

Having your baby

Information for patients and their families



Covenant
Health

WOMEN'S HEALTH
PROGRAM

Welcome

This booklet is designed to help you better understand our programs and services so you are ready for your stay with us. We encourage you and your family to review it and keep it on hand as a reference. Our staff are always available to answer any questions you may have.

In this book you will find information about:

Hospital services..... 4

Cafeteria	4
Gift and flower shop	4
Telephones/cellular phones	5
Television	5
Smoking	5
Scent-free environment	5

Preparing for birth..... 6

Prenatal education programs	6
Obstetrical Assessment Clinic (OAC).....	7
Antenatal Home Care program	7
Antepartum care in the hospital.....	7
What to bring to the hospital.....	8

Arriving at the hospital	10
Parking	10
Entrances	10
Admitting.....	11
Your role in your care	11
Labour and delivery.....	13
What will happen in labour and delivery?.....	13
Coping with labour	13
Special situations	14
After the birth	15
What will happen after your baby is born?.....	15
Breastfeeding	16
How long will you stay in the hospital?.....	16
Birth registration	16
Room types available.....	17
Family lounge.....	17
Snack area.....	17
Visiting	18
Labour and delivery	18
Maternal/newborn units – after the delivery	19
Neonatal Intensive Care Unit.....	19
Patient inquiries	19
Going home	20
When you leave the hospital.....	20
Help from Community Health.....	21
Community Breastfeeding Support	21
About Covenant Health.....	23
Hospital information.....	24
Telephone numbers.....	24



Hospital services

Our hospital locations are:

Grey Nuns Community Hospital
1100 Youville Drive West
Edmonton, AB T6L 5X8

Misericordia Community Hospital
16940 - 87 Ave. NW
Edmonton, AB T5R 4H5

Cafeteria

The hospital cafeterias are located on the lower level. They are open to visitors and patients daily serving a variety of lunch and supper specials as well as snacks drinks and sandwiches. For snacks after the cafeteria has closed, there are vending machines located throughout the hospitals.

Gift and flower shop

The gift and flower shop is open daily. Located in the lobby of the hospital, the shop is run by the Associates of Caritas with proceeds going to patient comfort initiatives. Items available include greeting cards, magazines, scratch lottery tickets, snacks, books, batteries, flowers, gifts, and some toiletries.

Telephones/cellular phones

Telephones are available in labour delivery rooms for your use (free of charge). To access an outside line from a Covenant Health telephone dial '9' and then the number you wish to call. To make long distance calls you will need a pre-paid calling card or you will need to make a collect call through the operator.

If you are postpartum you can rent a phone through the Gift Shop on the main floor. For more information, please ask your nurse.

You are able to use your cell phone within the building as a patient or as a visitor. You are not able to use your cell phone in the operating room. If you are in a room with more than one patient, please be respectful of the other patients in your room when you use your phone.

A TTY/TDD telephone is available for any patient who requires it. This device allows a deaf or hearing-impaired person to communicate via telephone with another TTY/TDD telephone or via the Message Relay Center. If you require a TTY/TDD telephone, please ask your nurse and she can contact Covenant Health Telecommunications at 780.735.2900.

Television

Televisions are available for rent. Please go to the Gift Shop on the main floor to arrange for rental and payment.

All proceeds from phone and television rentals go to the Associates of Caritas, which uses the funds to enhance patient comfort in our facility.

Smoking

For health and safety reasons patients, staff, and visitors are not permitted to smoke on hospital property; this includes the outside grounds.

Scent-free environment

As a courtesy to other patients and staff, please do not use perfumed products during your stay. Some patients and care providers have severe allergies to scented items.



Preparing for birth

Prenatal Education Program

The Grey Nuns Community Hospital & Misericordia Community Hospital offer a variety of prenatal education options. These programs are:

- Regular 5-week program with 2 to 2.5 hours of teaching per class, held in the evening
- Weekend class, Saturday and Sunday for a total of 12 hours

Your doctor's office has information about the classes. Classes fill quickly, so please register early! To register or receive information about the prenatal education program call and leave a message as prompted to:

Grey Nuns Community Hospital
780.735.7449

Misericordia Community Hospital
780.735.2760

OR

Check the hospital website at covenanthealth.ca for prenatal class registration and to take our on-line virtual tour.

