



Perth and
Smiths Falls
District Hospital

GWM/Perth Site:
33 Drummond Street West, Perth, ON
Smiths Falls Site:
60 Cornelia Street West, Smiths Falls, ON



Patients and Families
THE **Heart** OF Care

Information Guide 2020/21



Quick Facts for Patients and Visitors

Visiting Hours/ Family Presence

- Family Presence is encouraged and valued. Your care team will work with you to support Patient and Family Centred Care.

Discharge Times

- Patients should plan for a 10 a.m. discharge time in order to facilitate patient flow through the hospital.

Parking Fees

- \$4 to exit parking. Correct change is required (\$1 or \$2 coins only.) Change machines are located in the Smiths Falls Cafeteria and Emergency waiting rooms at both sites. 5-day, 10-day or 30-day passes are available to purchase from Human Resources at both sites.

Cafeteria Hours

- Monday to Friday, 10 a.m. to 1:30 p.m. Vending machines are located in the Emergency waiting rooms at both sites and in the Smiths Falls Cafeteria

Television Service

- Televisions are available in the patient lounges on each of the units. The Hospital wi-fi is also available for use with your own device (tablets, phones, etc.)

Gift Shops

- GWM Auxiliary Gift Shop hours:
Monday to Friday 9:00 a.m. to 7:00 p.m.
Saturday and Sunday 12:30 p.m. to 4:00 p.m.
- SFCH Auxiliary Gift Shop hours:
Monday to Thursday 9:00 a.m. to 5:00 p.m.
Friday 9:00 a.m. to 2:00 p.m.
Closed Saturday and Sunday

Ambulance Billing

- There may be an Ambulance charge for patients transported to the hospital by Ambulance.

Valuables

- Please do not bring any valuables with you to the hospital. If you come with valuables, please make arrangements to have them taken home. PSFDH will not be held responsible for the loss or damage of personal belongings.
- **E-readers (such as a Kobo, Kindle, Sony)** are permitted. **Laptops/iPad/iPod/MP3** are not to be used without the use of headphones.
- Your valuable items remain your responsibility and while we will do everything possible to prevent losses, we are NOT financially responsible if any items go missing or become damaged.

Website

- For additional information, please visit www.psfhdh.on.ca

Wireless Internet

- To help patients and their families stay connected with their life beyond the hospital, PSFDH offers free Wi-Fi access in all areas of our two sites. Using this service patients and family members can easily stay in touch with friends and relatives. You can get your password from any of the care stations at either site. Computers are not provided by the hospital, but patients or families who bring in their own devices can connect to the Internet free of charge. Access to internet is subject to "restricted access" based on the PSFDH disallowed sites.

Please be advised that no one except senior administration at PSFDH can witness any legal documentation.

Please note that we are constantly changing to better meet your needs.

Please ask if you are not certain and please check our website for updates.

Please note COVID-19 changes may impact some amenities.

“Welcome!”

Dear Patient and Family,

On behalf of the Board of Directors, Employees, Volunteers and Medical Staff of the Perth and Smiths Falls District Hospital (PSFDH), welcome!

I encourage and invite you to explore this booklet dedicated to keeping you informed about PSFDH. You will learn about our organization, the services we offer and how best you and your family members/support persons can be important members of your health care team.

It is our mission to provide high quality patient-and family-centered care built on collaboration and partnerships. We are here to work with you, your family and our community. Our employees take steadfast pride in our facilities and services and dedicate themselves to ensuring that patients and families receive exceptional care and patient experience every time.

The excellent physicians, nurses and allied healthcare professionals at PSFDH contribute significantly in the provision of high quality, safe healthcare. Members of your healthcare team have chosen to partner with us in maintaining our position as a leader in healthcare and to ensure a commitment of excellence to the communities we serve. We are also grateful for the daily support of our support staff, volunteers, our Auxiliaries and our Foundations.

On behalf of all of us who work at PSFDH and whose roles are represented on the following pages, we welcome you to our Hospital. Please let us know how we can improve our services or simply let us know what you think. We appreciate and welcome your feedback, it is the only way we can continue to provide safe, excellent, patient and family centered healthcare.

Sincerely,
Dr. Barry Guppy
President & CEO

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Frequently Called Numbers

| | GWM/Perth | Smiths Falls |
|---------------------------------|---------------------------|---------------------|
| MAIN TELEPHONE LINE..... | 613-267-1500 | 613-283-2330 |
| Administration | 1420 | 1129 |
| Business Office | - | 1144 |
| Day Hospital | 2127 | - |
| Diagnostic Imaging..... | 4271 | 1115 |
| ECG..... | 4228..... | 1117 |
| Emergency..... | 0..... | 0 |
| Foundation | 613-264-0638..... | 613-283-9743 |
| Gift Shop | 4106 | 1465 |
| Health Records | 4215 | 1146 |
| Intensive Care..... | 4262..... | 1220 |
| Joint Assessment Clinic..... | 4149 | - |
| Laboratory..... | 4274 | 1112 |
| Medical/Surgical..... | 4236..... | 1200 |
| Medicine/Rehab | 4237 | - |
| Obstetrics..... | - | 1150 |
| Occupational Therapy | 4212 | - |
| Palliative Care | 2180 | 2180 |
| Patient Flow Coordinators | 4269 | 1196 |
| Patient Registration | 4170 | 1105 |
| Patient Relations | 1149 | 1149 |
| Physiotherapy..... | 4275 | 2116 |
| Respiratory | 4284..... | 1118 |
| Speech Therapy..... | 4268..... | 2107 |
| Switchboard..... | 0..... | 0 |
| Volunteer Services | - | 1265 |



Perth and
Smiths Falls
District Hospital



Patients and Families
THE Heart of Care

Mission

Providing high quality patient- and family-centered care built on collaboration and partnerships

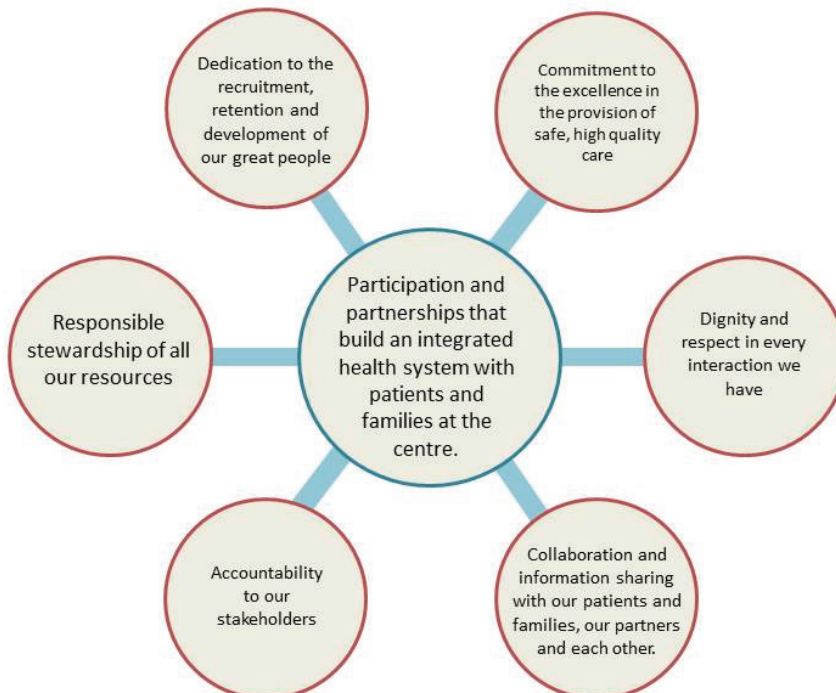
Vision

Exceptional care and patient experience


Every Patient - Every Time

Values

Enabling an environment where there is:



