

Patient Handbook

Grey Nuns
Community
Hospital



Covenant
Health



Covenant Health

Covenant Health is Canada's largest Catholic health care organization with over 14,000 physicians, employees, and volunteers serving in 12 communities across Alberta. 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 in our hospitals, health centres and continuing care facilities.

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, and staff to be fulfilled by their work.

Mission, Vision, Values

Rooted in a tradition that is 150-years strong, our mission is carried out by inspired men and women—staff, physicians and volunteers—of all faiths, traditions and cultures who believe in the value of compassionate, holistic care.

Our Mission

We are called to continue the healing ministry of Jesus by serving with compassion, upholding the sacredness of life in all stages, and caring for the whole person—body, mind and soul.

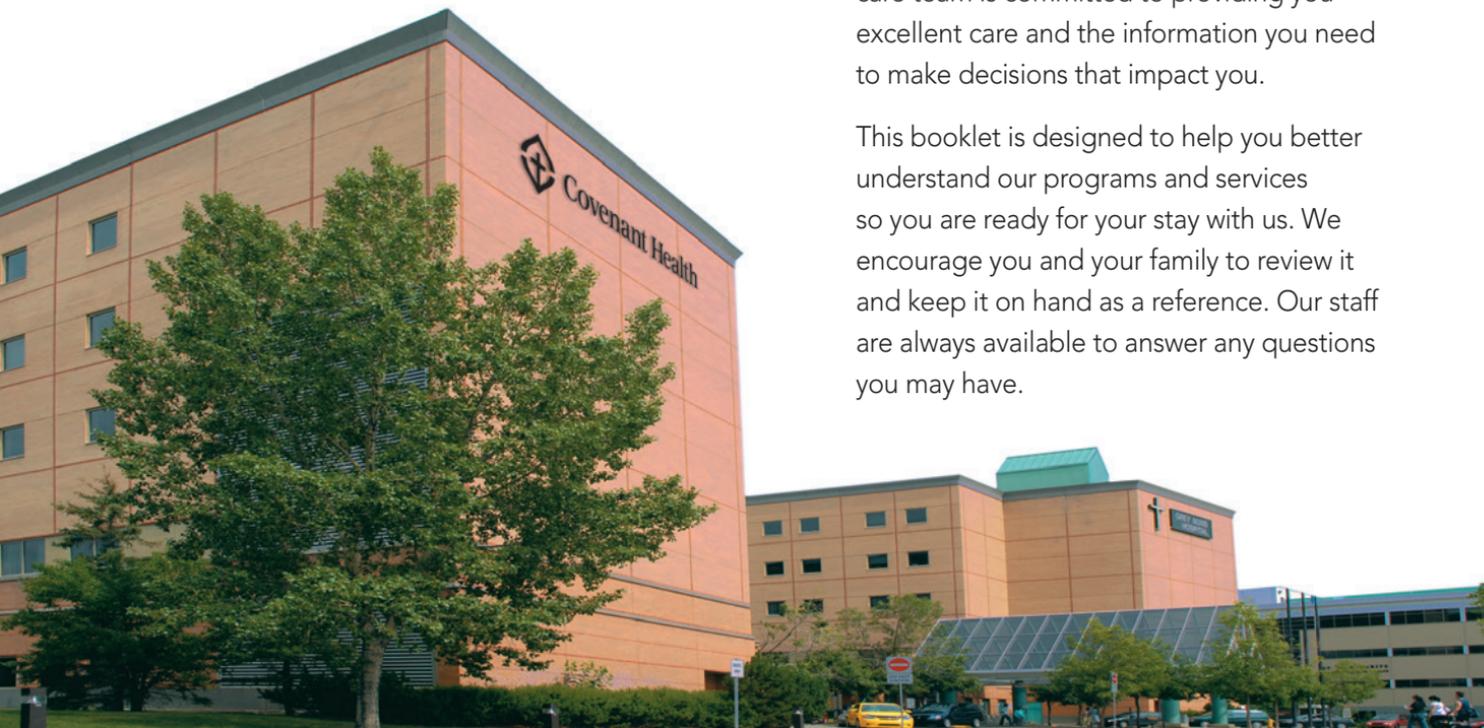
Our Vision

Covenant Health will positively influence the health of Albertans and be of greater service to those in need by working together with compassion, quality and innovation.