Obstetrical Assessment Clinic (OAC)

Some pregnant women may come to the clinic to be assessed before they go into labour. If you require an assessment, your doctor will book the appointment time with the clinic. When you come to the clinic for your first visit you must stop in Admitting to be admitted to the hospital. You do not need to stop in Admitting for subsequent visits. Please arrange to be on time for your appointment.

Women come to the clinic:

- For a non stress test (NST)
- To see an Obstetrician or Anesthetist on consultation
- For medication to start the induction process
- To complete the pre-admission process for an elective cesarean section
- To have an ultrasound

Antenatal home care program

The hospital takes part in a program for pregnant women who have complications of pregnancy and need to be seen more often before their baby is born. Your doctor will refer you to this program. If you are being cared for by your family doctor, you will be seen by an Obstetrician before going on this program.

Your doctor may recommend this program if you have high blood pressure during pregnancy, labour starting early in the pregnancy, spontaneous ruptured membranes (water breaking early in pregnancy), or are pregnant with more than one baby (twins or triplets) and require reduced activity.

If you are part of this program, a nurse with Labour and Delivery experience will visit you in your home to assess how you and your baby are doing. Home support can be arranged by the nurse if needed.

Antepartum care in the hospital

Some women will require care in the Antepartum Unit of the hospital before their baby is born. If this is necessary your doctor will discuss with you the reason for your admission.

What to bring to the hospital

General:

- This book
- Prenatal records from your doctor if you have them
- Alberta Personal Healthcare Card
- Health insurance information
- Black pen for filling out registration forms
- Coins for the vending machines
- Watch or cell phone for timing contractions
- Camera/video recorder if you wish and an extra memory card. You are responsible for its safekeeping. Please charge the battery before you come to the hospital
- A focal point– stuffed animal or picture
- Relaxing music
- Popsicles for the freezer

For mom:

- Toiletries
- Front opening nightgown or pajamas (2-3)
- Underwear, including a nursing bra and **at least three pairs of panties (panties are not provided by the hospital)**
- Nursing pads, if desired
- Large sanitary pads (package of 36)

For baby:

- Canadian Motor Vehicle Safety Standards (CMVSS) approved infant seat. Please unpack and practice using the infant car seat before you bring it to the hospital. You do not need the infant car seat at the hospital until the day of discharge
- Undershirts and sleepers
- Diapers (newborn size)
- Sweater, bonnet, and booties (if wearing a gown)
- Baby blankets, depending on the weather

For your partner:

- Blanket and pillow (if staying overnight).
Bench or chair may be provided for sleeping
- Sweat pants and top suitable for sleeping
- Bathing suit for labour support in the shower
- Shirt that opens in the front





Arriving at the hospital

Parking

If you arrive between 6:00 a.m. and 9:00 p.m., parking is available in the public lot at the front of the building. From 9:00 p.m. until 6:00 a.m., you are encouraged to park in the lot by the Emergency entrance as the front doors to the hospital are locked.

Please check posted signs by the payment machines in the parking lots for parking fees and payment methods.

A discount rate parking pass is available if your baby needs to stay in the Neonatal Intensive Care Unit. Please check with your nurse.

Entrances

- The doors by Emergency are always open for your convenience
- The front doors are open from 6:00 a.m. to 9:00 p.m. each day

Admitting

The hospital has two Admitting areas to receive patients. You can go to either area.

Main Admitting located just inside the front lobby. If Main Admitting is closed; please go directly to the Emergency Admitting.

Emergency Admitting – east side of hospital attached to Emergency

- Open 24 hours a day

When you come to Admitting we do not want you to wait in line. If you are kept waiting, please let the Admitting staff know you are pregnant.

A hospital porter will bring you up to Labour and Delivery in a wheelchair unless you are coming for induction, elective cesarean section or as an outpatient through the Obstetrical Assessment Clinic.

If you are told by a physician or nurse to go straight to Labour and Delivery, please do so. If you are not sure where to go, Admitting staff will direct you.

Please bring in any papers your doctor has given you and give them to the nursing staff when you arrive on the unit.

