



# PATIENT HANDBOOK

2017 – 2018



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(613) 525-2222

Visit us at [www.hgmh.on.ca](http://www.hgmh.on.ca)

**THIS HANDBOOK IS YOURS TO KEEP**

## *Welcome Message from the CEO*

On behalf of our staff and volunteers, I welcome you to Hôpital Glengarry Memorial Hospital.

Established in 1965, Hôpital Glengarry Memorial Hospital (HGMH) is a 37-bed acute care hospital with approximately 180 employees and physicians. We provide services for acute, inpatient, and outpatient clients, including a variety of specialty medical clinics such as cardiology, dermatology, endoscopy, gynecology, neurology, respiratory, psychiatry, and more.

At HGMH, we value integrity, respect, quality and safety, compassion, and working together. We provide innovative, accessible, safe, and quality patient-centred primary health care services in both official languages. It is a matter of pride that we provide individualized care and contribute to the improvement of the health status of our community.

During these times of stress on our health care system especially monetary budgets, your stay in hospital may be shorter than in days gone by. However, please rest assured we will do our best to help you get home with the right information and services you require.

This patient handbook is intended to help you during your stay in our hospital and after your discharge as we all work together to make your stay and visit to our hospital as pleasant and comfortable as possible. We welcome any suggestions you may have for improving this handbook so we can better serve you and your loved ones.

Sincerely,



Linda Morrow  
Chief Executive Officer

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**Please note that we are constantly changing to meet your needs. Information presented may be subject to change.**

# Patient Bill of Rights and Responsibilities

## PATIENT RIGHTS

When you are in our hospital we recognize the fundamental rights of patients and we are committed to maintaining an environment that both fosters and protects these rights.

### Respect

- Every patient has the right to be treated with courtesy and dignity in a way that recognizes individuality and is free of prejudice.
- Accommodation in a safe and clean environment that is free from abuse.

### Communication

- To have your condition, care, and treatment explained to you or to your substitute decision maker in simplified terms to the best of the health care provider's ability; and to participate in one's care plan in either official language.
- To be introduced to and informed of the professional status of individuals providing care and service.

### To be informed

- To receive ongoing information concerning one's diagnosis, treatment, and any known prognosis and to consent to service knowing the consequence of refusal.
- To receive information regarding available healthcare services and options when planning for admission, discharge, or transfer from the hospital.

### Privacy

- To have your personal health information kept private in accordance with the Privacy Act.
- To request that your admission to the hospital not be disclosed to certain individuals.

### Compassion

- To have a parent, guardian, family member, or friend stay with you 24 hours per day in special circumstances.
- Pastoral and palliative care services.

## **PATIENT RESPONSIBILITIES**

Hôpital Glengarry Memorial Hospital believes that patients should participate in their treatments and be given the opportunity to make decisions regarding their health. We also believe that patients have certain responsibilities.

### **Respect**

- Every person working, volunteering, visiting, or receiving services from HGMH has the right to be treated with courtesy, dignity and respect.

### **Consideration**

- Be considerate and respectful of health care providers and other patients and families.
- Be considerate of other patients and respect their privacy.

### **Cooperation**

- To provide accurate information about your past illnesses, previous hospitalizations, and medications and to report any unexpected changes in your condition.
- To follow the treatment plan as discussed and mutually agreed by you and your physician.
- To keep appointments or to contact the hospital when this is not possible.

### **Safety for Everyone**

- To observe the hospital isolation and smoking restriction policies.
- Follow instructions during emergency measures and outbreak of infections.
- Verbal and physical abuse will not be tolerated.

### **Participation**

- To make appropriate and timely arrangements for leaving the hospital upon discharge by your physician.
- To ensure that any personal financial obligations for your health care are fulfilled as promptly as possible.

