offers access to oncology physicians, nurses with specialized training and a wide range of medical resources. This service provides systemic therapies (chemotherapy) to patients referred from major oncology centres. Patients requiring assessments and treatments with blood and iron products are also supported in the clinic by the nursing and internal medicine staff.

### **Complex Care/Long-Term Care Unit (1B)**

Patients whose medical needs require ongoing care and support rely on the Complex Care Unit for outstanding care and compassion.

Complex Care patients are often individuals whose support needs are too complex for home care or the level of care typically provided in a nursing home or retirement home.

A new addition to NHH's Complex Care Unit is the Interim Long-Term Care Unit to accommodate the long list of hospitalized patients who are waiting for admission to a nursing home in the community.



### **Diabetes Education (1J)**

Established in 1991 to help people in our community better manage their diabetes, NHH's Diabetes Education Program is available to individuals 18 years of age and older with Type 1 or Type 2 diabetes as well as to those with gestational diabetes (diabetes occurring during pregnancy) or pre-diabetes.

Family members are encouraged to attend education appointments as well. Program staff members include certified diabetes educators (registered nurses and registered dietitians). Associated staff members include pharmacists and physicians. Education is provided through a range of offerings, including individual appointments, group classes, follow-up appointments (group and individual), community presentations and literature kits. Referrals are accepted from physicians, health professionals and patients themselves.

### **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 service of the Peterborough Regional Dialysis Program, NHH provides haemodialysis to Level I and 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 Care Unit (1G)**

Open 24 hours a day, seven days a week, 365 days a year, the Emergency Department (ED) provides treatment to thousands of local patients. Staffed by family physicians, emergency medicine specialists, skilled nursing staff and other health care professionals, the Emergency Department is complemented by NHH's Fast Track service. Located inside the Emergency Department, Fast Track is open weekdays from 1:00 p.m. to 6:00 p.m. Patients are triaged through the same triage nurse serving the ED, but for those hours when the Fast Track is open, people with more minor problems such as colds, flu, minor cuts and rashes will likely be routed to Fast Track for treatment.

### **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**

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 contains a cardiac stress testing machine which provides support to internists and offers enhanced pulmonary function testing capabilities. Through its partnership with the Peterborough Regional Health Centre, the Laboratory offers direct access to medical expertise and excellent turn-around time for test results.

### **Lakeshore Community Mental Health Services**

Available to anyone 16 years of age or older, NHH's Lakeshore Community Health Services program helps those with mental health challenges cope with the problems of daily living. Located at 975 Elgin Street in Cobourg, a variety of services are available to treat a wide range of difficulties, 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 through Lakeshore Community Mental Health. 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 1-866-294-7579.

### **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.

### **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 knowledgeable nurses 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. An overnight room for families, 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 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 licensed pharmacists and certified 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.

### **Rehabilitation Services (1A)**

NHH's 18-bed Inpatient Rehabilitation Unit specializes in caring for patients recovering from strokes, operations and injuries. Patients undergo approximately two hours of therapy a day with an aim to regaining as much independence as possible.

NHH also offers rehabilitation services on an outpatient basis. Members of the Outpatient Rehabilitation team assist patients in reducing pain, promoting healing and improving functional abilities. Patients are educated about correct posture, body mechanics, positioning, strengthening exercises and other techniques to allow them to function at the highest possible level.

### **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)**

Among the services offered in NHH's Clay & Elaine Elliott Women's Health Centre are bone density testing, ultrasound, breast needle biopsy and mammography. Consolidated in one central area of the hospital, the Women's Health Centre offers a separate waiting room and change area and a community resource library.





## 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

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.



### Community Care Access Centre

From the moment you enter the hospital, staff members are working to get you home in a timely manner with the necessary support. Your doctor and nurses will keep you posted as to when you can expect to leave the hospital. It's not unusual to need extra help when you first return home. A variety of home care assistance, from nursing care to help with day-to-day activities, is available through the Community

Care Access Centre. Two nurse co-ordinators are happy to meet with you and your family as you make plans to leave the hospital. Often your doctor will recommend a specific type of home care, but if that isn't the case, you may still request a visit with a co-ordinator. Please ask a staff member for more information.



### **Discharge Information**

Patient discharge time at NHH is 11:00 a.m. A family member or friend should take you home after a hospital stay. 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. If you are unsure about anything, ask your health care provider before you leave.



### **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 in the Rehabilitation and Complex Care units. Please check with your doctor 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 St. Bistro is open from 7:30 a.m. to 6:30 p.m. for hot beverages and other self-serve items. Nutrition Services staff offer served breakfast items starting at 7:30 a.m.; lunch is served from 11:30 a.m. to 1:30 p.m. and dinner is served from 4:30 p.m. to 6:30 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.



### **Hairdressing**

Hairdressing services for men and women are available for a fee. Please ask your health care provider about making an appointment.



