



**SOUTH BRUCE GREY  
HEALTH CENTRE**

CHESLEY | DURHAM | KINCARDINE | WALKERTON

**Walkerton**

# PATIENT AND FAMILY GUIDE



**COMPLIMENTARY COPY. PLEASE TAKE HOME.**

21 McGivern St. W., Box 1300, Walkerton, ON N0G 2V0  
Telephone: 519-881-1220 Fax: 519-881-0452

[www.sbghc.on.ca](http://www.sbghc.on.ca)

# Welcome to South Bruce Grey Health Centre

South Bruce Grey Health Centre is a dynamic, multi-site health care organization serving four rural communities and employing approximately 375 staff.

Each of our hospital sites offer acute care services, a 24-7 emergency department, and a full complement of diagnostic and laboratory services. We also support a variety of ambulatory care clinics that bring care closer to home for our patients and families.

Our goal is to make positive patient experiences and good health outcomes the focus of everything we do. We have prepared this directory to help better acquaint you with our hospitals and to make your stay with us as comfortable as possible. If you have any questions, please do not hesitate to ask your care provider.

## MISSION

Quality Health Care  
- Close to Home

To provide high quality health care services to our rural communities by providing primary care, and some secondary care, in collaboration with our community and other health care providers.

## VISION

Exemplary Rural  
Health Care

To be an innovative and forward-looking health care organization that works to respond to the changing needs of the rural communities we serve. Our Board and staff will be recognized for their commitment to creating local systems of integrated health services.

## OUR CORE VALUES

We are **accountable**

We are **leaders**

We **collaborate**

We have **integrity**

**Safety** is priority in everything we do

We have **empathy** for our patients

We strive for **excellence**

# Table of Contents

## My Notes and Questions.... 4

### Patient Experience

Be involved in your health care .....	5
Protecting your privacy .....	5
Patient Relations .....	6
Sharing your experience.....	6

## Finding Your Way in the Hospital..... 7

### For Your Safety

Falls Prevention .....	8
Fire Safety .....	9
Flowers and Balloons.....	9
Hand Hygiene .....	9
Scent Free Environment .....	9
Senior Friendly Hospital .....	9
Smoke Free Environment .....	9
Staff Identification.....	9

### Preparing for Your Visit

Accessibility.....	10
Accommodation.....	10
Cellular Phones/Wireless Devices ...	10
Consent to Treatment .....	10
Ethics.....	10
Parking .....	11
What to bring with you .....	11

## During Your Hospital Stay

Discharge Planning .....	12
HealthLinks.....	12
Food Services/Patient Meals.....	12
Gift Shop Hours .....	13
Mail .....	13
Pet Visitation .....	13
Spiritual and Religious Care.....	13
Telephones .....	14
Television.....	14
VON Grey-Bruce Supportive Care Program.....	14

## After Your Hospital Stay

Charges and Payment.....	15
Health Care Resources .....	15
Lost and Found .....	15
Transportation.....	15
Taxis.....	16

## Hospital Foundations ..... 16

## Supporting Advertisers

## Index..... 17

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

Updated September 2018



# Patient Experience

## Be involved in your health care

One of the keys to getting the best health care is to be an active member of your health care team. This means taking part and being involved in every decision about your care. This also means asking questions of your health care team so that you can make informed choices, come prepared for your medical treatments, and know what to do when you go home.

### You should understand as much as you can about:

- Your medical condition
- Treatments or procedures you will have
- Medication you should take and how to take it

### Here are some good questions to ask:

- “What should I do when I go home?”
- “What should I tell my family about my care?”
- “Can you tell me more about my medical problem?”
- “What does this test or treatment involve?”
- “What is the purpose of this test or treatment?”
- “Are there any other options?”
- “What should I do (or not do) to get ready for a procedure?”

Tell a member of your health care team about your past illnesses and your current health condition. You are the one who knows the most about your health. Tell the members of your health care team everything you can, even if you think they already know, and even if you think it is not important.

## Protecting your privacy

South Bruce Grey Health Centre is committed to protecting the privacy of personal health information and places the highest value on openness, transparency and accountability. The collection, use, disclosure and management of personal health information is governed by Ontario’s Personal Health Information Protection Act (PHIPA). To request access to these records or to correct your personal health information, you can complete an access request available through the Health Records Department.