### **Patient Relations Delegate:**

Our Patient Relations Delegate is Brian Todd

Tel: 613.525.2222 x4356

Email: [btodd@hgmh.on.ca](mailto:btodd@hgmh.on.ca)

# Who We Are

## OUR BOARD OF DIRECTORS

### Board Members:

- Bruce Starkauskas, Chair
- Frank Wetering, Treasurer
- Jacqueline Fraser, Past Chair
- Lise Cardinal
- Robin Flockton
- Corey Kalsi
- Richard G. Lalonde
- Eunice Lee
- Matthew MacLean
- Carole Taylor

### Ex-Officio Members:

- Dr. N. Kucherepa, Chief of Staff
- Linda Morrow, Chief Executive Officer
- Shelley Coleman, VP Clinical Services and Chief Nursing Officer
- Linda Ramsay, VP Support Services and Chief Financial Officer

### Our Management Team

Joann Beckstead	Infection Prevention and Control, Ethics, and Occupational Health Practitioner
Heather Buchan	Manager of Administrative Operational Services
Chantal Carriere	Charge Medical Laboratory Technologist
Roch Leblanc	Manager of Materials Management
Annik MacLeod	Pharmacy Supervisor
Danielle MacLeod	Manager of Health Promotion and Rehabilitation Pool
Chantal Mageau-Pinard	Manager of Physiotherapy and Rehabilitation Services
Louise Quenneville	Manager of Projects, Emergency Preparedness Coordinator and Privacy Officer
Lina Simone	Nursing Supervisor
Stephen Stewart	House Services Manager
Deb Tetreault	Health Information Services Manager
Brian Todd	Patient Relations and Human Resources Manager
Robert Van Drunen	Manager of Information Technology
Kim Woods	Assistant Nursing Director

## OUR MISSION

We provide innovative, accessible, safe, and quality patient-centred primary health care in both official languages.

## OUR VISION

Hôpital Glengarry Memorial Hospital is a recognized leader in the delivery, promotion, and integration of health care services.

## OUR WORKPLACE VALUES

Hôpital Glengarry Memorial Hospital provides a safe, professional workplace built on five key values:

**Integrity:** We create and maintain an atmosphere of reliability, honesty, and confidentiality. We provide care that is both ethical and fair; not varying in quality because of personal characteristics, such as gender, ethnicity, geographic location, and socio-economic status.

**Respect:** We treat everyone with courtesy, honour, and dignity, accepting and valuing each individual. We provide care that is respectful of and responsive to individual patient preferences, needs, and values, and ensure that patient values guide all clinical decisions.

**Quality & Safety:** We make a commitment to achieve excellence by providing services in a timely, efficient, safe, and accurate manner through ongoing evaluation for improvement. We diligently maintain high standards by performing our duties safely, with expertise and good judgment.

**Compassion:** We understand that how health care is delivered is just as important as what health care is delivered, and we commit ourselves to providing compassionate care to our patients and their families.

**Working Together:** We support each other, our patients, and their families by proactively providing assistance and support. We know that by working together, we can achieve great things.

# Hospital Information

## DIRECTIONS TO THE HOSPITAL

### From Ottawa:

1. Take Highway 417 east towards Montreal
2. Turn off at the exit marked MacCrimmon / Alexandria (Exit 35)
3. Turn right on service road and proceed to Highway 34
4. Turn right again onto Highway 34 - Alexandria is approx. 15km from that point
5. Turn right at the 1st set of lights in Alexandria (Highway 43)
6. The hospital is located 1.5km on the left hand side of the road

### From Toronto or Montreal:

1. Take Highway 401 to Lancaster exit (Exit 814)
2. Turn north onto Highway 34 to Alexandria
3. At the 4th stop light turn left (Highway 43)
4. The hospital is located 1.5km on the left hand side of the road





# Your Admission Day

## ADMISSION

All personal information (necessary for hospital and government records) will be considered strictly confidential. It is important that you make staff aware if you have an Advance Directive / Living Will or if you have been in a hospital out-of-province during the past year.

Hospital wrist identification bracelets are used for all patients.