Our Values

As a Catholic organization, we are committed to serving people of all faiths, cultures and circumstances, according to our values: compassion, respect, collaboration, social justice, integrity, and stewardship.

Welcome to Grey Nuns Community Hospital



We know that you and your family likely have many questions about your stay in the hospital. Your health is our top priority. Your care team is committed to providing you excellent care and the information you need to make decisions that impact you.

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.

Hospital Programs and Services

The Grey Nuns Community Hospital provides a full range of services including a 24-hour Emergency Department, general and vascular surgery, intensive and cardiac care, general medicine, children's health, women's health, diagnostics, mental health and ambulatory care. The tertiary palliative care unit is world-renowned for its delivery of care and teaching practices and is home base for a regional palliative program.

The following programs and services are provided at the hospital:

Anaesthesia	Dissociative Disorders Program	Medicine	Palliative Care (Tertiary Unit)	Rehabilitation Outreach Services
Asthma (Adult and Children)	Ear, Nose and Throat	Multicultural Health	Psychiatry/Psychology	Respiratory Therapy
Audiology	Eating Disorder Prevention	Neurodevelopmental Assessment	Psychiatric Partial Hospitalization Program	Social Work
Breastfeeding	Emergency Medicine	Nutrition	Psychiatric Outpatient Programs	Speech Language
Cardiac Health	Family Medicine Centre	Occupational Therapy	Psychiatric Special Care Unit	Stroke
Child Health Clinics	Geriatric Assessment	Orthopedic Clinic	Pulmonary	Surgery/Day Surgery
Congestive Heart Failure Clinic	Intermediate Care Nursery	Osteoporosis Clinic	Radiology/Imaging (CT, MRI, X-ray, Ultrasound, Nuclear Medicine)	Women's Wellness Program
Coronary Care	Laboratory	Pacemaker Clinic		
Critical Care	Labour and Delivery	Pharmacy		
Day Medicine	Maternity/Postpartum	Physiotherapy		
Diabetes Program		Pre-Admission Clinics		
		Prenatal Classes		

Covenant Health operates the Grey Nuns in cooperation with Alberta Health Services.

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Hospital Services and Information

General Information

780.735.7000

Grey Nuns Community Hospital
1100 Youville Drive West
(3015 - 62 Street)
Edmonton, Alberta T6L 5X8

Admitting

tel: 780.735.7155

The hospital has two Admitting areas to receive patients. You can go to either area when you come in if both are open.

Main Admitting

Location Inside the front lobby

Hours Monday to Friday 7 am to 8 pm
Saturday, Sunday and holidays 9 am to 5 pm

Emergency Admitting

Location Emergency Department, east side of the hospital

Hours 24 hours a day

Flower and Gift Shops

The Gift Shop, located in the lobby of the hospital, offers a selection of magazines, snacks, gifts, and toiletries items for patients and visitors. The Flower Shop has a variety of flowers and arrangements for all occasions and sell only those types that are scent-friendly and appropriate for the hospital environment.

The Associates of Caritas, a non-profit society, operate these shops and donates proceeds to patient comfort and care initiatives in the hospital.

Flower Shop

tel: 780.735.7549

Hours Monday to Friday 9 am to 4 pm

Gift Shop

tel: 780.735.7527

Hours Monday to Friday 8 am to 9 pm
Saturday and Sunday 9 am to 5 pm

Sunshine Cafeteria

Location On the lower level (Level Zero)

Hours 7 am to 9 pm

The Sunshine Cafeteria serves a variety of lunch and supper specials daily as well as snacks, drinks and sandwiches for both patients and visitors. Vending machines are located beside the main staircase on the same level for after-hour snacks and beverages.