As we are committed to ensuring that your privacy is protected, we take all necessary steps to comply with PHIPA and to safeguard your information. To learn more about the hospital’s use and disclosure of personal health information, please visit our website.

## Patient Relations

South Bruce Grey Health Centre greatly values the feedback we receive from our patients and families, and use it whenever possible to improve patient care experiences.

**If you have a concern regarding your experience, we would like to hear from you.**

We encourage you to discuss your concern with your care provider or the Department Manager as a first step. If you are unable to resolve your concern, please contact the Patient Relations Office and we would be happy to assist you.

Our Patient Relations Office will gather information to investigate your concern and work with you through the resolution process.

If you would like to share a positive experience with us, we will make sure that your care team is recognized for their efforts to provide a positive patient experience.

Meghan Legge

Patient Relations Office

(519) 370-2400 ext. 2281

[patientrelations@sbghc.on.ca](mailto:patientrelations@sbghc.on.ca)

## Sharing your experience

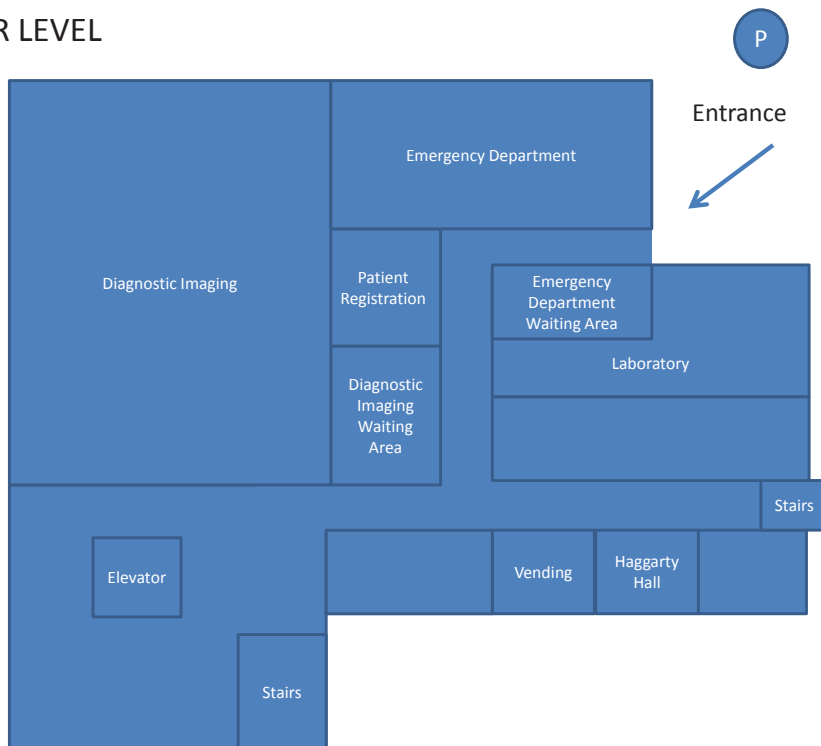
We encourage you to complete a Patient Experience Survey upon discharge from the hospital. An envelope is included with the survey to ensure your feedback is confidential. Please seal your completed survey in the envelope and return it to your care provider, or fill it out at home and return it by mail.

An electronic version of the survey is also available on our website:  
[www.sbghc.on.ca/patients-visitors/patient-experience-surveys](http://www.sbghc.on.ca/patients-visitors/patient-experience-surveys)