## WHAT TO BRING

1. Ontario Health Card
2. Other Health Insurance Card
3. Medications
4. Advance Directives / Living Will

## Personal Items

You should bring only necessary personal toilet articles such as a toothbrush, toothpaste, denture cream, comb and brush, shaving items, or cosmetics (**NO scented** products, please). Although the hospital provides patient gowns, you may want your own easy-on-and-off pyjamas or nightgown together with a bathrobe and non-skid slippers or shoes.

## Medications

Bring all current prescriptions and non-prescription medications, in their original containers. Some medications are not supplied by the hospital and you may be required to supply your own. Any medications required during your stay will be prescribed by your doctor and will be brought to you by your nurse.

**Please tell your doctor and nurse if you are allergic to any medications or suffer from any other allergies.** If you have any questions about your medications, your doctor, nurse, or hospital's pharmacy staff will assist you.

## WHAT NOT TO BRING

**Please do not bring:** valuable papers or documents, scented personal care products, items of sentimental value, jewelry or expensive clothing, large amounts of cash, alcoholic beverages, or plug-in appliances unless otherwise approved by staff. **The hospital will not accept responsibility for patients' personal items and valuables.**

## MEET YOUR HEALTH CARE TEAM

- Nurses
- Home Care Planners
- Diagnostic Imaging Team
- Occupational Therapist
- Physiotherapists
- Activity Coordinator
- Personal Support Workers
- Speech-Language Pathologist
- Clergy / Pastoral / Spiritual Care
- Dietitian
- Laboratory Technicians
- Physicians
- Pharmacist
- Occupational Therapy / Physiotherapy Assistant
- Respiratory Therapist
- Student Nurses
- Palliative Care Volunteers

## INFECTION CONTROL

### What You Can Do to Help Prevent Infections

- At Hôpital Glengarry Memorial Hospital we believe it is the responsibility of each and every individual at the hospital to practice good infection prevention and control, the basis of which continues to be hand hygiene.
- Since you are part of your healthcare team, do not be afraid to remind doctors, hospital staff to clean their hands. This includes washing their hands with soap and water or using an alcohol-based hand rub before working with you. This goes for family and visitors, too.
- Wash your own hands often and well.
- Towelettes are provided with meal trays - please use them.
- Practice good hygiene.
- When you sneeze or cough, germs can travel 6 feet (2 meters) or more! Cover your mouth and nose with a tissue or cough into your sleeve. Remember to wash your hands after wards. This will help to prevent the spread of infection to others.
- Do not bring too many belongings into hospital. If your bed area becomes too cluttered, it is difficult for the housekeeping staff to clean. We request that patients limit the number of personal belongings they bring with them to the hospital, such as magazines, flowers, pictures, and clothes. Please ensure that only the necessary personal belongings are brought to the hospital.
- Ask your doctor about your special vaccinations needs.
- Some patients are on "isolation precautions". This is usually done to protect the patient and others from infectious diseases. If you are in "isolation," understand what your isolation means and what you should expect from the hospital staff or visitors. Gloves, gowns and masks are sometimes appropriate, depending on the illness.



- If you have an intravenous catheter or a dressing on a wound, keep the skin around the dressing clean and dry. Tell your nurse promptly if the dressing is loose or wet.
- Since intravenous catheters and drainage tubes are all entry points for infection, discuss with your doctor when these devices can be safely removed.
- Pay attention to symptoms that may indicate an infection: unexpected pain, chills, fever, drainage, or increased inflammation of a surgical wound. Contact your doctor immediately if any of these occur, especially after you have been discharged from a hospital.

### **What Visitors or Family Members Can Do to Prevent the Spread of Infection**

We ask that you do not visit if you have any of the following symptoms:

- Vomiting.
- Diarrhea.
- Fever within the last 24hrs.
- Have an upper respiratory tract infection (sore throat, coughing, sneezing, runny nose).
- Conjunctivitis (eye infection or pink eye).
- Chicken pox, shingles, measles or mumps.
- Infectious rashes or concerns of possible transmission of a communicable disease.

