



Alberta Health  
Services

# Welcome to South Health Campus



## South Health Campus

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## **WELCOME TO SOUTH HEALTH CAMPUS**

The South Health Campus (SHC) is a full service hospital and health care facility. This state-of-the-art centre connects hospital care with community services, promotes wellness, treats illness, and encourages health care providers to find innovative ways to care for you while including your family throughout the process.

As you start your health journey with us, we want you to know that you and your family are our partners in care. We will listen to you, respect your preferences and beliefs, and share information that will help you. If something does not seem right to you or you want further explanation, please speak up.

We are committed to patient and family centred care and to providing you with an optimal health care experience. When you come to South Health Campus you will be welcomed, treated with dignity and respect, and involved in your care and decision making. You will be cared for in a safe, innovative, and team-oriented environment that focuses on your wellness needs.

As staff, physicians and volunteers, we want to help make your stay at South Health Campus a comfortable one. We hope that the information in this guide encourages you and your family to take an active role in your care. If you have any questions, please do not hesitate to ask your care team.

Sincerely,

*Your South Health Campus Team*



## **GETTING HERE: PARKING AND TRAVEL**

South Health Campus is located at 4448 Front Street S.E. in Calgary, just east of Deerfoot Trail. Take the Cranston Avenue/ Seton Boulevard exit.

### **Public Parking Locations**

Underground Parkade (height restriction: 2.1 metres, 6' 8"; no propane vehicles are allowed)

- Public parking is available on Level P1
- Entrances - See Map: A (Prairie), B (Forest) and C (Mountain)
- Disabled parking near all elevators

Emergency Department Lot (surface parking, no vehicle height restriction).

Parking rates apply 24 hours a day. Hourly, daily or weekly passes may be purchased at all Pay Stations. These machines accept cash, Visa, MasterCard and American Express.

Monthly passes are available from the Parking Services office, located on Level 2, Rm 210140. The office is open Monday to Friday 8 a.m. to 4 p.m. When using a daily, weekly, or monthly pass, you are required to insert your parking pass at the automated entrance and exit points for as long as the pass is valid.

For current parking rates at South Health Campus, please visit <http://www.albertahealthservices.ca/assets/info/park/if-pmap-south-health-campus.pdf>, or call 403-956-1090.

### **Drop-Off and Pick-Up Area**

There is a 10-minute patient drop-off and pick-up lane at the main entrance on Front Street (south side of the building) and at the Emergency Department (north side). A direct phone line to taxi service is also available at the main entrance and in Emergency.



### **Wheelchairs**

Wheelchairs can be found: in the parkade near the elevators; at the main entrance; and in the Emergency Department.

### **Motorized Scooter**

South Health Campus is pleased to provide a motorized scooter for your use at the hospital if you require one. Please request it at the Information Desk on Level 1.

### **Bus Routes**

Calgary Transit: Route 14 links to the Somerset/Bridlewood C-Train station. This service stops at all of SHC's bus stops, including the main entrance on Front Street. Route 406 links to the Somerset/Bridlewood C-Train and the McKenzie Towne stations. This service only stops at the north side of the building on Seton Boulevard. Bus Rapid Transit (BRT) Route 302 links to McKenzie Towne and downtown Calgary. This service stops at the main entrance on Front Street and at the north side of the building on Seton Boulevard. Route 468 connects communities of Cranston, Auburn Bay, Mahogany & Seton to the BRT to downtown Calgary. For more information on routes, stops and connections, visit [calgarytransit.com](http://calgarytransit.com) or call 403-262-1000. Transit tickets and passes available at SHC Rexall™ Pharmacy.

### **Information and Wayfinding**

The Information Desk is just inside the main entrance. Volunteer Wayfinders will be happy to guide you to where you need to go. They will be wearing red vests.

There are also electronic information kiosks with maps and campus information displayed. The kiosks are located in several places on Level 1: near the Forest and Mountain elevators; near the Bone & Joint Clinic; and in the Emergency Department.