Visiting Hours

Hospital visiting hours are from 9 am to 9 pm. An overhead announcement will be made each evening asking visitors to leave before visiting hours end.

If your visitors will be staying past regular visiting hours, a special visitor's pass will be required. These passes are available at the Protective Services office located in the Emergency Department. Proper identification will be required.



Parking

Public parking is available at the front of the hospital from 6 am to 9 pm. Visitors who have made arrangements with the unit to arrive after 9 pm will be placed on a visitor list and must check in with Protective Services, located in the Emergency Department, to obtain a pass. Please note that identification must be provided. After 9 pm and until 6am, you are encouraged to park in the lot by the Emergency Department entrance as the main entrance to the hospital is locked.

For parking fees and methods, please check posted signs by the payment machines in the parking lots. Monthly parking passes can be purchased using a credit card at the parking ticket dispenser located in the visitor's parking lot. Monthly parking passes are also available for purchase at the Parking Office, located on the main level in room 1105.



Protective Services/ Lost and Found

tel: 780.735.7140

Protective Services is on duty 24 hours a day for the safety of all staff, patients and visitors. Please send your valuables home (e.g. jewellery, unnecessary cash) for safe keeping during your stay. If you are unable to send them home, your valuables will be kept in a locked area on the unit until your discharge.

If you have lost any items, please ask the staff on your unit or contact Protective Services.

Rotary House

Located near the Grey Nuns Community Hospital at 2907 - 66 Street, Rotary House provides reasonably priced accommodations for patients and families of patients who live outside of Edmonton. It is operated by the Associates of Caritas, a non- profit society, with proceeds going to patient comfort and care initiatives in the hospital. Accommodations can be booked through the Gift Shop located within the Grey Nuns Community Hospital at 780.735.7527.

Volunteer Services

tel: 780.735.7270

Volunteer Services offers a wide variety of volunteer programs to meet the needs of patients and their families.

Our volunteers are an essential part of our hospital team, offering a number of programs to meet your needs and assist during your hospital stay. Volunteers bridge the gap between the services which professional and other employees provide, and add the little "extras" which contribute to your well-being while you are in the hospital.

Our volunteers are from every walk of life and age group and give of their time, talents and energy to help create a nurturing, healing environment every day.

If you would like to become a volunteer, please contact Volunteer Services.



Donations

tel: 780.342.8126

Donations to the Grey Nuns Community Hospital and its programs can be made through the Caritas Foundation. The Caritas Foundation raises funds to help support leading edge programs and services, state of the art health care equipment, research and education at our hospital.

- Mail** Caritas Foundation
3C60 - 11111 Jasper Ave NW
Edmonton, Alberta T5K 0L4
- Email** Foundation@CovenantHealth.ca
- Web** www.CaritasHospitalsFoundation.org

Your Time at the Hospital



We have services, policies and guidelines in place to ensure you are provided safe care during your stay. If you have any questions regarding your stay, please speak to your care provider.

For Your Comfort

Our goal is to give you and others in our care access to the services and type of care that you need—when you need it. This may require us to transfer you to a different room or to a different unit at various times during your stay. We will notify you and your family as soon as possible of any moves. Your cooperation and support will help ensure that these transitions are as smooth as possible.



Cellular Phones

We ask that you keep your cellular phone off while you are in the nursing units. If you must use your cellular phone please leave the nursing unit before turning on your phone. The area between the elevators is a good location to use your cell phone.

Telephones

Please check with the staff on your unit to see if telephone services/rentals are available on your unit. If this service is available, you will be able to call outside the hospital by dialling '9' prior to the phone number. To make long distance calls you will need a pre-paid calling card.

Public pay telephones are also available in the main entrance lobby.

A TTY/TDD telephone is available on units that provide telephone services to patients. This device allows a deaf or hearing-impaired person to communicate via telephone with another TTY/TDD telephone or via the Message Relay Centre. If you require a TTY/TDD telephone, please ask your care provider.

Television

Please check with the staff on your unit to see if televisions are available for rent. Order forms are available on the unit and once completed can be returned for pick up at the same location. Arrangements may also be made through the Gift Shop.

