

Welcome to our hospital!



You and Your Healthcare Team

You and your support persons are welcome to participate as a member of the care team by telling us what matters to you. Your support persons are encouraged to visit during your stay. We build strong trusting relationships when we work together. To learn more about what you can expect while in our care and what you can do to improve your healthcare experience, visit ahs.ca/sharedcommitments. We work together with your Family Physician/Nurse Practitioner--please let us know their name. If you do not have a care provider in the community, we can provide you with information on how to find one.



What you can expect

You will have a group of care providers working together to provide care, which may include a Registered Nurse (RN), Licensed Practical Nurse (LPN) and Health Care Aide (HCA). Your care team will tell you their names, roles and why they are there to see you. It's okay to ask us for this information if its unclear.

Your Whiteboard

Whiteboards are available near most bedsides. They include the date, names of your care team, your appointments, goals and your expected discharge date. You, your support persons, and your care team can write notes for each other on the whiteboard.

Shift Handover/ Bedside Shift Report

Staff may ask your permission to do your report at your bedside. The Bedside Shift Report is a quick hand over between outgoing and incoming staff. Your involvement in the Bedside shift report is one of the ways we ensure you are kept updated and gives you the opportunity to clarify information that is shared.

Comfort Rounds

Staff will do Comfort Rounds around every two hours to address your personal needs. Use your call bell if you need help between these rounds.

Meals Matter

Meals are delivered to your room in most areas. Most patients will get a menu with their breakfast tray. For information about your diet, snacks and drinks, talk with your nurse/food services and/or your dietitian.

Internet, Phones & TV

Free Wi-Fi is available in most areas. Open your web browser and accept the Terms and Conditions to connect. Set your cell phone to silent and use headphones to not disturb others. You can support the privacy of others by obtaining permission if you wish to take a picture or make a recording. Check with unit staff regarding televisions for your use.

Room Assignments

Depending on hospital needs, you may be admitted to a space that is not a typical patient room or in a room with someone of a different gender.

Parking

If you have questions about public parking, please call 1-855-535-1100

Services & Amenities

Check with your care team regarding amenities at the site, such as cafeteria, gift shop, and prayer and meditation areas. Ask about Spiritual Care support that may be available.

Safety first

Your safety matters to us. We have systems to support it.

Right Patient, Right Care

Staff are expected to use two identifiers to confirm they have the right person before administering medications, and before any tests/procedures. This may include asking for your name, birth date and scanning your hospital wristband. Your wristband contains information connected to your electronic chart, including allergies and medications. Scanning your wristband ensures the right person is receiving the right care. It's okay to remind us to scan your wristband!

Your Medications

We need an up-to-date list of all the medicines, natural remedies, and vitamins you take. You will be asked to help make this list. It's important that no personal medications are taken without notifying your care team.

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. It's okay to ask your care team to wash their hands.



Tips for a better stay

Here are some ways to improve the quality of your stay.

Let's Move – Top 5 Reasons to Stay Active

- ✓ It takes less time to recover
- ✓ You become stronger
- ✓ Your mood improves
- ✓ You sleep better
- ✓ You have less pain
- ✓ You decrease the risk of weakness, blood clots, pressure injuries and falls when you stay active and move

Check with your healthcare team on what activities are best for you. In the meantime, you can increase your activity by:

- Getting yourself dressed and up to the washroom
- Sitting up for meals and when you have visitors (sit in a chair or at the edge of the bed)
- Do bed exercises on your own throughout the day
- Move or change your position every hour
- Take a walk around the unit (at least three times per day, either alone or with help)

Delirium Prevention

Some conditions and the stress of being in an unfamiliar environment may cause some patients to become confused. Staff will work with you to minimize this risk by helping you:

- Keep hydrated
- Walk and get out of your room if appropriate
- Receive adequate nutrition
- Protect your sleep
- Minimize over stimulation
- Orientate you to person place and time
- Assist with your hearing aids and glasses
- Manage your pain

Making Your Stay More Comfortable

We encourage you to bring personal items to make yourself more comfortable, such as clothing, a toothbrush, comb, cane or walker, and hard-soled slippers or shoes. The hospital is not responsible for lost or stolen items. If you have valuables that cannot be sent home, ask your care team about how to keep them safe. Ask a care provider how to access for Lost and Found if needed.

Scents

Please do not use scented products (perfume, cologne, etc.) in patient areas.

Receiving High Quality Care

Goals for improvements are publicly displayed on Quality Boards, located on each unit. Visit the Quality Board on our unit for a snapshot of our team's ongoing quality improvement efforts.

Smoke-Free Environment

The use of tobacco or tobacco-like products (e-cigarettes, cannabis or spit tobacco) is not allowed on AHS property. Patients may be offered nicotine replacement therapy to prevent agitation and withdrawal symptoms.



Getting ready to leave the hospital

Discharge

Your care team meets daily to talk about your expected discharge date. They will work with you to create a plan, so you have the resources to be successful after leaving the hospital. Ask for a copy of My Next Steps: Getting ready to leave the hospital (bit.ly/ahs-my-next-steps)

Let us know If you have questions or know of any barriers to being discharged. If your expected discharge date changes, this will be discussed with you. It's okay to ask us if you are unclear.

For questions after discharge please call 811.

Your Health Record

Everyone who receives treatment through Alberta Health Services has a health record. You can ask for copies of your health information or on behalf of another person by completing the Health Information Access Request form. Visit albertahealthservices.ca and search "Access and Disclosure" or email disclosure@ahs.ca

You can also access information electronically through MyAHS Connect - Login Page (bit.ly/myahs-connect-login)

Feedback

An AHS leader may come to speak with you during your stay. If you have any feedback, including positive experiences or concerns please discuss them then.

You can also speak with any member of your care team, unit manager or contact Patient Concerns & Feedback at 1-855-550-2555 or access ahs.ca/about/patientfeedback.aspx

If you wish to express your gratitude reach out to Foundations | Alberta Health Services at foundationrelations@ahs.ca