## **WHEN YOU ARRIVE:**

### **Admitting and Patient Registration**

The Admitting Desk is on Level 1 just past the Information Desk. You will need to check in at the Admitting Desk if you are having surgery, being admitted to an inpatient unit, or have changes to your personal information.

### **Interpretation and Translation Services**

You may bring a family member/support person who speaks the same language as you; however, with health information, a certified health care interpreter should be used to interpret. One is available over the phone at no cost to patients and their families. Feel free to ask for this service. If you need sign language interpretation, please let your health care provider know in advance and a sign language interpreter will be provided.

### **Confidentiality and Privacy**

Respect for confidentiality and privacy is maintained at all times by all members of the health care team. Please tell your health care providers who your family/support person is and if you want us to speak with them about your care needs. We will not share any information with others without your permission.

We ask that you respect the confidentiality of others by not sharing anything that you may overhear during your stay.

### **Health Information Records Management**

Health Information Records Management manages the content of the patient's health record by ensuring complete and correct



information matches to the health record (in accordance with Medical Staff Bylaws and Rules). If you wish to request health records information please phone the Access & Disclosure team at 403-956-2959 or 403-956-2950.

### **Hand Hygiene**

The best way to protect yourself and others from infection and illness is to practice proper hand hygiene. You can either wash with soap and water or use an alcohol-based hand rub.

Microsan stations and hand wash sinks can be found throughout the hospital. Please ensure you practice hand hygiene immediately before and after visiting patient rooms.

### **Infection prevention**

Anyone with a fever, cough, running nose, vomiting, diarrhea or a communicable disease (like chicken pox), should not stay with you or visit you in hospital until they have recovered.

### **Hands-Free Doors**

To assist in the prevention of infection the majority of doors in main corridors are hands free. The doors will open automatically when you wave your hand over the sensor located on the wall beside the door.

### **Smoking**

As part of Alberta Health Service's (AHS) commitment to health and wellness, South Health Campus is a smoke and tobacco-free environment. Smoking and the use of tobacco products, e-cigarettes, or vaping are not allowed on hospital property. This includes parking areas, vehicles parked in parking lots, and all sidewalks on site.



There are options available to keep you comfortable while at South Health Campus. These include nicotine replacement therapies (NRT) such as the nicotine patch or gum. Please ask your health care provider for more information.

### **PREPARING TO COME: Personal Belongings**

Please bring only the minimum amount of personal property needed for your stay. Items of any value (e.g. money, debit and credit cards, jewellery) should be left at home or sent home for safekeeping with a family member or support person.

Safe keeping lock boxes are available through Registration & Admitting for small sized items of value that cannot be sent home (e.g. jewellery, wallets, passports, important documents).

There is a locking cupboard in your room for clothing and other personal belongings. Feel free to bring in personal grooming items or pictures to display in your room.

To help keep track of your personal belongings that you need while in hospital (e.g. eye glasses, teeth, hearing aids, mobility aids, etc.), please label your belongings where possible. Labels are available from your nurse or the unit clerk.

All electrical equipment brought into the hospital must be inspected and approved prior to use, with the exception of cell phone and laptop charger cords. Please check with your nurse if you wish to use any other electrical equipment that needs to be plugged in.

To report a lost item or to inquire about lost property, please call Protective Services at 403-956-1000.



*AHS staff will take reasonable care to ensure the safety of personal property, but AHS is not responsible for items of personal property that are lost or damaged in its setting.*

### **Patient Medications**

When attending a medical appointment or procedure, or being admitted, remember to bring a current list of all medications. Please include the name of the medication, how much you take (dose), and how often you take them.

This list should also include all over-the-counter (OTC) medications, herbal and vitamin supplements, any inhalers, suppositories and ointments/creams.

