Southern Health Santé Sud

What You and Your Family Need to Know

Together leading the way for a healthier tomorrow.

Information for patients

www.southernhealth.ca

Welcome to the Lorne Memorial Hospital

Our mission is to support people and communities in achieving optimal health and providing innovative, sustainable and quality health services.

*Our core values are **integrity, compassion, excellence and respect**.*

YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT

As a patient, you have the right to:

- Considerate and respectful care.
- Understandable information about your care.
- Privacy.
- Confidentiality.
- Reasonable continuity of care (avoiding gaps in care if your doctor or facility changes).

You also have the right to:

- Refuse treatment and be told about the consequences.
- Expect the service that the health care facility is capable of.
- Know what rules and regulations apply.

It is your responsibility to:

- Provide honest information about your health.
- Tell us about any illness from the past and about any allergies you have.
- Respect the privacy of other patients by:
  - keeping information about them confidential.
  - respecting their property.
  - making sure you and your visitors follow the hospital's policies.
- Act with courtesy and respect toward those who are caring for you.

The Violence Prevention Program

Southern Health-Santé Sud is committed to providing a safe, respectful, and violence-free environment for all patients, visitors, and health care team members.

When people are unwell and stressed, or have a medical condition, they may sometimes behave aggressively. All patients are screened for possible aggressive or violent behaviour. A plan of care is developed in specific cases to keep everyone safe.

You can ask for more information on the Violence Prevention Program from your health care team.

YOUR HEALTH CARE TEAM

While you're in hospital, your health care team may include a doctor, nurses, and health care aides. Your team may also include a physiotherapist, an occupational therapist, a social worker, or other providers.

The doctor and other members of the health care team will come to see you regularly. They'll check that you're recovering as planned.

BEING PART OF THE TREATMENT PLAN

Your active involvement with the health care team in your care, treatment, and discharge plans leads to safer and better results. It also makes for a smoother transition when you're discharged. Planning for your discharge home, or to other services for care, begins when you're admitted. It will include an estimated discharge date.

Your involvement in your treatment includes agreeing with the treatment plan, sharing your concerns, and asking questions. If you wish, you can include a family member or anyone else in discussions about your diagnosis, treatment, and discharge plans. This person can help you ask questions and understand all the information better.

Being involved in your care includes being involved in your recovery—for example, working on getting stronger and telling the health care team how you're feeling. Let the health care team know what you need to go home, including any supports. Other important steps for discharge are making sure that your house keys are available and you have a ride home.

Using the communication whiteboard

Questions often come up after you've had discussions with your health care team. We invite you to write your questions on the communication whiteboard in your room. They can be answered the next time the doctor or another team member returns to discuss your care.

The whiteboard in your room helps you and your health care team with information about your care needs, treatment goals, and discharge plans. If you prefer not to have certain information written on your whiteboard, please let your health care team know.

Interfacility transfers

Health facilities in Manitoba aim to provide the most appropriate care in the most appropriate setting. Patients requiring specialty care are transferred to a hospital that can deliver it. Patients whose condition has improved may be transferred to another facility. That way, specialty care is available for those who need it.

These transfers may be to facilities in a different community. If you need to be transferred to another facility, your team will provide information to you and your family.

STAYING SAFE WHILE YOU'RE IN HOSPITAL

As part of being an active member in your treatment plan, you and your family can help to promote safe care in these ways:

Your identification bracelet

You must wear a plastic bracelet on your wrist while you're in hospital. The bracelet gives your name and other details. This information is one way to make sure we provide the correct procedures to the correct patient.

The hospital will give you this identification bracelet. If you have any allergies, you will receive a second bracelet that lists your allergies.

Please check that the name, date of birth, and all details on your bracelet are correct. Make sure the doctor or nurse calls you by name and checks your bracelet before giving you medicine or treatments. Keep your bracelet on your arm until you're discharged from the hospital.

If you need to replace your bracelet, for any reason, tell a member of the health care team that you need a new one.

Your list of medicines (medications or pills)

Keep a current list of your prescription medicines, traditional medicines, over-the-counter products, vitamins, and herbs. Your health care provider or pharmacist can help you create this list.

At the hospital, tell the nurse or doctor what medicines you're taking. Show them the bottles if you have them with you.

Tell your doctor or nurse about any side effects you feel, such as headaches and sleepiness, after any new medicine.

Preventing a fall

Nursing staff will assess you for the risk of falling and provide a plan of care to help reduce risks of falling. Let members of the health care team know if you're worried about falling. Ask any member of the team to tell you how you can prevent yourself from falling while you're in hospital and when after you're discharged.

Ways to prevent and control infection

To protect yourself and others, use the hand rub found at the entrance doors, in the waiting rooms, and elsewhere. Wash your hands often at the sinks available in your room and bathrooms.