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

Public Washrooms

Visitors are asked not to use the bathrooms located in patient rooms for the safety and health of the patients. Public washrooms are available throughout the building.

Smoking

Covenant Health is a smoke-free organization and smoking is not allowed on hospital property. Provincial and municipal laws support our no smoking policy.

If you are a smoker, there are smoking cessation resources available to provide comfort during your stay in hospital. Please ask a member of your care team about nicotine replacement therapy.

Covenant Health supports a safe place of healing for our patients, and a healthy, respectful workplace for staff, physicians and volunteers.

To report someone smoking on hospital property, please contact Protective Services. Our Community Peace Officers will be on site to enforce a smoke-free environment.

Your Voice Counts!

Patient Relations

We believe a good working relationship between patients, residents, families and health care providers supported by respectful, open communication is essential to quality care. Your feedback helps us find ways to better serve our patients.

Share Your Compliments

Staff are encouraged when you share your compliments with them. Share your compliments with your care team, or contact Covenant Health Patient Relations and share the positive impact a staff member had on your experience.

Share Your Concerns

We are committed to working with you to address your concerns with respect, compassion and fairness. There are several ways to share your concerns with us:

- Speak with your care team – they know the situation and will respond to your concerns
- Ask to speak with the manager of the program, service or unit where you received your care
- Ask to speak with someone from site administration
- Contact Covenant Health Patient Relations
- Contact the Alberta Health Services Patient Concerns Officer

Covenant Health Patient Relations

Phone 1.877.295.6344
Toll-free in Alberta

Mail Covenant Health
Patient Relations
16940 - 87 Avenue
Edmonton, Alberta T5R 4H5

Email Patient.Relations@
CovenantHealth.ca

Web www.CovenantHealth.ca

Alberta Health Services Patient Concerns Officer

Phone 1.866.561.7578
Toll-free in Alberta

Scent Free Environment

An increasing number of individuals are reporting sensitivities to various scented products (perfumes/ colognes, hairspray, deodorants, etc). These scented products may trigger a number of reactions including respiratory distress, headaches, nausea and dizziness. In some individuals even the smallest amount or the mildest of scents will trigger a reaction.

We request that you and your visitors refrain from wearing scented products. This sensitivity can include flowers, so we ask that your visitors avoid bringing you floral arrangements with highly scented flowers, particularly lilies, in arrangements.

What Does "Scent Free" Mean?

The word 'scent' refers to the odour or smell from things such as cosmetic and cleaning products, plants and flowers. Products labelled as 'scent free' or 'unscented' are those that have no 'scent' added or that contain a masking agent that hides the scents from the product Canadian National Centre for Occupational Health and Safety (CCOHS).

Examples of personal products that should not be worn in the facility:

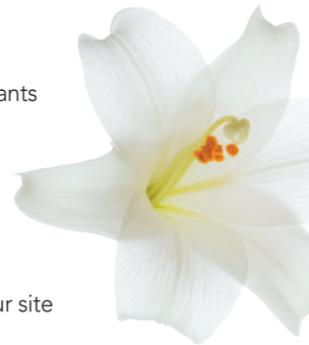
- Fragrances & perfumes
- Colognes & aftershave
- Scented hair products like shampoos, conditioners, sprays, mousses or gels
- Scented deodorants, soaps and cosmetics
- Scented lotions & creams

Examples of flowers and scented products that should not be brought into this facility:

- Hyacinths, lilies, freesias, gardenias
- Any other strong scented flowers or plants
- Potpourri
- Air fresheners & deodorizers
- Scented oils
- Scented candles

For your convenience, all flowers sold at our site gift and flower shops are scent safe.

If you require more information, please speak with your care provider.



Nutrition and Food Services

Patient Meal Services

Your diet has been ordered for you by your physician based on your needs. If you have special dietary considerations or intolerance, please speak to your care provider. If you have specific concerns regarding your diet during your stay, please ask to speak to the registered dietician. For your safety, family and visitors should check with nursing before feeding patient food other than meals and snacks provided to the bedside.