If you are suffering from any of these symptoms, please see your doctor and/or delay your visit until the symptoms have gone.

### **Please do the following:**

- Wash your hands with soap and water or hand sanitizer upon entrance to and exit from the hospital. Cleaning your hands can prevent the spread of germs.
- Wash your hands before and after any patient contact.
- Do not sit on the patient's bed.
- Do not go into unit kitchens (these are for staff only).
- When you sneeze or cough, germs can travel 6 feet (2 meters) or more! Cover your mouth to prevent the spread of infection to others.
- Do not use the patient toilets—visitor's toilets are available in the ER and lobby area.

### **Visiting Someone on Isolation Precautions**

- Check with the nursing station before visiting. The nurse can discuss if personal protective equipment (i.e., gowns, masks, gloves) are required. The nurse can show you how to safely and properly put on and remove the equipment. Wash your hands before and after any patient contact.

- If you are visiting others in the hospital be sure to visit the patient on additional precautions LAST!
- Wash your hands after removal of any protective equipment (this includes gloves, gowns and/or masks).
- Do NOT exit the room wearing ANY protective equipment.
- Make sure to wash your hands or use an alcohol based hand sanitizer upon exiting the room.

## PATIENT SAFETY

HGMH strives to provide the safest care possible for our patients. As a patient, you are under the care of a professional health care provider who, with your informed consent, assists you to achieve an optimum level of health while ensuring that all necessary actions are taken to prevent or minimize harm. Patient safety is a moral and ethical imperative in caring for others. Providing safe care to our patients is a shared responsibility of all health care professionals and requires your involvement. For more information, please refer to the following pamphlets:

- Health Care and Patient Safety at HGMH.
- Suggestions to Avoid Falls.

## IT'S OK TO ASK

Everyone wants to have the safest care possible while in the hospital. Our Health Care Workers (HCW) realize this and are committed to providing you with safe, quality care. HGMH encourages you to take an active role in your health by paying attention to the care you receive and by asking our HCWs questions regarding your care. We want you to know **It's OK to Ask** when you're not sure.

**Clean hands** prevent the spread of infection. As common practice, your health care workers clean their hands before and after patient contact. If you didn't see them clean their hands, **It's OK to Ask!**

Know that Hospital staff will check your **identification** repeatedly to make sure the right patient gets the right care. If you notice your identification has not been checked before you receive tests, medications, or treatments, **It's OK to Ask** staff to check your identification first.

Illness, medicines, tests, or surgery can make you **dizzy or weak**. Your health care team wants to help you! **It's OK to Ask** for help before getting up.

Questions about any of your **medications**? **It's OK to Ask!**

# Hospital Services

## ACCOMMODATION

Our Patient Registration Staff will make every effort to provide you with the type of accommodation you request. Our hospital provides standard ward, semi-private, and private rooms. Semi-private and private rooms (if requested by you) do cost more and must be paid by you or your insurance company. If you have insurance coverage, please let our staff know. During your stay, you may be admitted to a mixed gender room.

## AMBULANCE SERVICES

Transfers by ambulance between hospitals or between hospitals and nursing homes are at no charge. All other ambulance services are subject to a fee. Patients of the Community Care Access Centre (CCAC) may be eligible to have their ambulance fees paid by the CCAC. Please contact your CCAC caseworker for further information.

## AUXILIARY

The mission of the Glengarry Memorial Hospital Auxiliary is to provide volunteer services to the patients, to promote good public relations and assist the hospital in its provision of quality health care to the community. The Auxiliary is comprised of dedicated people who have given over 12,000 hours a year to the hospital. Since the Auxiliary was founded in 1966, over a quarter of a million dollars has been raised for the hospital, and an excess of 300,000 hours of volunteer work have been contributed. We are justifiably very proud of our achievements. Our top priority is the welfare of the patients, and we accomplish this by serving in many different capacities and on a variety of committees.



## Spiritual Care

Specially trained members of the Auxiliary attend to the emotional and spiritual needs of the patients and their families. They visit twice weekly.