If you don't have a medication list you can bring in all your medications with you in their original containers. In certain circumstances you may be asked to leave the medication with the nurses so it can be given to you while in the hospital.

If we do not need your medications we ask that they be taken home by family. When the medications cannot be taken home by your family we will lock them up. Please remember to ask for them when going home.

### **Latex Balloons**

Latex balloons are not allowed at the hospital because some people have a very serious allergy to latex. Mylar (foil) balloons are allowed.

### **Scented products**

Due to allergies and sensitivities to smells, we ask that you, your family and visitors do not wear scented products (e.g. perfume, cologne, after-shave, powders, etc.).



## **WHILE YOU ARE HERE:**

### **FAMILY PRESENCE**

We know that family support is an important part of healing. Your family is welcome to be involved in your care.

Family/support persons are defined by you and are not considered visitors. Tell your health care provider the names of your family/support persons and how you would like them involved in your care.

#### **Rooming-In**

A family member/support person is welcome to stay overnight on most inpatient units. They must be able to safely stay alone and take care of their own needs. Please talk to your health care provider if you would like someone to stay with you overnight.

There is a family overnight bed in most single patient rooms. Bed linens and towels will be provided. Unit staff will provide information to family/support persons about the use of patient washrooms, bed linens, nourishment centres, and other amenities/services to support your family's presence.

Family/support persons cannot room-in if you are on isolation. Exceptions for special situations can be requested and will require an infection control consultation and discussion with you, your family and the health care team.

Rooming-in of children under the age of 14 must be discussed with you, your family and the health care team.

### **VISITING**

Visitors may visit inpatients from 11 a.m. to 9 p.m.



If a patient is on isolation precautions, visitors and family/support persons should speak to a health care provider for more information.

Please remember to clean your hands before and after every visit, and before accessing the nourishment area.

### **Children**

Children under 14 years of age are welcome to spend time with patients if they are with a responsible adult other than the patient. There is a children's reading and play area on Level 1 in the Wellness Centre (an adult must stay with the child).

### **Pets/Animals Visiting**

Pets are important family members and can promote and improve the patient's wellness. Animal visits are limited to dogs, cats, or rabbits. Arrangements must be made ahead of time, in collaboration with yourself, your family and the staff on the unit. Animal visits to patients on isolation precautions may not be appropriate. For more information or to request a visit by a family pet or a trained therapy animal, please speak with your nurse or unit manager.

### **After Hours Unit Access**

For the safety of all patients, families and staff, unit doors are automatically locked after 11 p.m. A family member/support person who is staying overnight can leave and return to the unit. There are buzzers located outside the unit doors so they can talk to staff to re-enter after hours.



## **GENERAL INPATIENT UNITS**

### **Your Team Members**

Your team starts with you and your family/support persons at home and continues with them in hospital. The health care providers on your team at South Health Campus may include: physicians (hospitalists or specialists), residents, nurse practitioners, nurse clinicians, registered nurses, licensed practical nurses, health care aides, dietitians, pharmacists, occupational therapists, physical therapists, social workers, spiritual care providers, unit clerks, porters, food services staff, linen and environmental services, and volunteers. You may be referred to other health care providers as needed. South Health Campus is a teaching hospital, which means your team may also include student health care providers.

### **Call Bell**

You will be provided with a call bell for when you need assistance. Unit staff will show you how to use it. Please be sure to use it whenever you need help. We are here to help you.

### **Name Occupation and Duty (NOD)**

Many people will be caring for you. As a way to help you know who we are, we take the time to NOD (Name, Occupation, and Duty). We will say our name, occupation, and what we will be doing when we enter your room. Our staff, physicians and volunteers wear photo ID as well as name tags. If you are not sure who someone is, please ask them.

### **Verifying Patient Identification**

Your health care team will ask your name, date of birth and check



your ID band often. This will happen before you are given medicine, blood or intravenous fluids, prior to any procedures, or if you are brought for care from one area of the hospital to another.