We have both male and female caregivers for our mothers and babies in all areas. The safety and health of our moms and babes is our priority. All of our physicians and staff will treat you with the expertise and respect that Covenant Health prides itself in providing. We do not guarantee that physicians and staff of any specific gender will be available to you and your baby.

Your role in your care

For your health and safety

Patient safety starts with good communication. You and your family/friends play a role in your care. There are things you can do to help us keep you safe:

Ask questions until you feel comfortable. It is important that you understand as much as possible about the care you receive.

Listen to what your care provider is saying. If you do not understand, tell them and ask more questions.

Talk to your care provider about any problems you are having. You should share any important information that can help us provide better care for you.

We do have an interpretive service available. Please ask the staff if you require help.

Tell us what medications you are taking

Have a list of all your medications, including ointments, patches, creams, drops and over-the-counter medications (e.g., cold medication, pain relievers, etc.).

This list should include:

- Name of the medication
- How often you take it
- Strength or amount
- Why you take it

Tell your care provider about any allergies or bad reactions to medications you may have had.

If you don't know why you are receiving a medication, please ask.

While in our care, don't take any of your home medications unless it is approved by your doctor.

For your safety, expect staff to confirm your name prior to administering any medications.

Falls prevention

Please ask for help if you need it to use the bathroom or to sit/stand up. If you are asked not to get up without help, please don't. Call us to help you.

It is important that you wear proper fitting footwear with non-skid soles that have closed toes and closed heels to help prevent falls.

If you have a call bell, make sure you can reach it so you can call for help.

If a parent wants to mobilize with their newborn outside of their room they must have a newborn in a bassinet. All newborns must remain on the third floor.

Hand hygiene

Hand hygiene is an integral component of safe patient care. It is important that our staff, volunteers, patients and visitors take steps to prevent the spread of infections in our hospital to protect the health of everyone in our facility. There are simple things you and your family can do to reduce the spread of germs, including proper hand hygiene.

Proper hand hygiene—the use of alcohol-based sanitizers or soap and water—is one of the most effective ways of preventing healthcare infections and the spread of germs in our hospital.

Make sure you, your family and visitors clean their hands:

- Before and after touching the patient and/or any objects in the patient's room
- Before eating
- After coughing or sneezing

It's okay to remind your care providers to clean their hands before providing care to you.

Use the alcohol-based hand rubs located throughout the building or clean your hands with soap and water. If you need help, please ask.



Labour and delivery

What will happen in labour and delivery?

You will be taken to a room where a nurse will assess what is happening with you and your baby.

Depending on what is happening you will either:

- Go to a birthing room
- Go to an antepartum room (for women waiting to have their babies but not in active labour)
- Be sent home

All birthing rooms are private rooms where you will labour, have your baby (vaginal births) and stay for about an hour after the birth.

Coping with labour

Many women are concerned about something to help them with labour. We have several different options for you. These options are discussed as you progress in labour. Your nurses are happy to answer questions you may have.

- 1) Walking/shower/position changes
 - walk around
 - take a shower
 - have a massage (partner or nurse)
 - change your position frequently
 - listen to relaxing music
 - use a birthing ball

- 2) Laughing gas (nitrous oxide or entonox)
 - available as required
 - frequently used at the end of labour before you begin pushing
- 3) Narcotic injection (pain drugs)
 - must be ordered by your doctor
 - often something to stop the nausea that may be a side-effect of the narcotic is also given
- 4) Epidural Analgesia
 - available for mothers once they are in active labour
 - must be ordered by your doctor
 - administered by the anesthesiologist on call
 - ongoing care is provided by nursing staff once the epidural has started
- 5) Regional Anesthetic (Spinal)
 - used for cesarean sections
 - one-time injection in your back by an anesthesiologist
 - you will be awake for the birth of your baby

Special situations

If you are having twins, you will labour in the birthing room. When you are ready to deliver your babies, you will be moved to an operating room in Labour and Delivery. After the birth of your babies, you will go back to the birthing room for about one hour before you move to the maternal/newborn unit.

If you have a cesarean section, your babies will be delivered in the operating room in Labour and Delivery and you will recover in our recovery room. With a multiple birth or a cesarean section, mothers and babies will stay together unless there is a concern with either.