## The Gift Shop

Patients and visitors are served by more than 40 volunteers who maintain the Gift Shop. Light snacks and beverages, as well as a wide variety of gift items are offered for sale. Profits generated from this source are the main fundraising endeavour of the Auxiliary.



## Continuing Care

This programme offers a variety of stimulating activities for residents. Parties are organized to celebrate seasonal events, and community groups present musical and theatrical entertainment.

## **In Memoriam**

Donations to honour the memory of loved ones are welcomed. The names of the deceased are inscribed in the 'In Memoriam Book' displayed in its showcase in the lobby.

## **Patient and Family Support Team**

The chairperson of this committee directs a small, specifically trained team of Auxiliary volunteers. These volunteers provide emotional, physical and spiritual comfort to the critically ill and their families as they make their final journey.

## **Information Desk**

Volunteers manning this desk near the emergency entrance welcome and assist patients and visitors in navigating the hospital environment.

## **Teen Volunteers**

Under the direction of Auxiliary coordinators, the teens in this programme work from 4:00pm to 7:30pm, providing assistance to the nursing staff. Every year the Auxiliary offers bursaries to graduating high school students who have served as Teen Volunteers and are pursuing College or University programmes.

## **Volunteer Services**

New volunteers are the key to the Auxiliary's survival. Our various active programmes are carefully outlined, making it easier for newcomers to choose the area in which he or she would prefer to volunteer their time.



## **Contact Us**

For more information about our organization, call us at 613.525.2222.

## **BALLOONS**

Since latex balloons can cause allergic reactions in some people, we ask that no latex balloons be brought onto the premises.

## **BANK MACHINE**

A 24-hour bank machine is located in the Emergency Department. Change machines can be found at the exit points of the hospital.

## **BILLING**

Patient Accounts may be settled by mail with the prepaid return envelope provided with your bill, via the hospital's website at [www.hgmh.on.ca](http://www.hgmh.on.ca), or through the Business Office just inside the main entrance of the hospital.

## **CAFETERIA**

Our cafeteria is located on the lower level and is open from 6:30am to 6:15pm. Hot meals are only available from 12:00pm-1:15pm and 5:00-6:15pm. The food in our cafeteria is made onsite.

## **DISCHARGE**

When you become a patient in the hospital, our goal is to help you return home safely. The best place for you to decide your future care and special needs is at home. It is more difficult to make these decisions while you are in the hospital. Hospital staff and the Community Care Access Centre Care Coordinator will consider your needs to help you plan your return to home.

The “Home First” philosophy helps you and your family to get the right care in the right setting. You can continue to recover safely in your own home for as long as possible. At home, you will be in a safer place with less chance of getting a hospital infection. The services you need will come to you in your home, giving you more time to decide on your future care.

Discharge time for inpatient units is 11:00am. To avoid additional charges, please make sure you leave your room by discharge time so that it can be prepared for the next patient. Any costs associated with transportation to your home, retirement home, or long-term care is the responsibility of the patient or their family.

## **FIRE SAFETY**

You may hear one of our regular fire drills during your hospital stay. When you hear the fire alarm, please return to your room. We will inform you should any action become necessary. If you are in the Hospital Cafeteria, please advise a staff member that you are a patient and they will accompany you to your room or another safe location.

## **FOOD SERVICES**

Snacks and beverages can be purchased at our Gift Shop, in the cafeteria, or at the vending machines located at the pool entrance and in the Emergency Department.

## **FRENCH LANGUAGE SERVICES**

HGMH is a designated agency under the French Language Services Act (FLSA). We are dedicated to providing our French-speaking population with access in French to the full range of quality care and services being offered. This includes access to French-speaking health care professionals as well as providing all educational materials in both official languages.

## **GIFT SHOP**

Our Gift Shop is run by our Auxiliary volunteers. It is located just inside the main entrance of the hospital. Their hours of operation are Monday to Friday from 9:30am to 6:00pm and weekends from 1:00pm to 4:00pm, excluding holidays.