Patient Declaration of Values

| I Value..... | I Expect..... |
|---|---|
| C – Caring/Compassion | That, I, and those important to me, will be treated in a considerate, respectful and dignified manner by all members of the health care team. |
| C – Communication | To receive honest and meaningful information about my health and my care. To receive focused, timely attention to my queries and concerns. |
| C – Competence | To receive skilled, quality care protecting me from harm and focusing on best practice. |
| C – Confidentiality | To have my privacy respected in all aspects of my care. |
| C – Commitment | To be able to rely on the Hospital to continue to provide state-of-the-art health care to our communities. |
|  Perth and Smiths Falls District Hospital | Ensuring a good relationship with my care providers is important to me; I will share the responsibility for my health care by providing accurate information, asking for help when needed and being courteous and respectful. |

Per Occupational Health & Safety Act - Bill 168,
 the Perth and Smiths Falls District Hospital does not
 tolerate violence in words, actions or gestures.

Patient Bill of Rights and Responsibilities

The Perth and Smiths Falls District Hospital is committed to providing exemplary patient care and to partner with patients and families. In order to achieve these goals, we make the following pledge to you - the patient.

Your Rights:

- ✓ You have the right to be treated with dignity and respect in a manner which maintains your privacy and your right to confidentiality.
- ✓ You have the right to be a full participant in your care and to receive relevant information and education concerning your condition, diagnosis, treatment and prognosis in a manner which is understandable to you.
- ✓ You have the right to make fully informed decisions about the plan of care prior to and at any time during the course of treatment.
- ✓ You have the right to refuse care to the extent permitted by law.
- ✓ You have the right to expect that members of your care team will communicate and collaborate with one another in order to ensure continuity of care and safe transitions of care.
- ✓ You have the right to know who is treating you at all times and which most responsible care provider is guiding your treatment.
- ✓ You have the right to express your concerns and receive a response to your questions.

Your Responsibilities:

Your rights carry with them certain responsibilities. We ask you and your family (support person) to respect the following obligations:

- ✓ Provide relevant information to the members of your health team to help them in the process of care.
- ✓ Facilitate the provision of your care by identifying a spokesperson with whom we can communicate or provide a valid power of attorney, in the event that you become incapacitated.
- ✓ Follow the care and treatment plan that you have participated in creating to the best of your ability.
- ✓ Accept responsibility for the informed decisions you make about your treatment.
- ✓ Be courteous and respectful of other patients, family members and members of the health care team.
- ✓ Recognize that the needs of other patients and families may sometimes take precedence.
- ✓ Recognize that providers need not provide any treatment to patients that the province may consider to be medically or ethically inappropriate.
- ✓ Respect Hospital property and comply with Hospital regulations and policies.
- ✓ Understand and be responsible for all expenses not covered by OHIP or private insurance during your hospitalization.
- ✓ Be responsible for your own property and send home all possible valuables for safe keeping.

Patient and Family Centered Care (PFCC)

How is this different from what we do every day?

The way patients and families view their care may be different from that of the healthcare provider. This perception has been recognized as being key to providing safe, quality patient care. By bringing the perspectives of patients and families directly into the planning, delivery, and the evaluation of their own health care, in partnership with their health care providers, we can improve its quality and safety. The evidence is clear that when health care administrators, providers, and patients and families work in partnership, the quality and safety of health care rises, providers and patients satisfaction increases and costs decrease. We will provide health care in partnership WITH our patients... and not just TO you.

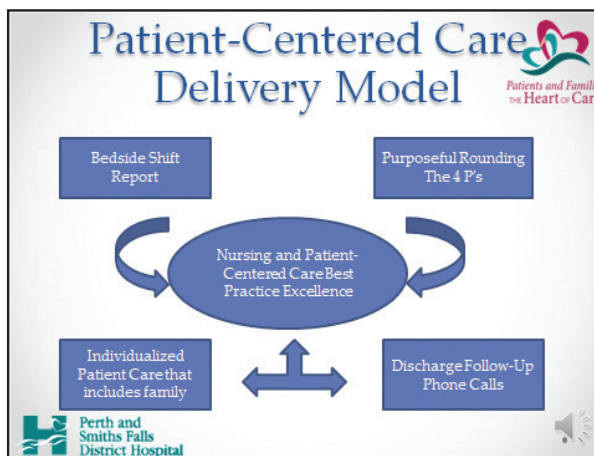
PFCC Core Concepts:

Dignity and Respect. Health care practitioners listen to and honor patients and families perspectives and choices. Patients and families' knowledge, values, beliefs, and cultural backgrounds are incorporated into the planning and delivery of care.

Information Sharing. Health care practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming, useful and understandable.

Participation. Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.

Collaboration. Patients, families, health care practitioners, and health care leaders collaborate in policy and program development, implementation, and evaluation; in facility design; and in professional education, as well as in the delivery of care.



At PSFDH, we encourage patients to be active members of their health care team. It is important to come prepared for your medical treatment by understanding as much as you can about your medical problem, the treatments and /or procedures you will have, and to have a plan in place for when you go home. You should discuss any questions or concerns you have with a member of your health care team.

PSFDH is a recognized rural teaching hospital. This means that some of your health care team may include students, under the supervision of qualified professionals who will introduce them to you as such. These students are here to learn, and would very much appreciate being part of your circle of care.

It is very important that the health care team know how you are feeling now; if you are taking any medication; if you have had surgery or recent illness that runs in your family; or if you have an addiction of any kind. It is important that you bring all the medication that you take with you to the hospital.

Before you leave the hospital, you may need to know:

- what sort of transportation you will need when discharged and the possible costs;
- whether you will need to pick up a prescription on the way home;
- if you will need care at home, what type of care, or if you will need someone to stay with you;
- if you require a special diet;
- when you can resume your normal activities such as work, school, exercise and driving;
- if and when you have any follow-up appointments.

Your health care team will discuss these issues with you before you leave.

Preparing for Your Hospital Stay

Accessibility

PSFDH commits to the continuous improvement of access to hospital facilities, policies, programs, practices and services for patients and their family members, staff, health care practitioners, volunteers and members of the community with disabilities. Please discuss any accessibility concerns with your health care team or feel free to direct them to our Patient Relations Coordinator at patientrelations@psfdh.on.ca or by phone at 613-283-2330 ext. 1149.

Admissions

Ontario residents with valid health cards are covered by the Ontario Health Insurance Plan (OHIP) and are entitled to standard ward accommodation. You may upgrade your room to semi-private (two patients per room) or private, when available. OHIP does not cover the upgrade costs. Patients may have insurance coverage to assist with these expenses.

What to Expect During Your Hospital Day

Meals / Snacks

- ✓ Breakfast 7:45-8:15am
- ✓ Lunch 11:45-12:15pm
- ✓ Dinner 4:45-5:15pm
- ✓ Snacks on request

Medication Routine Times

- ✓ 8:00-9:00am
- ✓ 1130-1230pm
- ✓ 4:30-5:30pm
- ✓ 9:00-10:00pm

Bathing and Grooming

- ✓ 7:45-11:30am
- ✓ And as requested/scheduled

Nursing Rounding

- ✓ Every hour for safety
- ✓ Purposeful Rounding every two hours

Vital Signs and Nursing Assessment

- ✓ As ordered by physician
- ✓ Every 1 to 12 hours

Hospital Tests

- ✓ Blood work 7:00-9:00am/1pm or as required for your care
- ✓ X-rays / CT scans /ECG /Ultrasounds 8:00-5:00pm, unless urgent

Where possible, please confirm the type of coverage and daily maximum with your insurance provider, prior to admission. Some insurance companies place a daily maximum on the accommodations and any cost remaining will be the responsibility of the patient. If you have requested an upgraded room, we will make every effort to accommodate your request as soon as possible.