This facility uses the Safe Surgery Checklist to improve patient safety and ensure effective communication between surgery team members and surgical patients. When you go into the operating room, your surgical team will be discussing the checklist to make sure they are ready for your procedure.



After the birth

What will happen after your baby is born?

If you and baby are fine, you will be encouraged to hold your baby skin to skin. Mothers are encouraged to cuddle baby skin-to-skin.

We encourage parents to do skin-to-skin immediately after birth and during your hospital stay. This helps baby to adjust to being out of the womb and helps to establish breastfeeding.

Some babies need to go to the Neonatal Intensive Care Unit (NICU). You will see your baby there. Parents can be with the baby anytime.

Following your baby's birth, once you and baby are stable, you both will be transferred to the Maternal/Newborn unit. Visiting is not encouraged until the mother and baby are settled on the unit.

You and your baby will remain together in the same room until you go home, unless there is a medical problem.

Normally your baby will be with you at all times. Nursing staff will be available to assist you with your care and your baby's care.

Before you leave the hospital, you will be given a book containing Community Resource information.

Breastfeeding

Nursing staff will help you and your baby with breastfeeding as soon as your baby wants to feed.

You will be shown signs of effective breastfeeding and how to express your breastmilk. You will be given instruction sheets that you can refer to once you are home.

Healthy babies do not need to be given anything other than breastmilk for their first six months. If for some reason your baby needs some other type of feeding while in the hospital, the staff will explain this to you.

We recommend that you exclusively breastfeed.

Your nurse will teach you how to recognize your baby's hunger cues.

A donor human milk bank is available. The nursing staff will explain the program to you if it applies to your baby.

How long will you stay in the hospital?

Most moms and babies stay 24 to 36 hours after a vaginal birth.

After a cesarean section moms and babies stay 3 to 4 days.

Patients may stay longer if there are any concerns with mom and/or baby.

Birth registration

You will be given the forms to register your baby's birth by hospital staff. You will complete and submit the forms to staff before you go home. Help can be provided if needed by the hospital staff.

Rooms types available

The following rooms may be available once you deliver; all have a bathroom with shower. People often have insurance that will cover any extra costs. It is a good idea to check your coverage before you come to the hospital.

- There is no cost for the rooms in Labour and Delivery
- The room you will be moved to after your delivery will be chosen at the time of delivery. **Room types are subject to availability**

Semi private room – Mom and baby shares the room with another new mom and baby. There are two single hospital beds and one bathroom.

Private room – Mom and baby have the room to themselves. There is one single hospital bed and one bathroom. There is an extra charge for this room.

Theme room – These rooms have a double bed and the cost of the TV and phone is included in room prices. There is also a wider menu selection. The rooms are sponsored by companies in Edmonton and the Caritas Hospital Foundation, these rooms have a more home-like décor. Theme rooms are not appropriate for moms needing a standard hospital bed after delivery (i.e., Moms for the first 24 hours after recovering from a cesarean section). There is an extra charge for this room.

Family lounge

A Family Lounge is available, please ask your nurse. Children need to be supervised at all times. It also includes a TV and a microwave.

Snack area

There is a small kitchen on the unit for snacks for patients only.





Visiting

Labour and delivery

You are encouraged to decide in advance who you want to visit you while you are in labour. It is most helpful for mom if visitors have some idea of the labour process.

You may have up to three people with you while in labour and a maximum of two people at the time of the birth (including your partner/labour support person).

The primary support person will get a baby ID bracelet at the time of the baby's birth. Staff may ask to check it while your baby is in the hospital.

In the event that you have a cesarean section, one person is permitted with the mother to the operating room if she is awake when the surgery is done. All other friends and family will wait in the family lounge.

After the surgery is done, the person who came with the mother in the operating room can stay with the mother and baby in the recovery room. All other friends and family will wait in the family lounge until mom is moved to the Maternal/ Newborn Unit.

For a cesarean section, you will be in the operating room/recovery room for at least two hours. We will help you to start skin-to-skin with your baby during this time.

To give you time to get to know your baby and begin breastfeeding, we advise that most family and friends wait at home until after the birth.