## **HOSPITAL SECURITY**

Hospital staff and volunteers are easily identified by their photo identification badge. Please notify a staff member immediately if you observe any suspicious activity or individuals, have any security concern, or if you have lost a personal item.

## INFORMATION BUSINESS OFFICE

Our Information Business Office is located just inside the main entrance of the hospital. Its hours of operation are Monday to Friday from 8:00am to 6:00pm and weekends from 8:00am to 4:00pm.

## LOST AND FOUND

If you have lost an item or you would like to report a found item, please contact our Business Office at 613.525.2222 x0, located just inside the main entrance of the hospital.

## COMPLIMENTARY NEWSPAPERS

The Glengarry News is available weekly. These papers are distributed to inpatients in the morning.

## PARKING

Parking for patients and visitors is available on the premises of Hôpital Glengarry Memorial Hospital (HGMH) 24 hours a day, 7 days a week. HGMH assumes no risk or responsibility for damages to, or loss of, a vehicle or its contents, no matter how caused. Owners must go through their insurance company to facilitate repairs to their vehicle. Vehicle owners are liable for any damage caused to Hospital property by their vehicle, and may be subject to charges, if damage is deemed a willful act by the driver.

Parking rates are \$5 per exit (payable in coins only) from the parking lot or \$50 for a 30-day pass. These monthly passes are available at the Business Office.

For more information, please refer to the following pamphlet:

- Parking at HGMH: Options and Frequently Asked Questions

## NO SCENT POLICY

Due to increased allergies among the public, patients, and staff, our hospital has adopted a No Scent Policy. **Please refrain from wearing scented perfumes, aftershaves, hair products, body lotions, scented flowers, etc.**

## POOL

HGMH is proud to provide the first therapeutic pool facility in a 100km radius of Alexandria. Our pool boasts complete wheelchair accessibility at the entrance to the building and is also equipped with a 'water wheelchair' for those requiring help descending into the pool. Please contact the pool for information about services that may be available to you – 613.525.5671. Usage fees may apply.

## PRIVACY

Hôpital Glengarry Memorial Hospital is committed to protecting the privacy, confidentiality, and security of all personal health information to which we are entrusted.



The HGMH Privacy Officer is available to respond to your questions or concerns about the privacy of your personal health information. Please ask your Nurse for assistance in contacting the Privacy Officer.

## **SMOKING**

Hôpital Glengarry Memorial Hospital believes that smoking and second hand smoke is a health hazard to patients, staff, volunteers, physicians, and visitors. It is the priority of the hospital to provide a safe environment for patients, staff, volunteers, physicians, and visitors. As such, smoking and vaping are prohibited in all areas of the hospital and on hospital property. Smoking cessation therapy is available for inpatients.

## **SPIRITUAL AND RELIGIOUS CARE**

Hôpital Glengarry Memorial Hospital recognizes the need for pastoral services to:

- meet the patient's requirements for the familiar experiences of his/her religious tradition in worship, ritual observances and personal visitation for prayer, shared devotions and sacraments;
- provide reassurance and support in time of uncertainty and crisis; to maintain a tie to a meaningful community when the patient is separated from his normal life setting by illness or infirmity; and
- assist the patient in the face of inevitable decline and death to assume realistic attitudes with a positive self-regard.

All patients have the opportunity to receive visits from pastoral care volunteer services. Alternatively, should you wish to receive visits from your priest or other denominational clergy, please contact your nurse so arrangements can be made.

A quiet room is available in the outpatient department to patients and families for visits with the clergy and pastoral care volunteers on a private basis.

Eucharistic Celebrations are arranged by the Auxiliary in conjunction with the nursing staff four or five times a year according to the liturgical season (Christmas, Easter, Thanksgiving, and other special days). These take place in the patients' lounge where patients can attend in wheelchairs if necessary. The local Catholic clergy provide this service. Music, song, readers and other requirements for worship are arranged by the Auxiliary. Holy Communion is distributed to Roman Catholic patients once a week to those who desire it. Two volunteers visit the Roman Catholic patients the day previous to inform them of details and to prepare a list for the visiting clergy. Local parish ministers are welcome to visit at the request of patients.