Consent to Treatment/Informed Consent

You will be asked to sign a consent form for certain tests, procedures and treatments. Before you sign, please make sure you know and understand the benefits and risks of the proposed treatment. This is called informed consent. If you have questions or need additional information, please speak with your doctor. You have the right to refuse treatment, but please ensure you are aware of what may happen if you do.

“Home First” Philosophy/Planning for Your Return Home

The goal is to support you to return to the comforts of your own home as soon as possible. In preparation, you are requested to:

- Make arrangements for transportation before you are discharged
- Plan for attendance at any follow-up appointments
- Plan for how your prescriptions will be filled
- Make sure you have the Home/Community Care contact information (as needed)
- Make decisions about long term care and other alternative living arrangements once back home

Medication Safety

Please try to have a medication review printout from your community pharmacist the week before any planned admission (surgery). Bring this review along with all of your medications you are taking including prescriptions and over the counter medications such as Tylenol, vitamins or herbal products that you take whether taken occasionally or on a regular basis. Please ask a member of your healthcare team for a blue medication pocket card.

Advance Directive/Living Will

If you have prepared an Advance Director, Living Will or Power of Attorney for Personal Care, please tell a member of the health care team when you are admitted.

Life Saving Measures

It is standard practice when anyone is admitted to hospital to make sure that the health care team is aware of resuscitation wishes, also called advanced directives. A form will be used to guide the conversations around the patient’s wishes regarding resuscitation and other life saving measures. We will keep this form and communicate the wishes of the patient or substitute decision maker to the health care team.

Review of the patient’s resuscitation wishes can take place at any time a patient or his/her substitute decision maker requests. We encourage patients to have these conversations with family members and substitute decision makers in an open manner. These conversations can happen at any point, including when a patient’s condition changes.

Family Presence/Visiting Hours

Family presence is encouraged and valued. Your care team will work with you to support Patient and Family Centred Care. Please be mindful of space limitations and the need to respect the privacy of all patients. Only two visitors at a time are permitted in most care areas. We will work with you to develop a family visiting plan that best meets the needs for your family. Family or friends who have a fever, cold or respiratory symptoms or other contagious illnesses like nausea and diarrhea should not come to visit patients.

Make sure that you, your family members and other visitors clean their hands often while in hospital with the hand sanitizer provided throughout the hospital facility. Please do not wear

any perfumes, aftershaves, or other scents when visiting, as these may be harmful to other patients with respiratory conditions.

Transfer of Accountability

As part of PSFDH's ongoing commitment to safe and high quality patient and family centred care, with your permission nursing staff will transfer accountability to your oncoming nurse at your bedside at the start and end of each shift. With this report nursing staff will discuss key information about your care plan, safety concerns, your preferences and goals. Your family is also welcome to take part in this transfer if you wish. Research indicates that bedside reporting improves communication between the patient and their health care team as well as improves the patient and families experience in hospital.

No-Scent Policy

PSFDH has a no-scent policy. In consideration of others who may suffer from chemical sensitivities and/or allergies that we request you refrain from wearing scents such as perfumes, colognes, hairspray, creams or aftershave when at either site of the Hospital.

As a patient, please refrain from wearing or bringing any scented personal products.

As well, visitors are asked not to bring fragrant flowers or gifts. We ask visitors to adhere to this No-Scent policy and practice.

This poster is displayed throughout the organization – entrances, near elevators, nursing stations and waiting areas.

Personal Belongings

We ask that you limit your personal belongings when staying at our organization as this will assist in maintaining the patient care environment while enforcing infection control practices. You will be asked to take excessive items home if they cannot be reasonably stored. The hospital is not responsible for lost or damaged items, including valuables such as hearing aids, cell phones and other technology.



Your Health Care Team

While at PSFDH, your care is provided by many capable professionals. Every member of your health care team receives ongoing educational support to remain current in all leading best practices. They are all working together to help you meet your care goals.

PSFDH is proud to be affiliated with a number of accredited post-secondary institutions. Your care team may include students from a variety of health care disciplines.

• Physicians

Your physician will coordinate your tests, medical care and treatment. He/She will work closely with the rest of the team to make sure your needs are met and that your transition between services, facilities and home is smooth. Should you presently not have a permanent family physician, PSFDH supports a "hospitalist" model of care that will ensure your health care needs are met while in hospital.

• Nurses

Registered Nurses and Registered Practical Nurses are an integral part of your health care team. Nurses, as your 24/7 care providers while in hospital, help navigate and plan with you your health care goals.

• Pharmacists/Pharmacy Team

The PSFDH pharmacy team encourages all patients to bring their medications with them when they come to the hospital. Having your medications on hand provides us with the opportunity to ensure we have an accurate history of the medications you take at home. This includes all prescription and over the counter medications you are currently taking. Once at the hospital one of our nurses will review your medications with you. This is part of our medication reconciliation process.

Please also make sure you let us know if you have any allergies or have had any adverse reactions to medications you have taken in the past.

We encourage all patients to have an annual medication review with your community pharmacy to ensure you are taking your medications correctly and ask the pharmacist any medication related questions you may have.

• Cardiopulmonary Department/Respiratory Therapy

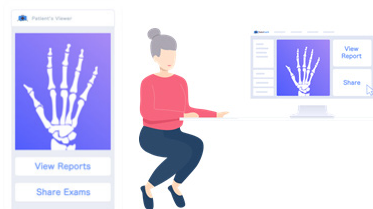
Services offered include a range of diagnostic testing such as ECG, cardiac stress testing, portable cardiac monitoring and lung capacity testing, as well as support of in-patient care in the treatment of acute and chronic cardiac and pulmonary disorders. Out-patient testing is supported Monday to Friday during regular business hours. In-patients receive priority access as required.

• Home & Community Care

The Home Care Coordinator may see you during your hospital stay or contact you by phone to assess your needs in preparation for returning home. Arrangements may be made at that time for such services as nursing, therapy or home support. The Home Care Coordinator can also provide information about other community agencies and support services. For information on community resources in your area, see www.southeasthealthline.ca or contact Home Care at 613-283-8012.

• Diagnostic Imaging Services

Services offered on an in-patient and out-patient basis include x-ray, ultrasound, echocardiography, bone mineral density (BMD), mammography and computed tomography (CT). In-patients receive priority access as required. Emergency x-ray coverage is provided 24 hrs a day. Elective testing is offered Monday to Friday during regular business hours. Procedure information is available for in-patients scheduled for testing – simply ask your nurse or access out patient testing preparation information that is located on our website.



PSFDH now offers patients and their families access to their medical imaging records online. Once patients enrol for access they can view their entire medical imaging history, share imaging instantly with any physician or even burn their own CD/USB from home. There is a \$5.00 fee at the time of enrollment which includes permanent access to all previous imaging and radiologist reports as well as any new exams patients undergo over the following two weeks. For more information or to registration, please visit, <https://psfdh.mypockethealth.com/request>

• Dialysis

PSFDH partners with Kingston Health Science Centre to provide dialysis services to area residents at the Smiths Falls Site. This service allows patients with renal disease to get their thrice weekly treatments closer to home.