Maternal/newborn units – after the delivery

The baby's father, grandparents, brothers and sisters can visit any time. Children are not allowed to stay overnight due to fire/safety regulations.

For others, visiting times are between 11:00 a.m. and 8:00 p.m.

It is up to you to decide who may hold your baby but all visitors must wash their hands before holding your baby.

If you do not wish to have visitors, please ask the staff to put a sign on your door.

Anyone with a cold, flu or any illness that can be spread to your baby or others should not visit.

Neonatal Intensive Care Unit (NICU)

If your baby is in the NICU please follow these visiting guidelines:

- wash your hands for a full minute each time you enter the unit
- all visitors must check in at the front desk
- parents are welcome at all times
- please discuss other visitors with your baby's nurse
- **healthy** brothers and sisters of the baby are welcome
- **anyone with a cold, flu or other illness that can spread to your baby should not visit**
- two visitors are allowed to be with your baby at one time, with one of these being a parent
- please stay at your baby's bedside
- information about each baby is confidential and will only be shared with parents
- new moms need privacy when breastfeeding their newborns, be considerate
- please discuss use of your cell phone in the unit with your baby's nurse
- visitors are encouraged not to smoke prior to visiting as infants are very sensitive to second hand smoke

Patient inquiries

To allow us to spend as much time as possible with our patients, please select only one family member as a spokesperson. This person can call the unit for information and keep the rest of the family updated. You may also ask your unit nurse for the direct phone number to the unit.



Going home

When you leave the hospital

The Business Office would like:

- To know if you have any insurance policies that will cover your costs (such as private room coverage)
- Money or cheque to cover any fees for private or theme rooms (costs not covered by insurance)

The Business Office is located off the main floor lobby. If the Business Office is closed when you go home, the hospital will send you a statement with instructions on how to pay any outstanding fees.

The hospital appreciates all payments are made at the time of your discharge.

Help from Community Health

If you live in the Edmonton zone a nurse from your local Public Health Clinic will contact you within 24 hours after you leave the hospital. She will ask about you and your baby and answer any questions you may have.

If your baby's newborn metabolic spot test was not done in the hospital, the nurse will give you the requisition and the public health nurse will collect the sample.

The nurse will come back to see you in your home or talk to you on the phone as often as you need. This is a free service. There is also a 24-hour hotline number available for information and advice (see Health Link number below).

You will need to get rest for the first few weeks after your baby's birth. It may be good to have family or friends help you.

Community Health Centres offer many programs to new families. These include:

- Breastfeeding support
- Immunization
- Having your baby weighed
- New mothers groups
- Parenting groups

Check the centre nearest you for dates and times. Health Link Alberta can give you this information. In Edmonton call 780.408.5465 and if you live outside the Edmonton area call toll free: 811.