### **Whiteboard**

There is a whiteboard in your room. It lists the names of your health care team. It will also include appointments, tests and your anticipated date of discharge (ADOD). This date can change based on how you are doing. You and your family members are encouraged to use the whiteboard to share information or ask questions.

### **Meals**

Serving times are as follows:

Breakfast	8:00 - 8:30 a.m.
Lunch	12:00 -12:30 p.m.
Supper	5:00 - 5:30 p.m.

You will have the opportunity to complete meal choices on a daily basis with Patient Food Services personnel. Your choices may be restricted when preparing for certain tests and as part of your treatment plan.

### **Nourishment Centres**

Most units have a Patient Nourishment Centre with a fridge, microwave, toaster, kettle, sink, and sitting area. Some food and beverages are stocked in the cupboards for patients only. Food from home may be brought in for you. Please check with your health care team about foods you are allowed to eat.

Family members/support persons may also use the refrigerator to store their own food. Please label any containers that are



brought in and stored in the fridge with your name, room number, and date.

### **Nursing Assessments**

Your nurse may perform various assessments and take your vital signs (blood pressure, heart rate, temperature, etc.) throughout your stay. Follow up assessments and checking of vital signs are usually done every four to eight hours but varies with each patient. This may mean we need to wake you up at times.

### **Care Hubs**

Registered Nurses, Licensed Practical Nurses and Health Care Aides work as a team in a collaborative practice model called a Care Hub. You may be cared for by one of the Care Hub members or all of them throughout your stay. Discuss your questions or concerns with any member of the team.

### **Comfort Rounds**

Comfort Rounds enhance the quality of your experience at South Health Campus. Comfort Rounds occur every two hours and allow us to address your pain, personal care, toileting and mobility needs and to ensure everything you need is within your reach.

### **RAPID Rounds (Review, Assess & Plan for Imminent Discharge)**

RAPID Rounds are daily meetings of the health care professionals to discuss your plan of care. If you or your family would like something specific discussed at RAPID rounds, please let a member of your health care team know and they will follow up with you afterwards.



### **Physician Rounds**

Physician rounds (doctor visits) usually occur in the morning. We are unable to provide a specific time. The physician caring for you may change on a weekly basis.

### **Shift Change**

Nursing shifts are eight or twelve hours in length with shift change happening at 7:00 a.m. and 7:00 p.m. for twelve hour shifts and 7:00 a.m., 3:00 p.m. and 11:00 p.m. for eight hour shifts.

### **Bedside Shift Report**

Bedside shift report (nursing report) takes place at shift change. Nursing report is the information given from one nurse to another when a new nurse takes over your care. As important members of the team you may choose to participate in the bedside shift report. Please clarify, ask questions and share any information you feel is pertinent.

### **Preventing Falls**

Sometimes when you are not feeling well, you can be a little unsteady on your feet. You will be assessed for the risk of falling and your nurse will discuss specific fall prevention strategies with you. Talk to your nurse about any concerns you have. Please ask for assistance and use your call bell. We are here to help.

**Washrooms** in the patient rooms are for patients and their family members. We ask that other visitors use the public washrooms located by the main communications station of each inpatient unit or the public washrooms in the main hallways.



## **OVERCAPACITY**

In order to meet the needs of all our patients, reduce wait times in emergency and improve access to care, we consistently work toward ensuring that patients receive treatment and care in the best care-space available at that time. Increased demand for health care services sometimes requires that we go into *Overcapacity*.

As a patient in the hospital you may be required to share a room, be relocated to another room on the unit or to another unit, and/or wait in a designated area. Should you be required to share a room additional information is available for patients and families. Ask for the overcapacity brochure.

If your family has been participating in your care they may continue to do so. They may not be able to stay overnight if you are in a room with more than one patient. Please discuss your privacy and confidentiality needs with your care team. The team will create the most private situation possible and respect the privacy and confidentiality of all persons sharing the space.

