

# Welcome to Rockyview Hospital: Patient Orientation



## You and Your Healthcare Team

Many healthcare providers work together to provide you the best possible care. The most important part of the team is you. You'll be included in the decisions about your care and treatment. Let us know **what matters most to you**.

Your care team will tell you their name and why they're here to see you. If they forget please feel free to ask them.

Staff will check in on you at **least** every two hours to make sure you're comfortable and have what you need. Use your call bell if you need help between these rounds.



## Shift Report

Staff may ask if it's okay to give a shift report at your bedside. Shift report is a quick one minute handover between the staff coming on and those going home. You're part of your healthcare team and are welcome to join in.

Shift change is usually around 7 a.m., 3 p.m., and 11 p.m.



## Right Patient, Right Care

To give you the safest possible care, staff are expected to use two ways of identifying you **every time** they give you medicine, or do tests or procedures. This helps make sure they have the right person.

This may include: asking your name, checking personal health care number, hospital ID number, or birth date.



## Your Health Record

Your care team will keep both paper and electronic records of your care. To see a copy of your health record, search "access and disclosure" on [ahs.ca](http://ahs.ca) or call 403-943-3125.



## Your Whiteboard

There are whiteboards near each bedside. On this board is the date, who's on your care team, your appointments, and your goals for the day. You'll also see your anticipated date of discharge (when you might be going home). This date may change based on daily discussions with you and your care team. You, your family, and your care team can write comments or questions to or for each other. Your care team will meet with you every day to review and update this information. Please let them know if you or your family have any concerns or questions.



## Your Medication

For your safety your care team needs an up-to-date list of all the medicines, natural remedies, and vitamins you take. You and your family will be asked to help make this list.

Please let the care team know if you are allergic to any medicine. If you need to take any medicines from home, let your care team know before you do. You'll get an updated medicine list for you and your family doctor when you're discharged (go home).



## Meal Times

Meals are delivered to your room in most areas. It's best for you to sit in a chair for meals if you can. Most patients will get a menu with their breakfast tray. Please fill out your next day's menus by 1:30 p.m. If you have questions about your diet, talk with your nurse, dietitian, or call Food Services at 403-943-3555.

There are small kitchens in most areas. Ask your nurse about drinks and snacks between meals.



## Hand Washing

Washing your hands is the best way to stop spreading germs. **Everyone** should wash their hands before and after visiting, using the washroom, or eating.

## Questions?

Your care team will check with you or your family to make sure you understand the services and care provided. We want to hear from you. If you have questions, concerns, or feedback, talk to your care team, Unit Manager, or the Patient Relations Department.

### Patient Relations Department

1-855-550-2555

[ahs.ca/about/patientfeedback.aspx](http://ahs.ca/about/patientfeedback.aspx)

To learn more about caring for yourself at home visit:

[myhealth.alberta.ca/health/aftercareinformation/](http://myhealth.alberta.ca/health/aftercareinformation/)

If you have concerns about your health after discharge please call Health Link (811) .

## Contact

### Rockyview Hospital

7007 14 Street SW  
Calgary, Alberta T2V 1P9

### Main Switchboard

403-943-3000

Switchboard can help you connect with other departments in the hospital.

# During Your Stay



## Internet and Phones

Free Wi-Fi is available in most areas. Open your web browser and accept Terms and Conditions to connect.  
**Wi-Fi Username: healthspot** - no password is needed.

Please set your cell phone to vibrate. Please don't use your phone when your care team is giving you care.



## TV

There **may** be TV at your bedside for you to watch. Please turn down the volume between 10 p.m. and 7 a.m. to respect others.



## Your Belongings

The safest place for any other personal items is at home. If you have things that can't be sent home please ask your care team about how to keep them safe. The hospital isn't responsible for lost or stolen items. Please send valuables home. For Lost and Found call Protective Services at 403-943-3430.



## Smoking and Tobacco

Smoking, tobacco, and tobacco-like products such as e-cigarettes or vapour producing products are not allowed on Alberta Health Services property.

If you'd like to quit smoking, talk to your care team about things that can help.



## Scents

For the health and safety of patients, visitors and the care teams, please do not use scented products like perfume, or cologne in patient areas. Please check with unit regarding flowers.



## Tips on Staying Active While in Hospital

Research has shown that staying active while in hospital can shorten the time you need to recover, improve your strength and allow you to sleep better. In addition, staying active helps with your overall mood, helps you better manage pain, and helps fight infection.

People who stay in bed are at risk of losing their ability to move around and do their own care.

Please ask your care team about the best way to prevent complications such as weakness, blood clots and pressure injuries and how to stay safe while being active in hospital.

Tips on staying active while in hospital:

1. Keep doing the tasks that you were able to do at home like dressing or going to the washroom
2. Sit up for all of your meals, in a chair or at the edge of the bed
3. Sit in a chair when you have visitors
4. Do bed exercises on your own throughout the day
5. Move or change your position every hour
6. After checking with your health care team and if able, walk around the unit, either alone or with help

## Services and Amenities

### Bank (ATM) Machine

Highwood Building (main entrance)

### Cafeteria

Highwood Building (ground floor)

### Red Thread Gift Shop

Highwood Link (main floor near the Chapel)

### Public Washrooms

Available in all buildings (main floor)

### Good Earth

Highwood Building (main entrance)

### Trendz Cafe

Holy Cross Ambulatory Care Centre

### Sacred Space

Highwood Building (main entrance)

### Business Office

Highwood Building (main entrance)



## Making Your Stay More Comfortable

Please bring in your own toothbrush, brush or comb, cane or walker, housecoat, and slippers or shoes. You may also want to bring your favourite music to listen to and a quilt or blanket to make yourself feel more comfortable.



## Visitors

We don't have set visiting hours. Your family and friends are welcome to visit and support you anytime during your stay. If they're sick please ask them to wait until they feel better before they come see you. Ask your nurse about pet visiting.



## Room Arrangements

Sometimes depending on hospital needs, you may be admitted to a space that isn't a typical patient room. You may be in a room with someone of a different gender.



## Discharge

You and your care team will work together during your stay to make a care plan to help you get ready for discharge (leave the hospital). Your care team meets every day to talk about your anticipated (expected) discharge date to make sure the right resources and help is in place to support you when you leave the hospital.

If you have concerns please let your care team know. Your nurse will let you know if anything changes about your discharge. We try to get our discharges done before 11 a.m.



## Parking

Daily, weekly, and monthly passes are available. Ask your care team about authorization for monthly passes.

You can contact the Parking Office at 1-855-535-1100. For where to find pay stations, parking lots, and parking offices visit [ahs.ca/rghparking](http://ahs.ca/rghparking). Compassionate parking is available in some cases – ask your nurse.