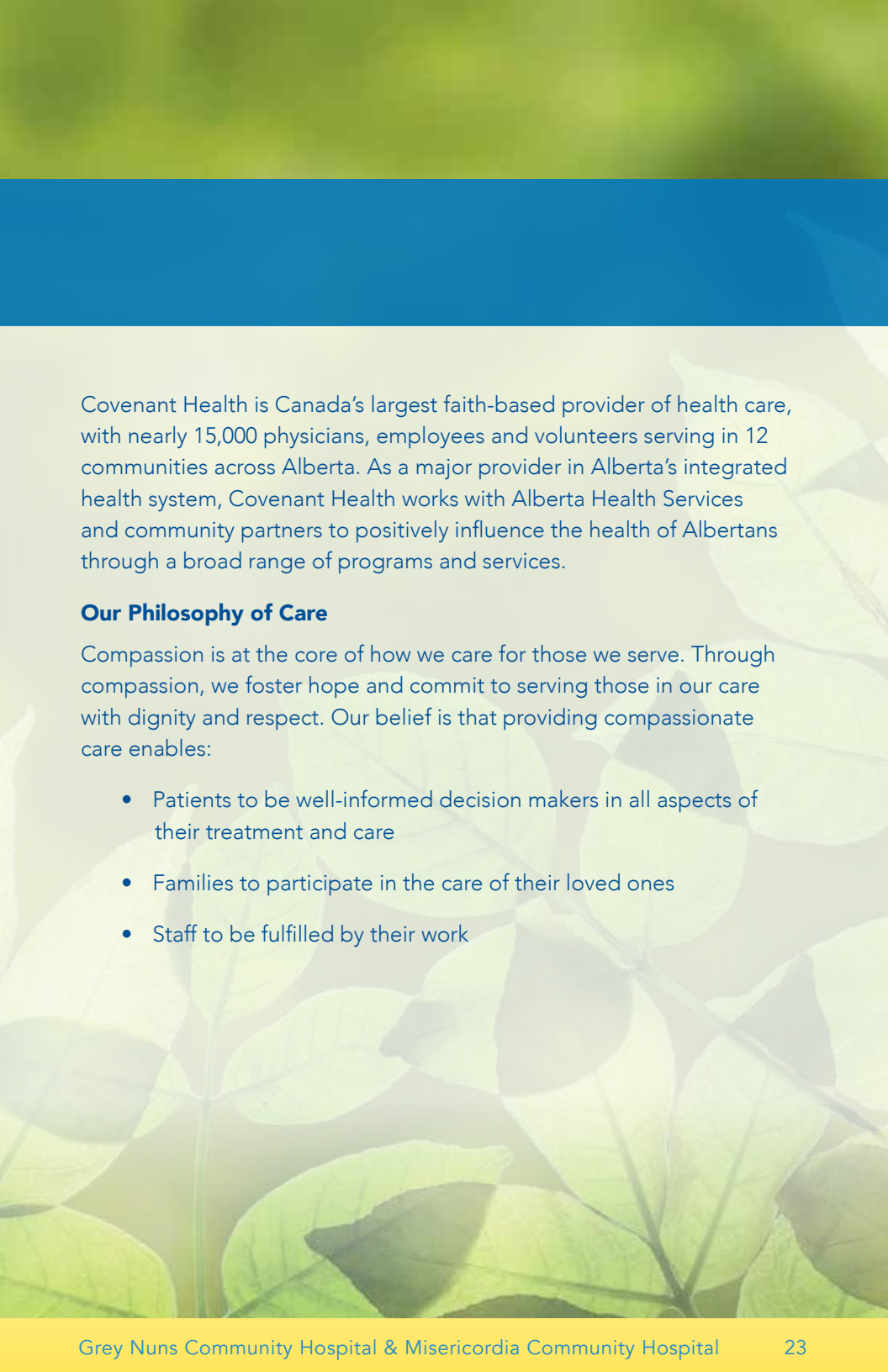
Community Breastfeeding Support

There is a breastfeeding clinic available to mothers having difficulties after they go home. Please ask your doctor for a referral if you are having problems. You will be seen by a lactation consultant for support and advice.

There are also resources in the community such as Breastfeeding Clinics with Public Health or the La Leche League.

About Covenant Health





Covenant Health is Canada's largest faith-based provider of health care, with nearly 15,000 physicians, employees and volunteers serving in 12 communities across Alberta. As a major provider in Alberta's integrated health system, Covenant Health works with Alberta Health Services and community partners to positively influence the health of Albertans through a broad range of programs and services.

Our Philosophy of Care

Compassion is at the core of how we care for those we serve. Through compassion, we foster hope and commit to serving those in our care with dignity and respect. Our belief is that providing compassionate care enables:

- Patients to be well-informed decision makers in all aspects of their treatment and care
- Families to participate in the care of their loved ones
- Staff to be fulfilled by their work



Hospital information

	Grey Nuns	Misericordia
Hospital Switchboard	780.735.7000	780.735.2000
Prenatal Education Info Line	780.735.7449	780.735.2760
Obstetrical Assessment Clinic (Outpatient Department)	780.735.7656	780.735.2845
Labour & Delivery	780.735.7036	780.735.2764
Neonatal Intensive Care Unit (NICU)	780.735.7037	780.735.2790
Breastfeeding Clinic	780.735.7346	780.735.2731
Healthy Beginning Hotline	780.413.7990	780.413.7990
My Doctor		



Covenant
Health

WOMEN'S HEALTH
PROGRAM