We ask that all families, support persons, and visitors respect the needs of all patients and create a calm, quiet, and healing environment for everyone. The nourishment centre is an excellent place for a visit with family and friends. You are welcome to set up individual and small group activities and games there.

We are committed to providing optimal health care experiences for our patients and their families. To help make your stay more comfortable while we are in overcapacity situations, additional services and supports may be available to you and your family. Please speak with your nurse or ask for a Hospitality Volunteer.



## **TELEPHONES**

There is a telephone at most bedsides on inpatient units. Local calls are free. Please dial “9” before entering a local phone number. Public pay phones are also located throughout the hospital.

### **Cell Phones**

Cell phones may be used at South Health Campus. To create a calm and healing environment for all patients and families, please put your phone on vibrate and respect those around you in the volume and location of your conversation. For privacy reasons, do not use cell phones to take pictures or videos without asking permission.

### **Portable Phones**

If you do not have a cell phone or a bedside phone you can request a portable phone be brought to you.

## **TELEVISION SERVICE**

TELUS Optik TV rental service is provided in each patient room, for purchase by credit card only, and includes access to purchase On Demand videos and programs. Details about the daily, weekly and monthly rental rates, and available channels, is provided on the TV screen. Call TELUS at **1-866-646-5949** at any time to report a problem with your TV.

If you are sharing a room, the TV can be rented by only one patient in the room. Use of the TV may be negotiated with your roommate.

Please be respectful by making sure the volume on your television and listening devices is turned down, and use head phones where possible.



## **SERVICES AND AMENITIES**

### **Bank Machine**

A bank (ATM) machine can be found on Level 1 across from the Wellness Centre and near the T2 Inpatient Elevators.

### **Food Places**

Good Earth Coffeehouse is located on Level 1, near the west entrance and is open 7 days a week from 6:30 a.m. - 10:00 p.m.

The Market Café is on Level 1 at the far east end of Mainstreet, across from the Prairie Parking elevators. Open from Monday to Friday 7:00 a.m. - 7:00 p.m., weekends 7:00 a.m. - 5:00 p.m.

Pillar's Café is located on Level 1, along the main corridor leading from the Emergency Department to Mainstreet. It is open evenings and overnight. Hours are Monday to Friday 7:00 p.m. - 7:00 a.m., weekends 5:00 p.m. - 7:00 a.m.

**Public Water Dispensers** are available on all levels. Water is also available at the Market Café, Wellness Centre, and Inpatient Nourishment Centres at no cost.

### **Comfort Corner Gift Shop**

Volunteers operate the gift shop with the profits going to provide much needed equipment and services at South Health Campus. Hours of operation are:

Monday to Wednesday 9:00 a.m. to 5:00 p.m.

Thursday and Friday 9:00 a.m. to 7:00 p.m.

Saturday and Sunday 10:00 a.m. to 4:00 p.m.

### **Merchandise Vendors**

Throughout each month, various merchandise vendors come to South Health Campus. Look for them on Mainstreet by the Forest Elevators.



## **Internet Access**

Public internet access and online health and wellness resources are available on computers in the Wellness Centre on Level 1. These can be accessed Monday to Friday from 5:30 a.m. to 10:30 p.m. and Saturday, Sunday & holidays from 7:00 a.m. to 8:30 p.m.

**Wi Fi** Free wireless internet access is available to all patients, families and guests while at South Health Campus through Healthspot. To access:

- Open your wireless network setting and select 'healthspot'
- Once connected, open up your internet browser and you will be redirected to the 'Acceptable Use Policy'
- Review policy and select 'Accept'. You will receive a message to indicate that you have "signed on successfully"
- Your wireless access to 'healthspot' will now be available.

NOTE: if the 'Acceptable Use Policy' page does not show up, type in a known webpage into your browser and it should redirect you to the page. If you still need help ask a Hospitality Volunteer for assistance.