• Dietitians

Dietitians may see you to help with selecting a specialized diet and counselling you about the types of food to eat. If you have diabetes, or you are at risk to develop diabetes, talk to a member of your health care team to be referred to a diabetes education program. A doctor's referral is necessary.

• Emergency Services

Both sites of the PSFDH have 24/7 Emergency Department access to highly trained and educated Physicians, Nurses and Support Staff. We coordinate your care with our regional partners such as EMS (ambulance), Lanark, Leeds and Grenville Mental Health and Addiction Services, Lanark County Support Services, Brockville General Hospital as our partner in acute mental health crisis, and both Kingston Health Sciences Centre and The Ottawa Hospital as our academic referral centres. Care is provided from the newborn to senior patients in a respectful manner reflecting the values of the Hospital and our Patient and Family Centred Care philosophy.

• Intensive Care Units

These critical patient care areas on both sites provide coordinated care to our most critically ill patients. Working in a regional manner to support the care you need, we have strong relationships with Kingston Health Sciences Centre and The Ottawa Hospital cardiac and neurology programs. The Physicians, Nurses, Pharmacists, Pharmacy Technicians, Respiratory Therapists, Dietary and Housekeeping staffs all work together to make sure you receive exceptional care with a Patient and Family Centred focus. We have a quiet room for your comfort and the staff all work toward supporting the entire family not just the patient.

• Laboratory Services

The PSFDH Laboratory uses the latest technology and highly trained and certified staff to provide testing in chemistry, hematology and transfusion medicine for both sites. Staffed by both Medical Laboratory Technologists and Assistants, these are the staff you will see if your physician has ordered blood tests for you. Outpatients requiring laboratory services must present to Life Labs. PSFDH is proud to partner with Kingston Health Science Centre for microbiology and advanced laboratory testing.

• Obstetrics Services

Located at the Smiths Falls Site, there are four birthing rooms which are used for all stages of labour and delivery. Each birthing room is designed to reflect a home environment and provides a jetted tub, private bathroom and kitchenette. Family and friends are welcome to visit as each patient room is spacious and comfortable.

PSFDH supports 24 hour rooming in for our new parents. This allows the much needed exposure to their new baby prior to being discharged from hospital.

• Baby Friendly Initiative

The PSFDH is committed to achieving BFI certification. The Baby-Friendly Initiative (BFI) Strategy for Ontario is one area of investment by the Ministry of Health and Long-Term Care to enhance breastfeeding in Ontario. The BFI Strategy will provide hospitals and community health organizations with training, tools, guidance, and educational resources to help achieve World Health Organization's BFI designation and adopt best practices that meet BFI requirements.

• Occupational Therapists (OTs)

Occupational Therapists help people learn and manage every day activities that are important to them, including caring for themselves and performing activities of daily living. They also assess and treat thinking skills and visual perception. The therapist may also make splints and prescribe equipment and assistive devices. Occupational Therapists are supported by Occupational Therapy Assistants who will help deliver your care.

• Palliative Care

Palliative Care Services offers support for in-patients that require pain and symptom management, consultation with healthcare workers and patients, volunteer support in hospital, as well as physical, social, psychological, spiritual and bereavement support during end of life care.

• Patient Flow Coordinators

In support of the Home First philosophy, planning for your discharge begins the day you are admitted to PSFDH. Your plans may involve arranging services at home, in a temporary convalescent placement or other supportive environments. The Patient Flow Coordinators are available to assist you in assessing your future care needs and how these needs may be met. They can be contacted at 613-267-1500 ext. 4269 (GWM Site) or 613-283-2330 ext. 1196.

• Physiotherapy (PTs)

If your doctor feels it is indicated, therapists may be requested to assess and treat a wide variety of musculoskeletal, neurological and cardiopulmonary problems. They may prescribe exercises to help you with your functional mobility, strength, balance, pain or breathing. You may also be given an exercise program to work on in your room between therapy sessions. While in hospital, please ensure that you have proper fitting, rubber soled footwear. Our Occupational Therapy Assistants and Physiotherapy Assistants may assist you with your therapy program.

• Rehabilitation

PSFDH offers specialized rehabilitation therapy services. The program offers support to patients and their families for diagnoses such as stroke and orthopedic conditions. The team includes nursing, physiotherapy, clinical nutrition, occupational therapy, speech-language pathology and day hospital. Consultant rehabilitation specialist services enhance these programs.

• Senior Friendly Care

PSFDH is committed to align with best practices related to the care of frail and vulnerable adults in hospitals. This includes early and regular promotion of mobilization through the “Move to Improve” program; Falls Prevention strategies; and screening for malnutrition as well as delirium.

• Speech Language Pathologists (SLPs)

Speech Language Pathologists may be asked to assess and treat communication and/or swallowing concerns in order to restore and/or maintain functional ability. In collaboration with the Dietitian, the Speech Language Pathologist will make recommendations regarding the most appropriate diet to meet your swallowing abilities.

Speciality Services

PSFDH is a proud sponsor of the following community programs: Lanark County Sexual Assault & Domestic Violence Program, Lanark County Mental Health and Lanark County Support Services.

Lanark County Sexual Assault & Domestic Violence Program is a hospital-based program that provides 24 hour care to persons of all gender identities aged 16 years and older who have been sexually assaulted or who have experienced intimate partner violence. Services include:

- Emergency medical and nursing care;
- Crisis intervention;
- Safety planning;
- Collection of forensic evidence;
- Arrangement of health care follow-up; and
- Counseling and referral to community resources.



Care and treatment is accessed through the emergency departments of both hospitals.

Further Information can be found at:

<http://www.endabuseinlanark.ca> <http://www.sadvtreatmentcentres.net>

Lanark County Mental Health (LCMH) is a community-based mental health program providing mental health services and supports to transitional aged youth ages (17 to 24) and adults experiencing serious and persistent mental health symptoms and/or disorders. The services are

across Lanark County with central office in Smiths Falls and satellite office in Carleton Place. LCMH works with the PSFDH and local primary care physicians to ensure the appropriate care and access to services.

LCMH ensures linkage to community supports and resources through integrated collaboration with other health care providers. It provides services and links to people ranging from assessment, referral, intervention, treatment and education.

Services include:

- Crisis Services including Hospital Crisis Worker
- Court Diversion/Support Services
- Counseling and Treatment Services
- Case Management Services
- Emergency Room Diversion Case Management Services
- General Psychiatry Consultation Services
- Geriatric Consultation Services
- Family Violence Counseling

For more information, please contact: 613–283-2170

Lanark County Support Services

Lanark County Support Services offers a broad spectrum of support/service options and choices to adults with developmental disabilities in our Lanark County communities. Supports are individualized and person directed.

The range of options include: transition support from school to community, life skills acquisition, recreational/social activities, volunteer/paid job support, creative living opportunities, travel experiences, activities for senior population, family support and planning.

Individuals interested in receiving support must meet the eligibility criteria for a developmental disability from Developmental Services Ontario (DSO.)

For further information, please contact: 613-283-2297

Protecting Your Privacy & Patient Relations

Confidentiality/Privacy

Protecting your privacy is important to Perth and Smiths Falls District Hospital. We ensure that your confidential information is kept secure and used only for the purposes stated.

Please note that your health records are kept secure in accordance with the *Public Hospitals Act*. Release of any information follows all legislative requirements. If you have any questions or concerns regarding your health record you may contact Health Records at 613-283-2330 ext. 1146 (Smiths Falls Site) or 613-267-1500 ext. 4215 (GWM Site).