## **TAXIS**

Two taxi companies serve the area surrounding Hôpital Glengarry Memorial Hospital:

- Starr Taxi - 613.525.1422
- Levert Taxi - 613.525.2338

## **TELEMEDICINE**

The Ontario Telemedicine Network (OTN) is an independent not-for-profit organization that is funded by the Government of Ontario of which HGMH is a member. OTN facilitates “telemedicine or telehealth” which is the delivery of health-related services and information using telecommunications technologies. Using two-way videoconferencing systems and tele-diagnostic instruments like digital stethoscopes and patient examination cameras, telemedicine can deliver clinical care among health care providers and patients both near and far.

Our hospital can provide patients with the opportunity to have their health care closer to home. The patient’s referring healthcare provider (nurse practitioner, family physician, specialty consultant) can contact the Telemedicine Coordinator at HGMH to inquire if a telemedicine appointment is feasible. For example, if you have had a heart attack and require a follow-up appointment with the physician, physiotherapist, or dietician, this appointment can be set-up so that you come to HGMH and speak to the healthcare provider through the television. This can avoid travelling long distances to a tertiary care centre (i.e.: Ottawa), and unneeded stress. It can also be cost effective (transportation, etc.). For more information, please contact the HGMH Telemedicine Coordinator at 613.525.2222 x4119.

## **TELEPHONES**

Telephones are available in all patient rooms. Dial “8” to reach an outside line. Long distance calls are not permitted.

## **THERAPEUTIC GARDEN**

In 2011, HGMH added a Therapeutic Garden to its rehabilitation program. As part of their therapy, rehabilitation patients participate in gardening tasks such as planting, weeding, and harvesting. This experience requires physical exercise, stimulates thought, encourages awareness of the external environment, and improves dexterity and balance. Harvests from the garden are incorporated into foods prepared in the cafeteria.

## **TV**

TV rental is available for all patients; arrangements can be made through the Information Business Office. Patients desiring to rent a TV will be required to use headsets. A television is provided in the activity room during restricted hours.

## **VALUABLES**

All valuables must be kept at home. The Hospital is not responsible for the loss or damage of any personal items (e.g.: hearing aids, laptops).

## **VIAL OF LIFE**

An up to date medication list can save your life. The Vial of Life package can do that. It consists of a plastic vial with a Vial of Life sticker, a Vial of Life form,

and a Vial of Life magnet. The Vial of Life form can be completed by patients and family members upon discharge or post discharge. The completed form should be stored inside the plastic Vial of Life container.

Patients can request the Vial of Life package; it is provided as a service to assist patients in keeping the list of their medications current. If you are interested in receiving this free package please ask your nurse.

### **To use your Vial of Life:**

- Keep the form updated with the list of medications you are currently taking,
- Keep your medication list in the vial,
- Keep the vial in the package,
- Keep the package in an easy to find location (e.g.: on the outside of the fridge door), and
- Let family members know that your medication list is kept inside the vial.

Place the Vial of Life magnet or sticker on a common entrance door or where it is visible in a window, so Emergency Medical Services (ambulance, etc.) will know that you use the Vial of Life for your current medication list.

By using the Vial of Life you are making it easier for Emergency Medical Services and family members who may be transporting you to the hospital to know that your medication list is readily available and can be brought with you.

## **VISITING PATIENTS**

HGMH welcomes guests and visitors who have come to show their support to loved ones who may be among our in-patients. Families and guests are welcome 24 hours a day according to patient preference.