## **Mailbox**

A Canada Post mailbox is located outside the main entrance. Postage stamps may be purchased at the Rexall™ Pharmacy.

## **Spiritual Care**

Spiritual care is available for support. Please let your nurse know if you would like a spiritual care provider to visit or you would like to attend a service in the Prayer and Meditation Space. It is located in the Spiritual Care area on Level 1, near the west entrance. Please feel free to use this space.



### **“Well Wishes” Emails**

Friends and family of inpatients at South Health Campus can send “well wishes” via email. These electronic messages are treated as private documents. Staff receive the message, print it, then seal in an envelope for volunteers to deliver to the patient’s room. Same day delivery is typical, however, it may take up to two business days.

This service does not allow for replies nor will it confirm receipt/ delivery of email. Please do not include any confidential information in your message. To send a “well wish”, please visit [ahs.ca/wellwishes](http://ahs.ca/wellwishes).

### **Telehealth**

Telehealth is a live video connection that allows patients and health care providers to see and talk to each other from different locations. It is private, secure, and confidential. Therefore it can be used by health care providers to see patients and families for their first or follow-up appointment and/or for patient teaching.

Telehealth can also be used for a virtual family visit, in order to connect patients who are in hospital with their family in another city or province. Thirty to sixty minute family visits can be arranged from Monday to Friday 8:00 a.m. - 4:00 p.m. Please note we require 48 hours to schedule a visit and this service is not available on holidays.

To learn more or to request a Telehealth Family Visit please ask your health care provider. Telehealth is available at no cost.

### **Surgical Website**

For additional information on all surgical areas visit



## **Rexall™** Outpatient Pharmacy

There is a Rexall™ Pharmacy at South Health Campus located on Level 1, near the west entrance, past the Mountain Parking elevators. Rexall™ offers prescription services as well as specialized patient services such as blood pressure screening with our in-store kiosk and medication reviews. In addition, we carry retail items and specialized patient care items that may be recommended upon discharge from hospital.

You can speak with a Rexall™ Pharmacist at South Health Campus about the educational programs and services offered. Please drop by the store or call 587-955-9077 for more information. The South Health Campus Rexall™ is open Monday to Friday from 8:00 a.m. to 5:00 p.m. Or you can visit [rexall.ca](http://rexall.ca) online.

### **Wellness Centre**

The purpose of the Wellness Centre, located on Level 1, is to allow you to become and stay as healthy as possible. Whether you are being cared for in the hospital, supporting a friend or loved one, having an outpatient treatment, or recovering from an illness or injury, we are here to support you.

We can help you to find consumer health information and connect you with health and wellness programs, support groups, community resources, or agencies.

Once you register, you are welcome to borrow any of the consumer health books from our free lending library.

The Wellness Centre offers additional resources, such as information about nearby places to stay. Many offer compassionate rates for patients' families.



Wellness Centre staff are available to help you Monday - Friday 8:00 am - 4:00 pm. Please call 403-956-3939 or send an email to [pcrc.shc@ahs.ca](mailto:pcrc.shc@ahs.ca) for more information. To see our full program guide visit [www.albertahealthservices.ca/shcwellness](http://www.albertahealthservices.ca/shcwellness).

### **Wellness Kitchen**

The Wellness Kitchen, located in the Wellness Centre, offers healthy cooking classes for members of the community, patients, families and staff. Learn more about preparing healthy food, mindful eating, good nutrition, and how to manage illness through food. Come take part and have some fun!

For more information see the Wellness Centre Program Guide at [www.albertahealthservices.ca/shcwellness](http://www.albertahealthservices.ca/shcwellness)

### **YMCA**

The YMCA is a partner in the Wellness Centre at South Health Campus. Services include strength and conditioning, fitness classes, and mind/body classes. The facility features a 100 m walking track, fitness centre, multipurpose spaces, and a climbing wall. It serves patients and families, staff, physicians, volunteers and nearby communities.