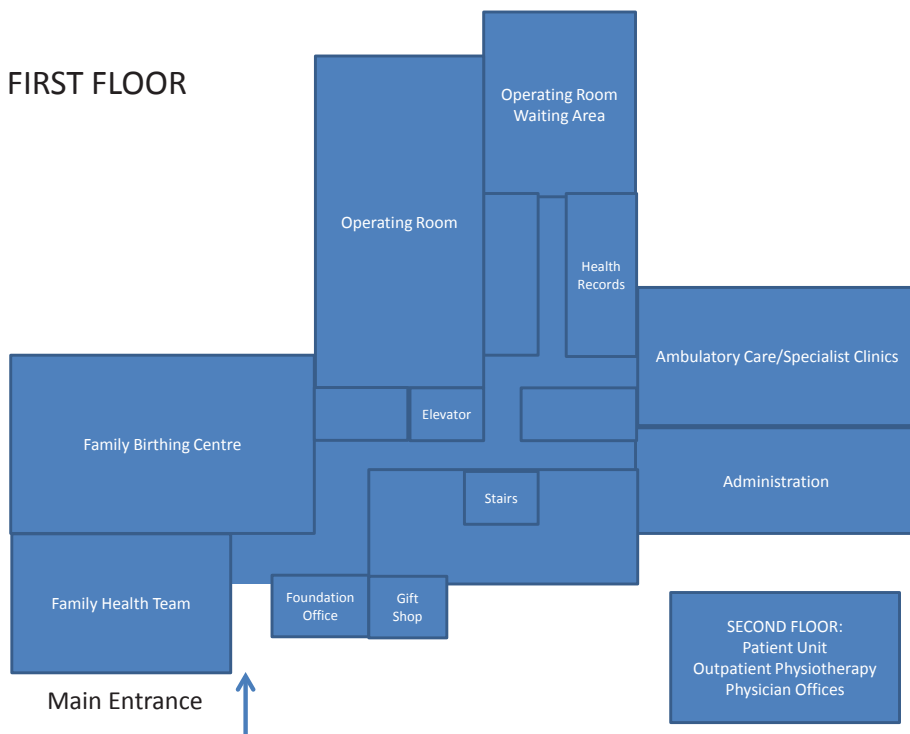


# Finding Your Way in the Hospital

## LOWER LEVEL



## FIRST FLOOR



# For Your Safety

## Falls Prevention

### Tips to prevent falls

- Use the call light when you need help.
- Ask your care provider for help to and from the bathroom. This is very important if you are unsteady. The call light in the bathroom is located on the wall.
- For your safety, a member of your care team may stay with you in the bathroom.
- If you take medicines that cause you to go to the bathroom often, ask for help when you need to get up. Consider using a commode or urinal.
- Some medicines may cause you to feel dizzy or sleepy. Take your time getting out of the bed or chair. Sit at the edge of the bed for a few seconds before you get up.
- Wear nonslip footwear or slippers when you are up.
- Wear your eyeglasses and/or hearing aid(s) when you are awake.
- Walkers and canes can provide support. Other items do not. Do not lean on the bedside table, furniture, IV pole or other items to steady yourself.
- Ask a member of your care team to place the call light, phone and personal items within your reach before he or she leaves the room.
- Tell a member of your care team if you have any concerns about your safety.

### Tips for family and friends

Patients who might be at risk for falling are identified with a yellow wrist band. Please speak to your care provider about any safety concerns you may have.

Patient safety and comfort are important to the entire health care team. Family and friends can also help by doing the following:

- Make sure the call light, phone and personal items are within easy reach of the patient before you leave the room.
- Call the nurse if the patient is weak or lightheaded.
- Consider staying with the patient if he or she is confused or at a high risk of falling.
- Call the nurse before leaving the patient if he or she is confused.
- Remind the patient to ask the nursing staff for help when getting up.

If you have any questions, please ask a member of your health care team.



## Fire Safety

Fire exits are clearly marked throughout the building. In the event that the fire alarm sounds, please stay in your room and await instructions from staff. Fire drills are conducted routinely for your added safety.

## Flowers and Balloons

Latex balloons are not permitted in the hospital. In accordance with our scent free policy, fragrant flowers (such as lilies and hyacinths) are not permitted in patient care areas.

## Hand Hygiene

When visiting the hospital, please make use of the waterless alcohol based hand rub that can be found throughout the building. It is the most effective way of cleaning your hands to prevent the spread of infection.

## Scent Free Environment

South Bruce Grey Health Centre is striving to be a scent free environment. Please refrain from wearing scented products, such as perfumes and colognes, and bringing strongly scented flowers into the hospital.

## Senior Friendly Hospital

When seniors are hospitalized, they become vulnerable to unexpected challenges including hospital acquired delirium and functional decline that complicate their ability to return to their place of residence. Our staff are trained in completing assessments for delirium and functional decline for patients greater than 65 admitted to our hospital.

We have a guide available to assist patients and families to prevent delirium and functional decline when hospitalized. Please ask your care provider for a copy.

## Smoke Free Environment

As part of our commitment to the health of our patients, visitors and health care workers, our buildings and properties are 100% smoke free.

Smoking is not permitted indoors or outdoors on any property owned by South Bruce Grey Health Centre, including parking lots, walkways and lawns.

Thank you for supporting a healthy environment.

## Staff Identification

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, or if you have any security concerns.