Collection of Personal Information

We collect personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include your name, date of birth, address, health history, records of your visits to the PSFDH and the care that you received during those visits. Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits.

Your Choices

If you think your personal health record is not correct or complete for your purposes, you may request (in writing) to correct the record. This written request should be sent to the Privacy Officer. Patients may withdraw their consent for some of the uses and disclosures listed below by contacting us (subject to legal exceptions) at privacyofficer@psfdh.on.ca

Uses and Disclosures of Personal Health Information

We use and disclose your personal health information to:

- treat and care for you;
- get payment for your treatment and care (from OHIP, WSIB, your private insurer or others);
- plan, administer and manage our internal operations;
- conduct risk management activities;
- conduct quality improvement activities (such as patient satisfaction surveys);
- teach;
- conduct research;
- compile statistics;
- comply with legal and regulatory requirements; and
- fulfill other purposes permitted or required by law.

Accessing Your Health Care Information

All health care records are the property of the hospital, however you may make a request to access your personal health records. In order to do this, we ask you to complete a request form (available in each Health Records Department) or provide your signed request in writing. This request should be directed to the Health Records Department at either site. Once the appropriate documentation has been received, an appointment will be made. We recommend reviewing your record with a clinician and we can assist in arranging that. You can also request a photocopy of your chart. There is a cost recovery fee for both of these types of access. Please allow a minimum of 24 hours for us to process your access request and one to two weeks to process a request for photocopies.

Important Information

We take all necessary steps to protect your personal health and ensure that everyone who performs services for us protects your privacy and only uses your personal health information for the purposes you have consented to.

PHIPA

The Personal Health Information Protection Act (PHIPA) is Ontario's stand-alone health information law. This law came into effect in 2004. PHIPA defines the right of patients to have their personal health information (PHI) protected when it is collected, used, disclosed or retained and destroyed. PHIPA also declares that patients have the right to view/obtain a copy of their PHI and to be notified in the event that their privacy has been breached.

The purpose of PHIPA is to:

- facilitate and enable extensive sharing of PHI in a system of provincial electronic health records for every individual in Ontario
- govern the collection, use and disclosure of PHI throughout Ontario by health custodians for the purpose of diagnosis, treatment and care
- reduce medical errors
- improve efficiency
- improve patient outcomes

FIPPA

The *Freedom of Information and Protection of Privacy Act* (FIPPA), R.S.O. 1990, came into effect on January 1, 1988. On January 1, 2012, hospitals in Ontario were added to the list of public bodies to which FIPPA applies.

FIPPA has two main purposes:

- to make public bodies more transparent and accountable by providing individuals with the right access to government records.
- to protect personal information from unauthorized collection, use or disclosure.

FIPPA applies to records in the custody or control of the hospital. Upon request, certain records must be made available, subject to limited exemptions as provided for in the legislation. Please refer to our website at <http://psfdh.on.ca/about/freedom-of-information-foi/> for further details.

Patient Safety Events

In the event that you suffer a patient safety event while in hospital, we will thoroughly investigate the incident. We will involve you or your family member in the discussion and guarantee transparency and full disclosure.

The concepts outlined in the *Apology Act* also apply. We make every effort to prevent incidents or errors, but if they do occur, we will make the necessary process changes to prevent further issues.

Compliments (Kudos) & Complaints

We aim to provide the best quality of care to enhance your health, safety and well-being. You will occasionally receive a survey from an independent company seeking feedback regarding the care you received. Please take a moment to complete the survey as your comments are invaluable and help us to further enhance our programs and services. If you wish to discuss your experience directly with us, please contact our Patient Relations Officer at 613-283-2330 ext. 1149 or by email at patientrelations@psfdh.on.ca.

Building a Culture of Ethics

Perth and Smiths Falls District Hospital (PSFDH) takes its commitment to promoting an ethical culture seriously. Building the organization's ethics capacity, providing support to those making difficult treatment options decisions and faced with challenging ethics issues, and most importantly, ensuring that we deliver health care and provide services with the highest ethics standards, is essential.

A variety of resources are available to patients and families as well as PSFDH staff, physicians and volunteers, to assist in addressing ethics questions. The ultimate goal is to embed ethics reflection and action into all aspects of health care and other services across the organization.

Perth and Smiths Falls District Hospital supports you in making good ethical decisions. For more information contact the Privacy Officer at privacyofficer@psfdh.on.ca or 613-283-2330 ext. 1149.

Patient & Family Advisory Council

The role of the Patient and Family Advisory Council (PFAC) and the appointed "Advisors" at Perth and Smiths Falls District Hospital (PSFDH) is to identify current and future opportunities to improve the care experience for patients, family and caregivers. By building a formal and structured partnership between Advisors and the organization, PSFDH will be able to better identify and integrate the patient perspective in our planning and programs and services.

They ensure the perspective of patients, family members or their caregivers is always considered and incorporated in organizational activities and they listen and learn from patients, family members.

If you would like more information on the Council, please email, patientrelations@psfdh.on.ca.

The goal of the Council is to:

- Ensure the perspective of patients, family members and/or their caregivers is always considered and incorporated in organizational activities; and,
 - Listen and learn from patients, family members and/or their caregivers to embed the patient voice throughout the organization.
- **Spiritual Care**

Spiritual care is available to all patients as part of the hospital's commitment to provide holistic care. Upon admission, you will be asked if you would like a visit from interfaith spiritual volunteers and/or your personal faith leader. Following admission, you may also notify your nurse at any time if you would like a visit. A "quiet" room is available on the main level of each site and is open to all people for reflection, meditation and prayer.

• Support Services

Your health care team would not be complete without the ongoing support of ancillary services and departments such as Administration, Communications, Finance, Food Services, Health Records, Hospital Information Systems, Housekeeping, Human Resources, Laundry, Maintenance, Patient Registration, Materials Management and Motor Transport.

• Surgical Services

PSFDH offers a comprehensive range of surgical services shared between two sites. We offer advanced specialized care in the following specialties:

- General surgery
- Orthopedic surgery
- Gynecology
- Urology
- Ophthalmology

• Vascular Protection Clinic

PSFDH supports and provides an out-patient Vascular Protection Clinic through a partnership with the Stroke Network of Southeastern Ontario. Through a physician referral, this clinic provides streamlined access to assessment, diagnostic tests, medical, surgical management and counseling in lifestyle changes to reduce the risk of stroke.

• Medical Day Care/Chemo Unit

The Perth and Smiths Falls District Hospital Medical Day Care Unit provides outpatient day treatments to our patients such as transfusions and other IV therapies.

PSFDH is also partnered with the Cancer Center of Eastern Ontario, part of Kingston Health Sciences Center, ("KHSC") to enable the provision of select chemotherapy and supportive therapies at our site.

This partnership is called the Regional Systemic Treatment Program, and has the goal of providing care closer to home. Patients in this program receive initial diagnosis and treatment in Kingston. If the patient meets certain criteria and they wish to continue to receive their treatments at PSFDH this is arranged by KHSC. The staff in the medical day unit maintains regular contact with staff at KHSC throughout the patients treatments.

The Medical Day/Chemo Unit is open Monday to Friday. Hours of operation are very flexible to meet the needs of our patients and families.

In addition, the hospital has worked with the Regional Systemic Treatment Program in Kingston to provide chemotherapy treatment services and will incorporate the current practice guidelines and standards to all for patients to receive care closer to home.