Patient Nourishment Centre

A limited selection of light nourishment is available for patients at the Nourishment Centre located in each nursing unit.





Personal Care Needs

Interpretive Services

Interpretive services are available to help patients and their family communicate with care providers when language barriers exist.

Please speak to your care provider to access these services.

Spiritual Care

We include your spiritual health—your whole person and spiritual wellbeing—in your care plan. Our goal is to support you in accordance with your faith tradition and to honour your spiritual practices. As integrated members of the care team, Chaplains offer a compassionate presence while providing emotional and spiritual care. Chaplains honour all persons, respectful of their unique journey and the interweaving of health, culture, religious and spiritual traditions.

Our Spiritual Care team can assist in:

- End of life support, ceremony, or decision-making
- Crisis situations
- Grief and loss
- Support for families and friends who are impacted by a loved one's illness or death

To learn more about Spiritual Care services, please speak to your care provider.

Chapel

The chapel is available for quiet reflection and prayer. The chapel is located on the main floor. Service times are posted at the door.

Aboriginal Services

Aboriginal services are available through our Aboriginal Care Coordinator and our Cultural Helper:

Our **Aboriginal Care Coordinator** can help you with:

- Addressing cultural and language barriers in the care and discharge process
- Dealing with the impact of illness and hospitalization
- Making connections with family members and community organizations to support discharge planning

Our **Aboriginal Cultural Helper** can help you with:

- Cultural, spiritual and emotional support in critical situations, including sacred ceremonies (smudging)
- Providing information regarding native spirituality and aboriginal culture for patient, family and staff
- Making connections with elders and aboriginal communities

If you feel either of these services would benefit you, please ask your care provider for a visit from the Aboriginal Care Coordinator or Aboriginal Cultural Helper.

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 to you.

Tell Us What Medications You Are Taking

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

This list should include:

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



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.

Patient Identification

For your safety, we will be checking your identification (for example, your name and date of birth) every time we give you a medication, perform a test/procedure or collect a sample from you. We haven't forgotten who you are, this is just another safety check.

Hand Hygiene

It is important that our staff, volunteers, residents, and visitors, take steps to prevent the spread of infections in our hospital to protect the health of our patients and staff. There are simple things you and your family can do to reduce the spread of germs, including proper hand hygiene.

Hand hygiene is an integral component of safe patient care.

Proper hand hygiene – the use of alcohol based sanitizers or soap and water – is one of the most effective ways of preventing health care 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 is 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.



Patient and Health Care Provider Expectations and Responsibilities

At Covenant Health we keep the people we serve at the centre of all we do. This allows us all to be a part of creating the healing environment that will benefit everyone.

Patient

expectations

As a patient, you can expect to:

- Be treated with respect, as you would wish to be treated.
- Ask questions and receive answers.
- Be able to make informed choices about your care.
- Be asked how you may best take part in your care.
- Receive safe care.
- Be given the names and professions of the people treating you.
- Receive quality care.
- Have those caring for you wash their hands before they provide care.
- Feel supported while you are in our care.

responsibility

As a patient, you have the responsibility to:

- Treat others with respect.
- Ask questions if you do not understand the information you have been given.
- Work with your care team to plan your care.
- Understand that your lifestyle choices affect your health.
- Follow practices that are important to safety (e.g. hand washing).
- Follow facility and program policies (e.g. no smoking by-law).
- Value dignity, peace and comfort for everyone.

Health Care Provider

expectations

As a health care provider, we expect to:

- Be treated with respect, as you would wish to be treated.
- Work well with your colleagues, and learn from each other.
- Provide the right care which is coordinated and timely.
- Have the information you need to plan patient care.
- Work in a safe environment.
- Promote quality improvement to achieve the best standards.
- Work within the resources available.
- Feel supported by the Covenant Health Care Team.

responsibility

As a health care provider, we have the responsibility to:

- Treat others with respect.
- Educate patients and families about their health.
- Inform patients about their care in an open, timely and private way.
- Provide the right care in a timely manner.
- Work with patients and the care team to plan and provide care.
- Be sure our work meets all professional standards.
- Tell patients our name and your profession.
- Work to improve the quality of patient care.
- Wash our hands before providing care.
- Continue to learn and grow on the job.
- Value dignity, peace and comfort for everyone.
- Know and follow Covenant Health's policies and Alberta's legislation.

