

# Patient and Family Information



TWH

Welcome to the Toronto Western Hospital (TWH), a member of the University Health Network (UHN) and a University of Toronto teaching hospital.

## Toronto Western Hospital

TWH hospital is committed to providing excellence in patient care, health care delivery, research, and education.

Your health care team includes doctors, nurses, other health care professionals and hospital employees. Students may also help with your care, since we are a teaching hospital with the University of Toronto.

If you have any questions during your visit, please ask one of our staff or request the *Patient Services Directory*, which has more information about the hospital.

*This information is to be used for informational purposes only and is not intended as a substitute for professional medical advice, diagnosis or treatment. Please consult your health care provider for advice about a specific medical condition. A single copy of these materials may be reprinted for non-commercial personal use only.*

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University Health Network  
Toronto General Hospital Toronto Western Hospital Princess Margaret Hospital

## Your rights and responsibilities

Your rights include:

- Privacy and being treated with respect.
- Knowing who is treating you and having your questions answered.

Your responsibilities include:

- Sharing information with your health care team.
- Being respectful of patients, visitors & staff.

(Please ask to see The Patient Bill of Rights and Responsibilities)

## What to bring to hospital

- Your TWH/UHN hospital blue card
- Your health card (OHIP)
- Your personal insurance policy/certificate card (if you have insurance) and a credit card (for semi-private or private room)
- Your current medications in their original bottles
- Money for newspapers, magazines, coffee shop, etc.

**Remember:** Television and telephone equipment is not covered by OHIP.

## If you are staying overnight

What to bring to the hospital:

- Toiletries and personal items (toothbrush, comb, soap, shampoo, razors, tissue, body/hand lotions, etc.)
- Slippers, pajamas and a bathrobe
- Reading material
- Change of clothes for going home
- If you use hearing aides, dentures or glasses, please bring them with you

What to leave at home:

- Valuables like jewelry or large sums of money
- Cellular phones
- Electric items, unless checked by hospital staff

**Remember:** the hospital is not responsible for lost or damaged valuables or personal items.

## Visiting Hours

UHN has a flexible visiting policy. Please check with the unit or visit [www.uhn.ca](http://www.uhn.ca)



## **Transportation and Parking**

### **TTC**

TWH is located at the corner of Bathurst St. and Dundas St. and is accessible by the Dundas 505 and Bathurst 511 streetcars. If you are coming by subway, exit at Bathurst station and take the Bathurst streetcar south to Nassau St. From Dundas station, take the Dundas streetcar west to Bathurst St.

### **Parking**

Visitor parking is located in lots off Leonard Ave. (one block east of Bathurst St.) and Nassau St. (one block north of Dundas St.)

### **Wheelchairs**

Wheelchairs are available at the hospital's main entrance for a \$1 refundable deposit.

### **Shuttle Bus Service**

A free hospital shuttle bus service leaves TWH every 15 minutes between 8:15 a.m. and 5 p.m., and every 30 minutes between 5:30 a.m. and 7:30 a.m. There is no shuttle service on weekends or holidays.

### **Pharmacy**

You can fill your prescription at the Shopper's Drug Mart on the first floor of the Atrium. The store is open Monday to Friday 8:30 a.m. to 7 p.m., Saturday 9 a.m. to 5 p.m. and closed Sundays.

## **Where to stay**

For information on nearby places to stay, please ask one of our staff or visit our web site at [www.uhn.on.ca](http://www.uhn.on.ca).

## **Where to eat**

A food court is located in the hospital Atrium. Most services are open from 7 a.m. to 10 p.m. There are vending machines in areas throughout the hospital. Restaurants are within a short walking distance from the hospital.

## **Other hospital services include:**

- Patient relations
- Interpretation Services
- Ambulatory Clinics
- Volunteer Services
- Chaplaincy (Spiritual Care)
- Patient and Family Library

## Rooms

Regular patient rooms are covered by OHIP. For an extra cost or with insurance coverage, semi-private and private rooms are also available. For more information, please call Admitting at (416) 603-5705.

## If you are having surgery...

Family and friends can wait in the Surgical Waiting Area on the 2nd floor, Fell Pavilion (South elevators). For day surgery, the waiting area is on the 4th floor, Main Pavilion, beside reception.

## Discharge

Discharge time from the hospital is 11 a.m. or earlier. Please arrange for someone to take you home before you come to the hospital. Your health care team will arrange home care, if needed. When you leave the hospital, ask your nurse or the ward clerk for your hospital card, prescriptions or a follow-up appointment. Talk with your health care team if you have any questions.

### Helpful Information:

Toronto Western Hospital	www.uhn.ca
General Information	416-603-2581
Patient Inquiries	416-603-5801
Patient Relations (compliments or complaints)	416-340-4907
Chaplaincy (Spiritual Care)	416-603-5836
Patient & Family Library	416-603-6277
Security/Lost Items	416-340-4111
TTC (Toronto Transit Commission)	
<a href="http://www.ttc.ca/">http://www.ttc.ca/</a>	416-393-4636
GO Transit	www.gotransit.com