# Preparing for Your Visit

## Accessibility

South Bruce Grey Health Centre is committed to identifying, removing and preventing barriers for people with disabilities who visit, work in or use our hospitals. More information on our annual accessibility plan is available on our website.

We welcome feedback on the accessibility of our facilities. Please contact:

### **Patient Relations Office**

(519) 370-2400 ext. 2281

patientrelations@sbghc.on.ca

## 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) are available for a fee and must be paid by you or your insurance provider. If you have insurance coverage, please let our staff know.

## Cellular Phones/Wireless Devices

The use of cellular phones and wireless devices is permitted within our facilities, however, we ask that they be operated in silent or vibrate mode to limit disruption to others. To protect the privacy of our patients and visitors, photos are not permitted within patient care areas.

## Consent to Treatment

You may be asked to sign a consent form for certain tests, procedures and treatments, including transfusions of blood and blood products. Before signing, ensure you know the benefits and risks of having treatment and the risk(s) associated with not having the treatment(s). If you need more information or have questions before signing, consult your care provider.

## Ethics

Ethics and values play a role in many of the decisions made in healthcare. To assist our staff and physicians with making these decisions, an Ethics Consultant and Ethics Committee are available as a resource to assist with decision making in the hospital as needed.

For more information, please ask your care provider.

## Parking

South Bruce Grey Health Centre has paid parking which costs \$3.00 per exit (including applicable taxes).

In the event that you are required to attend South Bruce Grey Health Centre on a frequent basis, a monthly pass card can be obtained at Patient Registration for a reduced rate.

Revenue generated from parking is incorporated into South Bruce Grey Health Centre's overall budget and helps with maintenance costs for snow removal, resurfacing and general parking lot repairs.

## What to bring with you

- **Ontario Health Card** – Your Ontario Health Insurance Plan (OHIP) will cover all of your in-hospital costs except for:
  - Preferred accommodation (semi-private or private accommodation)
  - Telephone
  - Television
  - Non-urgent transportation
- **Other Health Insurance Cards** (supplementary insurance information)
- **Medications** – Please bring a list of your current medications. If you are to continue on a medication that is not available at the hospital, your own medications will be issued to you. You may be asked to arrange for a family member to bring these medications to the hospital. You are requested not to self-administer medications while in hospital. It is important that the physician knows what medications you are on. You are responsible upon discharge to ensure you have your home medications. Please give all of your medications to the nurse and we will return them when you are discharged. **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 pharmacist will assist you.
- **Personal items** - You should bring only necessary personal toiletry articles such as a toothbrush, toothpaste, comb and brush, shaving items, or cosmetics (no scented products). Although the hospital provides patient gowns, you may want your own pajamas or nightgown, bathrobe, slippers, etc. Bring your own mobility aids (cane, walker) including proper fitting shoes and slippers.

**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, TV, DVD players, radios, or plug-in appliances unless otherwise approved by staff.

**The hospital cannot accept responsibility for lost, stolen or damaged personal articles and/or money.** If you are unable to send valuables home, please request that your item(s) be placed with Patient Registration for safekeeping.

# During Your Hospital Stay

## Discharge Planning

Your health care team will assess your discharge needs from the time you are admitted as a patient. Questions regarding your health care will be answered before discharge. Prescriptions and follow up appointments, if necessary, will be given on the day of discharge.

## HealthLinks

Sometimes it can be hard to get the care you need - lots of people to see, appointments to go to, and information to share. It may be hard to keep track of it all. Maybe you have health needs that are not being met or you don't know how to get help. Perhaps, you feel that what matters most to you is not being heard.

**Coordinated Care Planning** can help.



### What is Coordinated Care Planning?

Coordinated Care Planning is a way to bring your Care Team together to create a Care Plan that is right for you. The Care Plan will include what is important to you, what your needs are, and how your Care Team will work together to keep you as well as possible. The Care Plan will be shared with you and all Care Team members so everyone has the right information at the right time. Over time, your care needs might change so your Care Plan and Team may change too.

### Who is my Care Team?

Your Care Team is made up of people helping you with your care. It may include your doctor, nurse, pharmacist, social worker, family, or friend - anyone helping with your care. One person on the Care Team will be in charge of sharing information with you and the rest of the team – that way, you will know who to call when you have questions about your Care Plan.