• Joint Assessment Clinic

The Joint Assessment Clinic is a provincial healthcare initiative that is in place to provide all Ontario patients with timely access to high quality, integrated musculoskeletal care for joint and disability related to osteoarthritis of the hip and knee. At the Joint Assessment Clinic, patients are assessed by an Advanced Practice Physiotherapist who will assess and work with the patient to determine the appropriate care pathway – surgical intervention or non-surgical management.

The Advance Practice Physiotherapist is specially trained by the orthopedic surgeon(s) to conduct a comprehensive physical assessment to confirm the need for surgical consult. The goal is to ensure that each patient is assessed promptly after referral, managed proactively and triaged to a surgeon based on urgency and appointment available.

Your Care and Safety During Your Hospital Stay

We are committed to your safe health care and invite you to participate in your care while staying at Perth and Smiths Falls District Hospital. Patients who are involved with their care in the hospital heal better. Clear communication is one of the most important parts of your care while you are in the hospital.

Infection Prevention and Control

The goal of the Infection Prevention and Control program is to protect patients, staff and visitors from preventable infections.

How do we achieve our goal?

- By recognizing and promoting the important role that hand hygiene plays by providing increased access to alcohol hand rub for use by all patients, visitors and members of your healthcare team.
- By screening patients on admission for antibiotic resistant organisms.
- By ensuring our housekeeping practices and products effectively clean and disinfect the environment.
- By promoting the responsible use of antibiotics.
- By providing education to staff, students and volunteers.

Hand Hygiene

Hand hygiene is the most effective way to control the spread of infections. PSFDH works continuously to improve hand hygiene practices among healthcare workers and to build a positive culture of hand hygiene compliance.

When you come to the hospital, hand hygiene is important for you too! Whether you are a patient or a visitor you can do your part in helping to prevent the spread of germs by cleaning your hands:

- Before and after you enter your hospital room
- After using the washroom
- Before and after you eat
- After coughing, sneezing or blowing your nose

Patients are provided with a personal sized bottle of hand sanitizer to assist in sanitizing your hands while staying in the hospital, we encourage you to take this home with you when you are discharged.

Hand hygiene compliance rates are measured and posted on the hospital web site at www.psfhdh.on.ca

Additional Precautions

Occasionally it is necessary for patients to be placed on additional precautions. This means health care staff and visitors may need to wear gowns, gloves or a mask when visiting or providing health care. Signs indicating the type of isolation precautions will be placed at the entrance to your room. Staff will be able to explain the reason for the additional precautions to you if required.

Tips to Improve Your Patient Care

- ✓ Ask lots of questions
- ✓ Write down questions or concerns
- ✓ Be open and honest with the care team
- ✓ Participate in the collection of your medication history
- ✓ Include a support person in your healthcare stay
- ✓ Participate in the bedside report with your healthcare team
- ✓ If you leave your room, please let your nurse know where you will be
- ✓ Reach out to the Charge Nurse or Management Team if you have concerns or suggestions to better our care
- ✓ While you are in the hospital, do not take or use any medications on your own

Patient Safety - Creating Awareness

Be Aware, Ask Questions!

Hospitalization greatly increases blood clot risk. If you are hospitalized or planning for surgery, ask your doctor:

- Am I at risk for blood clots?
- Should I be on a medication to prevent blood clots? (You may hear such blood clot prevention measures called DVT prophylaxis by your doctor.)
- If yes, then: How long should I be on this medication?
- Only while I'm hospitalized or also after I go home?
- Should I be given elastic compression stockings to wear while hospitalized?

Know Your Risk Factors

Factors that increase blood clot risk that you should discuss with your doctor:

Immobility:

- Hospitalization
- Prolonged sitting

Surgery and Trauma:

- Major surgery (pelvis, abdomen, hip, knee)
- IV catheter (i.e. pic line, central line, etc.)
- Bone fracture or cast

Increased estrogens:

- Birth control pills, patches, rings
- Pregnancy, for up to 6 weeks after giving birth
- Hormone therapy

Medical conditions:

- Cancer and its treatment
- Heart failure
- Inflammatory disorders, such as lupus, rheumatoid arthritis, inflammatory bowel disease

Other risk factors:

- Previous blood clot
- Family history of clots
- Smoking
- Clotting disorder
- Obesity
- Older age

Preventing Pressure Areas

Pressure areas are caused by constant pressure that damages the skin and underlying tissue. They can develop in a very short time period and take longer to heal. They may have a huge impact on your every day life as normal activities can be restricted while the pressure area heals. If they do occur, they can be healed.

How do they develop?

There are a number of risk factors that lead to pressure areas. Some of the factors include:

- a very ill person (e.g. paralysis, acute/chronic illness or surgery).
- incontinence (loss of bowel and/or bladder control).
- not having a well-balanced diet.
- decreased movement.

How do you prevent or reduce your risk of developing pressure areas?

- Endeavour to mobilize at least 3 times daily. This can include getting up in a chair for meals, mobilizing and even dangling your feet at the bedside with the support of staff. Ask your team about PSFDH "Move to Improve" initiative on page 21.
- Remember that you can best help yourself. Change your position frequently by turning your body. Do this at least every 2 hours. If you cannot move on your own, have someone assist you.
- Avoid lying on your hip. Instead, turn to your side and support yourself with pillows.
- Use pillows or foam wedges to avoid contact between bony areas. Use devices such as heel protectors that will reduce pressure on the heels and ankles.
- Avoid massaging reddened areas.

- Eat a balanced diet. Drink plenty of fluids. If you cannot handle a balanced diet, ask your nurse, doctor or dietitian about nutritional supplements.
- Keep your skin clean and dry.
- Moisturize dry skin.

What we do if you have a pressure area?

With proper treatment, most pressure areas can be healed. Healing of pressure areas depends on your general health, diet, relieving pressure on the area and careful cleaning and dressing of the wound. Your health care team will develop a personalized treatment plan based on ongoing assessments and your health history.

PSFDH follows Registered Nurses Association of Ontario (RNAO) best practice guidelines.

★ Falls Prevention ★

When you are in hospital you are at a higher risk of falling because of illness, surgery, medication changes, and change in your normal physical environment. During your stay, we ask you about your history of falls and complete a risk assessment for falls in hospital. If you are identified to have an increased risk of falls, your nurse may ask to put an armband on your wrist and place a blue falls risk sign in your hospital environment. Please ask your nurse about your risk of falling and what measures are being taken to help reduce your fall risk.

Suggestions for your part in falls reduction in hospital:

- ✓ Use your call bell to alert nursing before you attempt to move
- ✓ Take part in the falls risk assessment on your admission
- ✓ Follow the falls reduction strategies provided to you by the healthcare team

Restraints

Restraint use is kept to a minimum and requires consent. Please discuss with your admitting nurse who will give you further information and a specific safety pamphlet regarding the use of restraints.

Your Identification Will Be Confirmed for Procedures and Medications

Patients when admitted to hospital will be given a Hospital identification wristband that shows your name, birthdate, and hospital number. Patients with allergies that could affect their care in hospital will be given an orange allergy alert wristband or if they present as a fall risk they will receive a purple wristband. To ensure your well-being, the wristband(s) must be worn at all times during your hospital stay. Staff members will always check your wristband and will always ask your name and/or birthdate to confirm your identity before you are given any medicine and/or any tests or procedures are carried out. Please understand that staff will continually check your identity for your protection and safety. Your identity and information will not be shared outside of the health care team providing your care.