We have a few guidelines set in place to help keep our in-patients happy and to aid in their recovery, which should be reviewed before visiting your loved one:

- Between 8:00pm and 7:00am, visitors must enter through the Emergency entrance and report their presence to the nursing station prior to visiting the patient.
- The number of people welcomed at the bedside at any one time will be determined in collaboration with the patient, family, and inter-professional team. In situations where there are shared rooms, this negotiation will include the other patients and their family. To ensure safety, considerations will also be given to the physical limitations of the space.
- Alternative guests (e.g.: pets and/or animal assistant therapy) must be pre-arranged following the HGMH Pet Visitation Policy.
- There may be interruptions to family and guest presence to protect the privacy rights of other patients or to maintain the safety, health of patients and the security of patients and staff

- Visitor restrictions may be put in place during outbreaks to prevent illness from spreading.
- Do not visit if you are experiencing any known infectious illness, or are exhibiting any of the following symptoms:
  - Fever, cough, runny nose, sore throat
  - Nausea, vomiting, diarrhea
- Please wash hands thoroughly and regularly; when sink and soap are unavailable, feel free to make use of Purell® stations situated throughout the Hospital
- Visitors under the age of 14 must be supervised by a visiting adult at all times

We ask that you please respect these visiting guidelines, as they have our patient's best interests in mind.

## **WIRELESS INTERNET**

Hôpital Glengarry Memorial Hospital (HGMH) has recently completed an upgrade to the wireless system that provides free wireless internet access to all patients, families, and visitors.

This new wireless system will permit the Hospital to take the next steps as it continues to build on its use of technology to provide safe and quality care to all patients.

To access the public wireless network, users can connect to the "HGMH Guest" network. Everyone connecting to this network must click a button in their browser to indicate that they agree to be responsible in using the network, but no password is required.



# Foundation



## Hôpital Glengarry Memorial Hospital Foundation ~ We are helping to build a better Hospital for our rural community

The responsibility of **Hôpital Glengarry Memorial Foundation (HGMH Foundation)** is to provide funding for much needed medical equipment and financial support for any expansion projects and renovations that may be required. With your dedication we can continue to ensure that our Hospital is ready to meet the needs of you and your loved ones. In our endeavours, we will continue to work closely with Hospital management, volunteers and most importantly with you, in our combined efforts to support patient care at Hôpital Glengarry Memorial Hospital (HGMH).

HGMH Foundation was established in 2004 - as the fundraising body for the Hospital. When you donate, please be assured that your gift will support an area that means the most to you or be directed to where it is most needed.

Without your help we would not be able to provide services that may require you to access elsewhere. Provincial funding DOES NOT cover all of the expenses associated with delivering the quality patient care at Hôpital Glengarry Memorial Hospital that you and your family deserve. We must ensure that these services are available right here in our own community.

Your donation will continue to support our doctors, nurses and other key members of HGMH's healthcare team. Help us to give them the tools needed so they may continue to provide the best healthcare that you expect.

Donate today, become a member of the HGMH Foundation, attend our many community events, or donate your time as a volunteer.

***Either way, you help by giving ~ for that we say a heartfelt THANK YOU.***  
(Charitable Reg. No. 89 816 4603RR0001)

For your convenience, you may wish to donate on-line on our website at: <http://hgmhfoundation.org/> or you may call the HGMH Foundation office at: 613.525.2222 ext. 4138 or visit the Foundation Office located in the Hospital.



# Patient Satisfaction

## COMPLIMENTS OR COMPLAINTS

We take patient feedback very seriously and look at them as opportunities to improve the services we provide. If you would like to bring a compliment or concern to our attention about the hospital's environment, service, or the official language you were served in, you can contact us in one of the following ways:

- In writing to:  
Patient Relations Delegate  
20260 County Road 43  
Alexandria, ON K0C 1A0
- Through our website - click "Contact Us"
- By telephone - call 613.525.2222 x4356

All complaints, written or verbal, shall be acknowledged promptly in the official language it was received.

## PATIENT SATISFACTION SURVEY

Following your hospital stay, you may receive a patient satisfaction survey through the mail. We encourage you to complete it, as your feedback helps us make improvements in the quality of care and service we provide.