If you must cough or sneeze, use a tissue or your upper sleeve to cover your mouth, and then wash your hands. Ask your health

	care team to do the same and to wash their hands before they provide you with care.
Preventing a pressure injury (bed sore) to your skin	Nursing staff will assess you for the risk of developing a pressure injury, such as a bedsore. They will provide a plan of care to help reduce your risks. Please ask for information from your health care team on how you can prevent a pressure injury from developing.
Goals of care	We respect an individual's rights to accept or refuse medical care or treatment and to make choices and decisions about their health care. Members of the health care team may speak to you about your goals of care, such as decisions about treatments, or planning for future care needs. We encourage you to share your goals of care and your health care directive (living will) with the health care team.
Isolation	For health reasons, you may be placed in isolation. While you're in an isolation area, you must remain in your room. You cannot visit other parts of the hospital. Visitors will need to check with the nurse before they can enter the isolation area. When they visit, they must follow any instructions that the nurse gives them.
Fire drills and disaster drills	Fire and disaster drills take place to test plans for the safety of patients and staff. During these drills, it's normal for buzzers and alarms to make a lot of noise. Don't worry. Follow any directions that staff give you.
Follow-up care	Follow-up care means taking care of yourself after you leave the hospital, or getting help from services in your community. Ask about follow-up care before you leave. If you don't understand the information given to you, please ask questions.

For more information on patient safety, go to www.mbips.ca (Manitoba Institute for Patient Safety).

DURING YOUR STAY

Mental health	Being in hospital can be stressful for anyone. If you're finding it hard to cope, please tell your health care team how you feel.

Indigenous Health Services

Indigenous Support Workers offer support to First Nations, Métis, and Inuit patients. Please ask for this service if you need it.

Personal property

Staff will do all they can to safeguard your personal items, such as jewelry, money, dentures, and eyeglasses. However, the hospital **accepts no responsibility** for loss or damage to personal items. We strongly advise you to send home anything of value. Please do not keep these items at your bedside.

Paying for health services

Manitoba Health (health insurance) pays for standard rooms and care. If you don't have provincial insurance or don't live in Manitoba, find out what health services your plan covers, as charges may apply.

Manitoba Health sets a daily rate for certain bed classifications. Staff can explain this to you if needed.

Emergency Medical Services (EMS) transports, such as ambulances, are not insured by Manitoba Health except in specific situations. Please ask your health care team for more information before any EMS transport.

Visiting hours

The goal of visiting hours is to benefit all patients. When you have visitors, please think about the care and rest you may need. Please also think about the care and rest other patients near you may need. Staff may ask you to limit your visitors to two people at one time.

Ask your family or visitors to check with staff about the food and drink you're allowed to have before they bring any items to the hospital.

- General visiting hours are from 14:00 to 20:00 HR
  Children's Unit (Pediatric)
  - One adult chosen by the parent or guardian must stay with a child at any time.

Smoke-free

This hospital is smoke-free. Patients and visitors may smoke in special areas outdoors. If you're a smoker, please talk to your health care team about ways to manage your smoking addiction during your stay.

Scent-free	Please do not wear scents such as perfumes, colognes, and scented lotions. Avoid having flowers with strong scents in your room.
Updates by telephone	Staff are allowed to give **general status** reports about you to friends and relatives who call by phone. They will provide **specific** details only to those people you have chosen as your contacts.
Food and nutrition	We welcome any suggestions about our food service. We also welcome any questions about nutrition. Please talk to your health care team. Hot meals for visitors may be bought. Ask at the nursing desk for more information.
Spiritual or pastoral care	When you're admitted, you may be asked about your religious choices. Please let the admission clerk or your health care team know if you'd like to have a visit from your spiritual guide.

YOUR COMFORT IN HOSPITAL

Newspapers	Available at the front desk by generous community donation
Parking	Please ask your visitors to use the visitors' parking lot at the north side of the hospital.
Television and telephones	There is a television in each room with local channels, shared by both patients. You or your visitors may use cell phones in certain parts of the hospital. Ask your health care team for locations.
Wireless internet	We provide wireless internet service. Ask your health care team for details.

HEALTH SERVICES FOR YOU IN SOUTHERN HEALTH-SANTÉ SUD

We offer many programs and services within Southern Health-Santé Sud. To learn more, go to www.southernhealth.ca or speak to your health care provider.

YOUR HEALTH CARE EXPERIENCE

Our goal is to provide you with the best possible quality care and a safe passage through your health care experience.

As you're an active participant in your health care, we value your feedback. If you have any concerns, or you'd like to share positive experiences, we encourage you to talk to your health care provider. You can also share your experiences at **1-800-742-6509** or info@southernhealth.ca

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