The YMCA has many membership options. Non-members can access general locker rooms and facilities for a daily fee. Drop-in classes are free to members.

Please visit the YMCA in the SHC Wellness Centre, or call us at 403-956-3900, email [shc@ymcacalgary.org](mailto:shc@ymcacalgary.org), or visit online [www.ymcacalgary.org](http://www.ymcacalgary.org) for more information.



## **Advance Care Planning and Goals of Care**

Advance care planning is the process of thinking about, talking about, and documenting your wishes for future health care. This process is important for everyone, regardless of their health status. It informs family and health care providers about your goals of care to ensure that in the event you can no longer make your own decisions or communicate your wishes, your values, and your desires will still guide your course of treatment.

Advance care planning resources are available at the Wellness Centre. Or you may email [conversationsmatter@ahs.ca](mailto:conversationsmatter@ahs.ca) or visit [www.albertahealthservices.ca/9098.asp](http://www.albertahealthservices.ca/9098.asp) for more details.

## **GOING HOME**

In order to provide you with optimal continuity of care, discharge planning begins early during your admission and involves you, your health care team and your family/support persons.

Your anticipated date of discharge (ADOD) will be discussed with you and written on your whiteboard. Based on your progress, test results, and any care needs you may have, before or after discharge, your ADOD may be revised accordingly.

If you need medical care in your home after discharge, you may be assessed by a Transition Services nurse who will make a referral to Home Care for you.

To ensure that all patient needs are optimally met, planned discharge time is 11:00 am.

Before leaving, please feel free to ask for clarification if you are unsure of anything.



## **VOLUNTEERS**

South Health Campus has a strong team of volunteers who are dedicated to supporting patients and staff to enhance the patient and family experience. Our team is carefully screened and trained. You will know volunteers by their red jackets, volunteer name tags and their warm smiles.

### **How can a volunteer help make my stay more comfortable?**

*Wayfinders* are located throughout the hospital and can assist you in finding your appointment location or the amenities you require quickly and efficiently.

*Volunteer Friendly Visitors* are available for any visiting needs and can participate with you in arts, crafts, games and puzzles. These volunteers have access to iPads and DVD players, as well as an extensive movie collection. Your health care provider can call for a “Friendly Visitor” to come to your room in order for you to access these services. *Hospitality Volunteers* may also visit and can provide more detailed information on amenities available.

South Health Campus has an active *Bookcart* which circulates throughout most of the inpatient areas on a daily basis. It has an extensive collection of current magazines, and a variety of fiction and non-fiction novels in hard and soft cover. The *Bookcart* carries the daily Calgary Metro News, along with several activities including crosswords, word searches and Sudoku. All of these items are complimentary to patients and families.

A visit from a volunteer and their trained therapy pet can improve your wellness. This can be arranged through Volunteer Resources. Ask your health care provider if you are interested in a pet visit.



## **VOLUNTEERING AND GIVING BACK**

### **VOLUNTEER RESOURCES**

*We're always looking for new volunteers who want to make a difference!*

Some of the South Health Campus volunteer programs include:

- *Wayfinding* - help people find their way around the hospital
- *Friendly Visiting* – visit with patients and families and offer information about the amenities at the hospital
- *Patient/Family Advisors* - provide valuable feedback and input on South Health Campus committees and projects

Volunteers are an essential part of our team! If you are interested in becoming a volunteer, please call 403-956-1223 or email: [volunteer.shc@ahs.ca](mailto:volunteer.shc@ahs.ca).

### **Citizen Advisory Team**

To help us improve programs and services at South Health Campus, we engage patients, family members and citizens through our Citizen Advisory Team (CAT). CAT members provide input and feedback to help us to better address the needs of the patients and families we serve. Please email: [citizen.engagement@ahs.ca](mailto:citizen.engagement@ahs.ca) or call us at 403-956-3949 for more information and to express an interest in joining.