### **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).

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. 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. 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 Auxiliary volunteers, and is equipped with a directional map (see page 7) 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, visit [www.nhh.ca/egreeting.html](http://www.nhh.ca/egreeting.html). 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 and staff are entitled to an environment free of harassment and aggression and we encourage mutual respect and tolerance at all times. Physical or verbal abuse of staff, patients, family members or visitors 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 from The Little Treasure Gift Shop on the first floor of the hospital, as well as in newspaper boxes outside the Emergency Department.



### **Parking**

Patient and visitor parking is provided at NHH for a variable rate. 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, your nurse or doctor 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 are unsure of your insurance coverage or 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](http://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 staff members on the nursing floor have been unable to help you, please call the Vice President of Patient Services at 905-377-7756.



**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.



**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 Centre**

The 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. Ecumenical services open to participants of all faiths are conducted by a variety of spiritual leaders each Thursday afternoon at 3 p.m. on the Complex Care Unit. Patients, friends and family members are welcome.



### **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 nursing staff for more information or call extension 4042. For more information about preferred accommodation packages, please call extension 4042.



### **Transportation**

Northumberland Hills Hospital is on both the Cobourg Transit and Port Hope Transit bus routes. For schedule and rate inquiries, please contact the Town of Cobourg (905-373-0582) or the Municipality of Port Hope (905-885-2431).

In Cobourg, door-to-door bus service is available to anyone who is unable to walk a distance of 175 metres or climb or descend steps used in conventional transit facilities. Application forms are available at Victoria Hall and must be completed in part by a health care professional. For further information, call the Town of Cobourg at 905-372-4555.

NHH is served by a number of local taxi companies. Companies include: Cobourg Cab (905-373-9449) and Port Hope/Cobourg Taxi (905-377-9000). Assistance in arranging for taxi service is available

from your health care provider or at the Inquiry Desk located inside the front door of the hospital.



### Valuables

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

- Cell phones (they interfere with our equipment)
- Jewelry (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 Hours

NHH's general visiting hours are from 2:00 p.m. to 8:00 p.m., daily.

All children must be accompanied by an adult at all times and parents and caregivers are asked to give careful consideration before bringing children under the age of 12 to the hospital to visit patients.

Flexible visiting hours are available to new fathers/significant others, relatives of terminally ill patients and families with special needs. Please speak with a staff member about flexible visiting hours.

On behalf of our patients and staff, we ask that noise and activity (e.g. active children) be kept to a minimum.

**If you are planning to visit a hospital patient and you are not feeling well, please do not visit. If you have any of the following symptoms: cough, fever, sore throat or diarrhea, please do not visit.**



### Washrooms

Public washrooms are located adjacent to the Emergency Department waiting room on the first floor, behind the main floor Gift Shop, and adjacent to the second floor public elevators.





### **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 grooming 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



Have we missed anything that would have been  
valuable to know?

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





## **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](mailto:rcunningham@nhh.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. For 85 years, the NHH Auxiliary has been helping to deliver quality health care in west Northumberland.

### Who We Are

With almost 600 members of all ages, the Northumberland Hills Hospital Auxiliary contributes close to 60,000 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 on Division Street in the Midtown Mall, the HELPP Lottery and other 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.***



## Community Supporters

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### Acupuncture

Belinda Clarke Bsc., N.D. .... 30

### Audiology

Northumberland Hearing Centres .... 28

### Counselling

Essential Choices ..... 28

### Dentist

Dr. Andrew Simic ..... 30

### Financial Consultant

Assante Wealth Management ..... 26

### Furniture/Decor

Tugg's Furniture Gallery ..... 28

### Home Care / Home Health Care

Tugg's Furniture Gallery ..... 28

### Home Support Services

Community Care Northumberland ... 27

### Hospice

Hospice Northumberland  
Lakeshore ..... 27

### Hypnosis

Northumberland Hypnosis Center .... 30

### Legal Services

Anne Marie Steger ..... 26  
SMM Law Professional  
Corporation ..... 26

### Massage

Essential Choices ..... 28

### Medical Equipment & Supplies

VitalAire ..... 26

### Moving Company

Northumberland County Moving  
Company ..... 27

### Naturopathy

Belinda Clarke Bsc., N.D. .... 30

### Nutrition

Belinda Clarke Bsc., N.D. .... 30  
Essential Choices ..... 28

### Oxygen

VitalAire ..... 26

### Prosthetics

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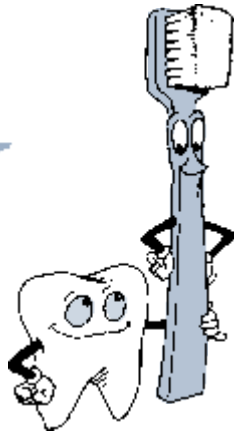
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