Medication Safety

- During your first day in the hospital, we ask you about which medicines you take at home. Make sure you tell us about all prescriptions, over-the-counter drugs, vitamins, and herbal supplements you are taking. The healthcare team will complete a medication reconciliation to include all these medications during your hospital stay or let you know we have made changes to your medications.
- Bring your medication with you whenever possible.
- Remember to ask lots of questions about your medications.
 - ✓ What is the name of the medicine and why am I taking it?
 - ✓ When and how do I take it and for how long?
 - ✓ Are there foods, drinks, and activities I should avoid while taking this medicine?
 - ✓ Are there side effects? What should I do if I experience them?

MOVE TO IMPROVE!

Staying active while you are a patient helps promote recovery and makes your transition home easier. Staying active while you are a patient also helps to decrease falls. To prevent the negative effects of bed rest and immobility, ask your healthcare team members which activities you can safely do. Healthcare members are trained on activities of our Move to Improve program. Please remember your safety is important, use your call bell to ask for assistance or plan with your nurse on rounding a time for these activities if you need assistance.

Suggestions for staying active while in hospital include:

- ✓ Going for walks in the hallway, with supervision and/or equipment as needed
- ✓ Calling for supervision/assistance to walk to the bathroom
- ✓ Performing some of your own hygiene, such as bathing or grooming after walking to the bathroom
- ✓ Time out of bed or sitting in a chair for meals

Your safety & comfort is our top priority.



We're here to help you heal

That's why you can count on us to help you heal

| Four P's to Help You Heal | |
|----------------------------------|---------------------|
| Are you feeling any | P ain |
| Can we improve your | E nvironment |
| Do you need help with | E limination |
| Can we adjust your | P osition |



Patient Services

Banking Machines

A 24-hour bank machine is located in the cafeteria at the Smiths Falls Site and in the ER Department waiting area at the GWM Site.

Business Office & Patient Accounts

The main Business (Billing) Office is located on the main floor of the Smiths Falls Site and is open Monday to Friday, 8:00 a.m. to 4:00 p.m. Bills can also be paid at the patient registration department at the GWM Site. You can pay for hospital charges not covered by OHIP using cash, cheque, Visa, MasterCard, or debit. For further information, please call 613-283-2330 ext. 1144.

Cafeteria Food Services

Cafeterias are accessible at each site. Vending machines are available outside of regular business hours. The vending machines are located in the waiting areas of each Emergency Department at both sites and in the Cafeteria by the Main Entrance at the Smiths Falls Site.

Further, the gift shops offer snacks and beverages throughout their respective business day at each site. This service is staffed and managed by the Auxiliaries.

Hours:

- Monday to Friday, 10 a.m. to 1:30 p.m. Vending machines are located in the Emergency waiting rooms at both sites and in the Smiths Falls Cafeteria.

Environmental Services/Housekeeping

Environmental Services takes great pride in providing you with a safe, clean environment.

Hairdressing

Should you require hairdressing/barber services, please contact your hair-dresser as they may be able to make arrangements to provide an on-site visit.

Mail

Patient mail is delivered on a regular basis. Your incoming mail should be clearly labeled. If the patient has been discharged, any mail received after discharge will be returned to sender.

Main Entrance

Both sites can be accessed 7 days/week from 7:00 a.m. to 8:00 p.m. via the SF Site (Elmsley Street) and GWM Site (Drummond Street.) After hours, please access the building via the Emergency Department.

Meal Delivery Times

Meals are delivered to the rooms as follows:

Breakfast: 7:45 a.m. – 8:15 a.m. Lunch: 11:45 a.m. – 12:15 p.m.
Dinner: 4:45 p.m. – 5:15 p.m.

In addition, snacks are always available on each nursing unit for patients. Snacks include items such as juice, milk, crackers, bread and peanut butter, etc. Please contact a member of your health care team if you have any questions or concerns. You are welcome to bring in your own food permitting there are no dietary restrictions during your stay.

Overhead Paging

We do try to minimize the level of noise pollution. However, when urgent assistance is needed, the paging system is used. Staff will speak to you directly in the event of an emergency.

Parking

\$4 to exit parking lot. Correct change is required (\$1 or \$2 coins only.) Change machines are located in the Smiths Falls Cafeteria and Emergency waiting rooms at both sites. In addition, multi-day passes can be arranged:

- 5 day pass: \$30
- 10 day pass: \$40
- 30 day pass: \$50

Please contact **Human Resources** at ext. 1132 for a multi-day pass.

All parking revenues support patient and clinical services and programs. *Parking rate is subject to change.*

Telephones

Bedside telephones are provided free of charge and each bedside has its own extension number.

To make a local call from a patient phone, dial "9" and the number you want. Long distance calls must be made through the Operator and be at the expense of the caller. Press "0" for assistance.

Televisions

Televisions are available in the patient lounges on each of the units. The Hospital wi-fi is also available for use with your own device (tablets, phones, etc.)

Valuables

Please do not bring any valuables with you to the hospital. If you come with valuables, please make arrangements to have them taken home. PSFDH will not be held responsible for the loss or damage of personal belongings.

E-readers (such as a Kobo, Kindle, Sony) are permitted. **Laptops/iPad/iPod/MP3** are not to be used without the use of headphones.

Your valuable items remain your responsibility and while we will do everything possible to prevent losses, we are NOT financially responsible if any items go missing or become damaged.

Website

For additional information, please visit www.psfhdh.on.ca

Wireless Internet

To help patients and their families stay connected with their life beyond the hospital, PSFDH offers free Wi-Fi access in all areas of our two sites. Using this service patients and family members can easily stay in touch with friends and relatives. You can get your password from any of the care stations at either site. Computers are not provided by the hospital, but patients or families who bring in their own devices can connect to the Internet free of charge. Access to internet is subject to "restricted access" based on the PSFDH disallowed sites.

Other medical conditions and concerns:

Horizontal lines for writing medical conditions and concerns.

List previous surgeries

Date: (month/year)

Table with 2 columns: List previous surgeries, Date: (month/year). Includes horizontal lines for entries.



Medication Record for:

Name:

Phone Number:

Please write your name and home phone number in the space above

- Checkboxes with instructions: Complete as much information as possible before seeing the doctor. Keep for your own records upon discharge and keep updated. Bring with you to all doctors' appointments and hospital visits.

Other medical conditions and concerns:

Horizontal lines for writing medical conditions and concerns.

List previous surgeries

Date: (month/year)

Table with 2 columns: List previous surgeries, Date: (month/year). Includes horizontal lines for entries.



Medication Record for:

Name:

Phone Number:

Please write your name and home phone number in the space above

- Checkboxes with instructions: Complete as much information as possible before seeing the doctor. Keep for your own records upon discharge and keep updated. Bring with you to all doctors' appointments and hospital visits.

| Current Medications: List all prescription and over-the-counter medications currently taken or prescribed. | | | |
|--|--------|-------------------|-------------------|
| Name of Medication | Dosage | Times per day: | Reason for taking |
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |
| 6 | | | |
| 7 | | | |
| 8 | | | |
| 9 | | | |
| 10 | | | |
| 11 | | | |
| 12 | | | |
| 13 | | | |
| Allergies: | | | |
| Name of Family Physician: | | Name of Pharmacy: | Pharmacy Phone: |

| Current Medications: List all prescription and over-the-counter medications currently taken or prescribed. | | | |
|--|--------|-------------------|-------------------|
| Name of Medication | Dosage | Times per day: | Reason for taking |
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |
| 6 | | | |
| 7 | | | |
| 8 | | | |
| 9 | | | |
| 10 | | | |
| 11 | | | |
| 12 | | | |
| 13 | | | |
| Allergies: | | | |
| Name of Family Physician: | | Name of Pharmacy: | Pharmacy Phone: |

Hospital Policies

Fire Alarms & Exits

Every effort is made to protect the Hospital against fire. If you hear the fire alarm, please remain where you are and listen for direction as it may only be drill. During a fire alarm, elevators are shut down and all fire doors automatically close until there is an "All Clear" announcement on public speakers.