For more information on Coordinated Care Planning, please contact:  
[healthlink@sbghc.on.ca](mailto:healthlink@sbghc.on.ca)

## Food Services/Patient Meals

South Bruce Grey Health Centre is proud to offer Meals Your Way, an expanded patient menu offering a variety of choices at each meal time. Staff will take your order in advance of your meal (orders for breakfast will be taken after dinner, orders for lunch will be taken after breakfast, orders for dinner will be taken after lunch). Please be sure to have your order

ready at these times. Upon admission, you will be asked about any diet restrictions or allergies. Your diet is ordered by your physician.

### **Meal Service Times:**

Breakfast: 8:00-8:30 AM

Lunch: 12:00-12:30 PM

Dinner: 5:00-5:30 PM

Vending machines are available at all sites.

## **Gift Shop Hours**

Chesley: Monday to Friday from 2:00 - 4:00 p.m.

Durham: No gift shop

Kincardine: Monday to Friday from 11:00 - 4:00 p.m.

Walkerton: Monday to Friday from 10:00 - 4:00 p.m. (located on first floor)

## **Mail**

Incoming mail will be delivered to your room daily and outgoing mail can be left at the Registration desk. Any mail received after your discharge will be sent to your home address.

## **Pet Visitation**

### **Animals may be brought into the hospital under the following conditions:**

- The animal is a designated service animal.
- The animal is part of the St. John Ambulance Therapy Dog Program or similar approved program.
- It is deemed that a short visit by a personal pet would be beneficial for the patient. Animals must have vaccinations up to date. Please ask your care provider for more information.

## **Spiritual and Religious Care**

We recognize that spiritual care is as important as physical care. Registration and nursing staff will ask whether you have a religious preference upon admission. If you would like your clergy (faith leader) to visit, please ask your care provider or family member to contact them. If you have no specific religious affiliation and a visit is desired, please notify your care provider and the Hospital Chaplain will be contacted. Community clergy and faith leaders come into the hospital regularly to visit members of their congregations. The Day Chaplain can help to connect you with your faith community and make arrangements for visitation at your request.

## Telephones

A daily rate applies for telephone hookup and patients are responsible for long distance charges. For local calls, dial 9 to get an outside line.

**Please call Patient Registration to assist you in making long distance calls:**

Chesley:	7504	Durham:	7505
Kincardine:	7503	Walkerton:	7501

## Television

A television can be rented at a daily rate and there is an initial fee for headphones. Ask your care provider for more information.

## VON Grey-Bruce Supportive Care Program

South Bruce Grey Health Centre has partnered with VON Grey-Bruce to provide volunteer support to individuals and their families who are facing the challenges of a life altering or life threatening illness while in hospital. Days and times are flexible and volunteer services are provided at no charge. For more information, please speak with your care provider.

# After Your Hospital Stay

## Charges and Payment

When items such as canes, crutches, some medications, etc., are supplied before your discharge, the expense will be charged to you. Walkers and wheelchairs supplied by the hospital are not to be taken off the property. Payment for items can be made at Patient Registration.

## Health Care Resources

**Southwesthealthline.ca** is an online resource that provides accurate and up-to-date information about health services in your community. Select the Grey Bruce tab at the top of the page and search by health care topic.

- Home and Community Care
- Diabetes and Stroke Services
- Long-Term Care and Retirement Homes
- Mental Health and Addictions Services
- Pharmacies, Medical Labs and Diagnostics
- Caregiver Supports
- Social Supports and Basic Needs

[www.southwesthealthline.ca](http://www.southwesthealthline.ca)

## Lost and Found

If you have lost an item or are reporting a found item, please contact Patient Registration.

## Transportation

It is the responsibility of the patient and/or family to arrange and pay for transportation home when you are discharged from South Bruce Grey Health Centre after an emergency visit, appointment or hospital stay. This includes transportation to long-term care facilities.

Transfer to another hospital for care related to your current admission remains the responsibility of South Bruce Grey Health Centre.

If a family member or friend is not able to provide transportation home, there are several service providers available for a fee.

### Private Stretcher (vehicles that provide stretcher service)

- Voyageur ..... 1-855-263-7163
- Hoffman's ..... 1-877-237-3631
- Huron Patient Transfer ..... 1-877-286-5906
- Cross Country ..... 1-877-615-1030

### Other (vehicles that provide wheelchair service)

- Voyageur ..... 1-855-263-7163
- Saugeen Mobility and Regional Transit (SMART) ..... 1-866-981-2504
- Moving Grey Bruce ..... 1-888-660-6048

## Taxis

You can ask Patient Registration or a nurse to call a taxi for you or give you the numbers of local providers. This service will be used at your expense.

