



# Information for Patients



## Welcome to the Gladstone Health Centre

*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 . . .** *As a patient, you have the right to:*

- ◆ Considerate and respectful care.
- ◆ Obtain current information about your care in terms you can understand.
- ◆ Understandable information about your care in terms you understand.
- ◆ Refuse treatment and to be informed of the consequences.
- ◆ Privacy.
- ◆ Confidentiality.
- ◆ Expect service within the capability of the health care facility.
- ◆ Expect reasonable continuity of care.
- ◆ Know what rules and regulations apply.

**Your responsibilities . . .** *As a patient, it is your responsibility to:*

- ◆ Provide honest information about your current health, inform us of any illness from the past, and tell us about any allergies you may have.
- ◆ Respect the privacy of other patients, keep information about them confidential, respect their property, and ensure that you and your visitors follow the hospital's policies.
- ◆ Act with courtesy and respect toward those who are caring for you.

The hospital will not tolerate aggressive or abusive speech or actions from any person. This applies to visitors, patients, employees and all others.

## STAYING SAFE

You and your family can help to promote safe care during your time in hospital.

**Your identification bracelet** To prevent errors and to make sure we provide the correct procedures to the correct patient, you must wear a plastic bracelet on your wrist.

When you settle into a room, we will give you an identification bracelet. If you have any allergies, you will receive a second bracelet that lists your allergies.

Please confirm 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 are released from the hospital.

If you see that you need to replace your bracelet, for any reason, tell your health care provider that you need a new one.

<b>Your list of medicines</b>	<p>Your list of your Medications, traditional medicines, over-the-counter products, vitamins, and herbs. Your health care provider or pharmacist can help you create this list.</p> <p>At the hospital, tell the nurse or doctor what medicines you are taking. Show them the bottles if you have them with you.</p> <p>Tell your nurse about any side effects you may feel after any test or new medicine.</p>
<b>Working to prevent falls</b>	<p>The nursing staff will assess you for the risk of falling. Please have slippers or shoes with good grip at your bedside.</p> <p>Tell your health care provider if you feel dizzy or sleepy. Watch for the warning signs that signal wet floors when you are walking in your room or the hallways.</p>
<b>Being part of the treatment plan</b>	<p>Ask your doctor or nurse about your treatment plan. Make sure you agree with the plan. Be part of the plan. Ask questions if you do not understand what someone is saying to you. If you think of questions after the session has ended, write down your questions for the next session.</p> <p>If you wish, you can ask a family member or friend to listen when staff tells you about your diagnosis, treatments, or plans to leave the hospital.</p>
<b>Ways to prevent and control infection</b>	<p>To protect yourself and others, use the hand rub found at the entrance doors, in the waiting rooms, and elsewhere. Wash your hands often.</p> <p>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 provider to do the same, and to wash their hands before they provide you with care.</p>
<b>Isolation</b>	<p>For health reasons, you may be placed in isolation. While you are 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.</p>
<b>Fire drills and disaster drills</b>	<p>Fire and disaster drills happen, as needed, to ensure the safety of patients and staff. During these drills, it is normal for buzzers and alarms to make a lot of noise. Do not be concerned. Follow any directions that staff provide.</p>
<b>Follow-up care</b>	<p>Follow-up care involves taking care of yourself or getting help in your community after you leave the hospital. Ask about follow-up care before you leave. Be sure you understand the details.</p>

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

## DURING YOUR STAY

<b>Mental Health</b>	Being in hospital can be stressful. If you are finding it hard to cope, please tell your health care provider how you feel.
<b>Aboriginal Health Services</b>	Aboriginal Health Services is offered through Telehealth, please request this service if you wish to have such support.
<b>Paying for health services</b>	<p>Manitoba's health insurance pays for standard rooms. If you have no provincial insurance or do not live in Manitoba, you should find out what health services your plan covers.</p> <p>Manitoba Health sets a daily rate for certain bed classifications. Staff can explain this to you, as needed.</p> <p>EMS transports are a non insured service except in specific situations which are determine by Manitoba Health policy. Please speak with your health care professional for additional information prior to any EMS transport.</p>
<b>Visiting hours</b>	<p>The goal of visiting hours is to benefit all patients. When you have visitors, please think about the care and rest you may need. Think, too of the care and rest other patients near you may require. Staff may ask you to limit your visitors to two people at one time.</p> <p>Please ask your family or visitors to check with staff about any restrictions that may apply to the food you eat or drinks you may consume while you are in hospital. They should do this before they arrive with food or drinks.</p> <ul style="list-style-type: none"> <li>◆ General visiting hours are from 11:00 am – 8:00 pm</li> </ul>
<b>Smoke-free</b>	This hospital is smoke-free. Patients and visitors may smoke in special areas outdoors. If you are a smoker, please talk to your health care provider about ways to manage your smoking addiction during your stay.
<b>Scent-sensitive</b>	Please avoid wearing scents, such as perfumes, colognes and scented lotions. Avoid having flowers with strong scents in your room.
<b>Updates by telephone</b>	Staff are allowed to give <b>general status</b> 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 contact person.
<b>Food and nutrition</b>	We welcome any suggestions about our food service. We also welcome any questions about nutrition. Please talk to your health care provider about these topics.

**Spiritual or pastoral care** When you arrive at the hospital, you may be asked about your religious choices. Please tell the admissions clerk or the nurse if you wish to have a visit from your spiritual guide.

## COMFORT ON SITE

**Newspapers** Newspapers are available on site.

**Parking** Please ask your visitors to use the visitors' parking lot located on the south side of the hospital.

We have special parking spaces for physically handicapped visitors. Look for the wheelchair symbol at the top of the ramp.

**Television and telephones** The television and cable is provided through **The Seven Regions Health Foundation**. Telephones available upon request for local calls.

You or your visitors may use cell phones in the hospital.

## HEALTH SERVICES for you in SOUTHERN HEALTH-SANTÉ SUD

We offer many programs and services within the Southern Health-Santé Sud. To learn more, go to [www.southernhealth.ca](http://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 for you to have a safe passage through your health care experience.

As an active participant in your health care, we value your feedback. If for any reason you have any concerns or wish to share positives about your experience, you are encouraged to talk to your health care provider. If you still have more to share, contact us at **1-800-742-6509** or [info@southernhealth.ca](mailto:info@southernhealth.ca)

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