Balloons

Please make sure any balloons you bring to the Hospital are made of foil, not latex. Latex balloons may cause severe allergic reactions in some people. No latex balloons are permitted at PSFDH.

Cell Phone Usage

Use of cell phones for telephone purposes at PSFDH is permitted inside hospital facilities (lobbies, waiting areas, lounges and private offices) with the exception of ICU, Operating Rooms, and Emergency Rooms. Signage is in place indicating the restrictions.

Patients, visitors, staff and physicians are **prohibited** from using their cell phones for taking photographs, videos or voice recordings due to the privacy rights of our patients and staff. Cell phone users must also respect their surroundings and the people around them. It is asked that all cell phone users keep their voices and ringers low.

No-Scent Policy

PSFDH has a no-scent policy. In consideration of others who may suffer from chemical sensitivities and/or allergies that we request you refrain from wearing scents such as perfumes, colognes, hairspray, creams or aftershave when at either site of the Hospital.

As a patient, please refrain from wearing or bringing any scented personal products.

As well, visitors are asked not to bring fragrant flowers or gifts. We ask visitors to adhere to this No-Scent policy and practice.

This poster is displayed throughout the organization – entrances, near elevators, nursing stations and waiting areas.

No-Smoking Policy

All hospital buildings and property, including parking lots are designated completely smoke free (cigarettes, e-cigarettes, vaping, cannabis, etc.) We ask that these restrictions be observed and supported by everybody coming to our hospital. Non-compliance may result in individual fines that are enforced by the local by-law enforcement agency.

Smoking cessation supports are available for patients while they are in hospital.

Security

Safety is important to us. For your safety and security, we have cameras throughout the facilities. Access is limited to the ER entrances from 8:00 p.m. to 7:00 a.m. There is an on-site security guard in place at each site from 7 p.m. to 7 a.m.



Make a Difference by Volunteering

“The Power of One, the Value of Many”

PSFDH volunteers are important members of the Hospital Team and are instrumental in supporting the programs and services provided to patients, families, visitors and staff. Volunteers also perform a number of fundraising events to purchase medical equipment and provide financial support for other hospital services, programs and initiatives.

PSFDH is supported by two energetic and generous auxiliaries: Smiths Falls Community Hospital Auxiliary and Great War Memorial Hospital Auxiliary, with a total membership of over 200 caring and dedicated volunteers.

Volunteers share a common commitment of making a meaningful contribution to the Hospital and the community in which they live.

Smiths Falls Community Hospital Auxiliary

The Smiths Falls Community Hospital Auxiliary supports various projects, programs and services. There are over 85 volunteers and this number continues to grow daily.

Here is a list of a few of the services and programs supported by the SFCH Auxiliary:

- Toast & Tea
- Information Desks
- Support to Clinics
- Meal Assist
- Portering
- Fundraising & Event Planning
- Gift Shop
- Gift of quilt to each baby born



Please contact Tanya Gray, 613-283-2330 ext. 1132, tgray@psfdh.on.ca

Great War Memorial Hospital Auxiliary

Since 1922 the GWM has depended on the support of dedicated volunteers to help it meet the health needs of our community. Your contribution can make a difference!

Here are a few of the programs and services supported by the GWM Auxiliary:

- Information Desk/Portering
- Clinics
- Gift Shop
- Hospital Elder Life Program
- H.E.L.P.P. Lottery (Hospital Equipment Lottery Project for People)
- Fundraising Events and Event Planning
- Bursaries to graduating high school students entering a health care field
- Meal Assist
- Crafts / Knitting
- Tea & Toast



Please contact Tanya Gray, 613-267-1500 ext. 1265, tgray@psfdh.on.ca

Foundations

PSFDH is generously supported by two dynamic hospital foundations, the Great War Memorial Hospital of Perth District Foundation and the Smiths Falls Community Hospital Foundation

Together our foundations are able to assist the hospital thanks to donations from our local community members. While we are proud of the breadth and quality of services offered at PSFDH, we have aspirations to further expand our current services as well as adding new ones. Modern and up-to-date equipment is essential to ensure the provision of high-quality healthcare close to home, and in the recruitment and retention of the best physicians and other health professionals. The Province of Ontario does **NOT** fund hospital medical equipment and technology. As a result, it is the community that must provide needed funds.

Donations of any size are gratefully accepted at either site. Payments can be made by cheque or securely online at either of our foundation website. (A tax receipt is provided for gifts over \$20).

Great War Memorial Hospital Foundation

33 Drummond St W
Perth, ON K7H 2K1
Phone: 613-264-0638

Email: [sstewart@gwmfoundation.com](mailto:ssewart@gwmfoundation.com)
Website: www.gwmfoundation.com



Smiths Falls Community Hospital Foundation

60 Cornelia St
Smiths Falls, ON K7A 2H9
Phone: 613-283-9743

Email: sfchfoundation@bellnet.ca
Website: www.sfchfoundation.com



It is through your support that makes it all possible, please give where you live!

Need more or other healthcare information?

211 is the source Canadians trust when seeking information and services to deal with life's challenges. This telephone help line (2-1-1) and website, www.211.ca, provide a gateway to community, social, non-clinical health and related government services. 211 helps to navigate the complex network of human services quickly and easily, 24 hours a day, 7 days a week, in over 100 languages.

Donation Form

PSFDH cannot operate without the generous support of our community. If you would like to contribute to our hospital through the Foundations, please consider making a donation.

Donations can be dropped off to the foundation offices located on the main levels at either site of the hospital:

(Please select your preference*)

GWM Foundation
Perth and Smiths Falls District Hospital
33 Drummond Street West
Perth, ON K7H 2K1

SFCH Foundation
Perth and Smiths Falls District Hospital
60 Cornelia Street West
Smiths Falls, ON K7A 2H9

YES! I want to show my appreciation – here is my gift:

Amount of Donation: \$ _____ Date: _____ Cash: Cheque:

CC: Visa/MC # _____ Exp.: _____

Credit Card 3-digit security code: _____

Name: _____

Address: _____

Phone No.: _____

Email: _____

Signed: _____

* All donations are welcome. If you would like to donate directly to the hospital, please submit the above form to:

PSFDH
60 Cornelia Street West
Smiths Falls, ON, K7A 2H9.

Thank you for your support!



PSFDH Comment Card

| Please indicate how we are doing: | Great | Good | Poor | Comments |
|---|-------|------|------|----------|
| Quality of treatment you received | | | | |
| Staff courtesy | | | | |
| Physician courtesy | | | | |
| Opportunities to participate and communicate with your health care team were appropriate. | | | | |
| How would you rate the cleanliness of the building? | | | | |
| Was the information provided in the booklet helpful? | | | | |

Would you recommend this hospital to family and friends? **Yes** **No**

If no, why not? _____

Which area of the hospital did you visit? _____

Would you like someone from the hospital to contact you about your visit? **Yes** **No**

Phone Number and/or Email: _____

Email Patient Relations at patientrelations@psfdh.on.ca or drop off completed card in comment box located on each site.