## Hospital Foundations

South Bruce Grey Health Centre's supporting Foundations work within our communities to raise funds for equipment and upgrading our facilities. Your support enables us to continue to provide the best possible care close to home.

For information on donations, bequests, or volunteering, please contact your local Foundation.

### **Chesley & District Health Services Foundation:**

Telephone: 519-363-2340  
[www.chesleyfoundation.ca](http://www.chesleyfoundation.ca)

### **Durham and Community Health Care Foundation:**

Telephone: 519-369-2340 ext. 5267  
[www.durhamfoundation.ca](http://www.durhamfoundation.ca)

### **Kincardine and Community Health Care Foundation:**

Telephone: 519-396-3331 ext. 4342  
[www.kincardinefoundation.ca](http://www.kincardinefoundation.ca)

### **Walkerton & District Hospital Foundation:**

Telephone: 519-881-0441  
[www.walkertonhospitalfoundation.com](http://www.walkertonhospitalfoundation.com)



# Supporting Advertisers Index

**Disclaimer:** We thank all the advertisers whose support has made this publication possible. The appearance of the advertisements in this publication should not be taken as an endorsement by our hospital of any particular goods or services and our hospital cannot be responsible for the goods and services which appear in those advertisements.

## Audiologists

Auditory Health Care..... 18

## Crematorium

Georgian Bay Cremation Services Ltd. .... 18

## Funeral Home

Georgian Bay Cremation Services Ltd. .... 18

## Hearing Aids

Auditory Health Care..... 18

## Mobility Aids

Saugeen Mobility and Regional Transit ..... 17

# SAUGEEN MOBILITY and REGIONAL TRANSIT



SPECIALIZED PUBLIC TRANSIT  
NON-EMERGENCY MEDICAL,  
SOCIAL & EMPLOYMENT  
LOCAL & LONG DISTANCE



**519-881-2504 • 1-866-981-2504**

*local and personal since 1977*



*...if you can **THINK** it, we can **INK** it!*

Tel.: **613-475-2927 • 800-339-5662**

15681 Hwy 2, Brighton, ON K0K 1H0

info@willowpublishing.com



www.willowpublishing.com

See this publication and more at:

patient  
directory  
.ca

*Quality Healthcare Publications*

GEORGIAN  BAY  
**CREMATION**  
SERVICES LTD.

90 TORONTO ROAD | BOX 130  
FLESHERTON, ON

**1-877-745-3154**

info@georgianbaycremation.ca

[www.georgianbaycremation.ca](http://www.georgianbaycremation.ca)

# AUDITORY

## Health Care



We can help you with:

- **Hearing Assessments • Hearing Aids • Assistive Devices**
- **Aural Rehabilitative Services**

Repairs, batteries and other accessories also available.

**ADP, WSIB and VAC approved.**

**Questions about your hearing? Ask our Audiologist.**

**519-881-4994**

202 Cayley Street, Walkerton

## Improve circulation

to your legs and feet, help maintain muscle strength, flexibility and promote healthy bones by exercising regularly.



# Your Health Care Be Involved



Be involved in your health care. Speak up if you have questions or concerns about your care.



Tell a member of your health care team about your past illnesses and your current health condition.



Bring all of your medicines with you when you go to the hospital or to a medical appointment.



Tell a member of your health care team if you have ever had an allergic or bad reaction to any medicine or food.



Make sure you know what to do when you go home from the hospital or from your medical appointment.

Funding for this project was provided by  
the Ontario Ministry of Health and Long-Term Care

[www.oha.com](http://www.oha.com)

 Patient Safety  
Support Service



[sbghc.on.ca](mailto:sbghc.on.ca)



[twitter.com/sbg\\_hc](https://twitter.com/sbg_hc)



[facebook.com/sbghc](https://facebook.com/sbghc)

39-2ND STREET, SE  
CHESLEY, ON N0G 1L0

320 COLLEGE STREET  
DURHAM, ON N0G 1R0

1199 QUEEN STREET  
KINCARDINE, ON N2Z 1G6

21 MCGIVERN STREET, W  
WALKERTON, ON N0G 2V0