Privacy and Information

As a person receiving a health service in a Covenant Health facility, you should know about your privacy rights under Alberta's Health Information Act. This law gives you certain rights and requires that we protect your health information. This law also sets rules and limits on who can look at and receive your health information.

Who must follow this law?

- Every person who works for Covenant Health, including your doctors, nurses, pharmacists, social workers, technologists, therapists and others who provide you with your health services
- Our volunteers and any students who are being trained in our hospitals
- Any person who has a contract with Covenant Health to provide you with a service
- Other organizations, such as Alberta Health Services
- Doctors in their own private office

What information is protected?

- Information your doctors, nurses, and other health care providers put in your paper medical records or in our computer systems
- Conversations your doctor has with nurses and others regarding your care
- Information about your stay in a Covenant Health facility that is included in the Alberta netCARE system
- Most other health information about you held by those who must follow this law

What rights do you have?

- You can ask to see and get a copy of your health records
- You can request a correction of an error in your health information
- By consenting or refusing to consent, you can decide if you want your health information to be disclosed for certain purposes, such as for hospital fundraising, or to your employer or insurance company if they contact us
- You can request a report showing who viewed your health information in an electronic health record, such as netCARE
- You can file a complaint if you believe your privacy has been breached

To ensure that your health information is available to provide the best health services possible, your information can be used and shared:

- For your treatment and care within Covenant Health facilities
- For your treatment and care by Alberta Health Services or your private physician
- With your family, close personal friends, or others you identify who are involved with your health care, unless you object
- To make sure you receive good care and to improve the health services we provide in our hospitals and continuing care facilities

Other laws may also require us to disclose your health information

- To protect the public's health, by reporting a communicable disease
- To the police, to report a significant incident

We respect your confidentiality and are committed to protecting the privacy of your health information.

This is provided for information only and is not intended to cover every provision of the Health Information Act. If you have any questions about the collection, use, disclosure or protection of your health information, contact the Chief Privacy Officer at 16940 87 Avenue, Edmonton, Alberta, T5R 4H5, telephone 1-866-254-8181 or Privacy@CovenantHealth.ca.

Health Records tel: 780.735.7265

If you would like a copy of your health record, please contact the Release of Information office in the Health Records Department. You will be asked to complete a Request for Access form.

Please note there is a fee for release of information.



Ready for Discharge



Business Office

tel: [780.735.7041](tel:780.735.7041)

Location Off the main floor lobby

Hours Monday to Friday 8 am to 4 pm

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)

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 be made at the time of your discharge.

Discharge Planning

We encourage you and your loved ones to plan now for your care and well-being after you leave the hospital. Please speak with your care providers and ask as many questions as possible. For your comfort and convenience, please make arrangements for a loved one to pick you up from the hospital as soon as your care team says it is safe to do so. **Discharges normally take place during the morning hours.** Once discharged, you may be asked to wait for a ride in a comfortable chair in the hallway.

Make sure you have all the information you need and answers to any questions you may have:

- What services will you need once you are home?
- Who is picking you up?
- Do you have all your personal belongings?
- Have you paid any fees not covered by your insurance?

Medications/Prescriptions

Ask for a list of the medications you are supposed to take when you are discharged. Make sure you fill your prescriptions as quickly as possible after leaving the hospital.

Community Placement

No Preference Policy

If you require community care, such as at a continuing care or sub-acute facility, please know that there is a no preference policy. This means that you will be placed in the first available bed that matches your needs. If this bed is not in the facility you had hoped for, you will have the opportunity to request a transfer to your preferred site once you have been placed in the available facility. You will be assessed by health care professionals to ensure you are getting the care you need.



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*Compassionate care led
by Catholic values*

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