Health care touches us all in different ways, and it takes very special people on the front lines to deliver the best care each and every day. Calgary Health Trust provides the opportunity to say thank you to those who cared for you or a loved one by giving back to an area of health care that is meaningful to you.

You can choose to support South Health Campus knowing it will go to an area that has the greatest impact on patient care or make a donation to a specific program or department. Over the years, millions of dollars have been raised by people like you in support of health care in our city. Your gift of thanks could be the catalyst that encourages others to do the same.

However you choose to give, together we are making a difference to our community, family, friends and neighbours. Thank you! For more information please contact the Calgary Health Trust office here at South Health Campus:

**South Health Campus Development Office**  
**Telephone: 403-956-4051**  
**Email: [fundraising@thetrust.ca](mailto:fundraising@thetrust.ca)**

At Calgary Health Trust, we are people who inspire people in the community to build a healthier future for Albertans through philanthropy. Together, with our donors, we are making a difference in the lives of our neighbours, families and friends by raising funds for health care at the Foothills Medical Centre, Peter Lougheed Centre, Rockyview General Hospital, South Health Campus, Women's Health, Carewest continuing care centres and many community health and wellness programs.

For information on Calgary Health Trust, visit [www.calgaryhealthtrust.ca](http://www.calgaryhealthtrust.ca).



## **PROTECTIVE SERVICES**

The Protective Services team makes sure everyone has a safe environment. We respond to general questions and offer services such as:

- Lost and Found
- Escorts to vehicles
- Patrolling the facility and grounds
- Responding to unplanned emergencies and code responses
- Providing patient watch service
- Enforcing AHS policies and procedures, and provincial statutes as designated by the Solicitor General of Alberta.

Please call Protective Services anytime, 24 hours a day at 403-956-1000. We are here to help.

## **FEEDBACK AND PATIENT RELATIONS**

Your feedback is important to us and assists us to continually improve our care. If you have concerns or want to let us know that you were pleased with your care, please speak with the unit manager or the nurse in charge. Once home, you can contact Patient Relations toll free at 1-855-550-2555 or fax 1-877-871-4340 to give your feedback.

For more information, please visit [www.albertahealthservices.ca/patientfeedback.asp](http://www.albertahealthservices.ca/patientfeedback.asp) or write to:

Alberta Health Services  
Patient Concerns Officer and Executive Director,  
Patient Relations  
Mail Slot #57, 11111 Jasper Avenue  
Edmonton, Alberta T5K 0L4



## **CONTACT TELEPHONE NUMBERS**

Access & Disclosure .....	403-956-2959
Business Office .....	403-956-1461
Citizen Advisory Team.....	403-956-3949
Feedback and Patient Relations.....	1-855-550-2555
Information Desk .....	403-956-1455
Lost & Found .....	403-956-1000
Parking Office .....	403-956-1090
Patient Registration & Admitting .....	403-956-1456
Rexall Pharmacy .....	587-955-9077
Protective Services.....	403-956-1000
Records Management .....	403-956-2950
Spiritual Care.....	403-956-2910
TELUS Optik TV™ Service.....	1-866-646-5949
Volunteer Resources .....	403-956-1223
Wellness Centre .....	403-956-3939
YMCA .....	403-956-3900

*This guide was developed by the Patient & Family Centred Care team in collaboration with the South Health Campus team, and patients and families on our Citizen Advisory Team.*



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# Level 1 | Mainstreet Map

South Health Campus  
 4448 Front Street SE, Calgary AB, T3M 1M4  
 Switchboard: 403-956-1111



- Information / Kiosk
- Mountain Parking Elevators
- Forest Parking Elevators
- Prairie Parking Elevators
- Information / Kiosk
- Washrooms
- Telephones
- Stairs
- ATM | Cash Machine
- Taxi Phones
- Restaurants | Snacks | Food
- Vending Machines
- YMCA



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