Part 2

About the Hospital

There are things you need to know about our hospital before you arrive for your surgery.

This part will help you learn more about:

- Your health care team
- Your privacy while in the hospital
- Services we offer

UHN is a scent-free hospital.

Please do not wear perfumes, colognes or other scented products. Other patients and staff may have serious allergies.

For more information about UHN, visit www.uhn.ca
Your health care team at UHN

UHN is a teaching and research hospital linked with the University of Toronto.

What is a teaching hospital?

A teaching hospital trains new doctors, nurses and other health care professionals. We have health care students from across Canada and from around the world who work with your health care team and qualified supervisors.

UHN uses a team approach to your care

You will be cared for by a team of medical professionals who may include:

- doctors – staff surgeons, anesthesiologists, surgical fellows, medical residents, clinical associates and medical students
- nurses – registered nurses, registered practical nurses, nurse practitioners, advance practice nurses, clinical nurse specialists, nursing coordinators and nursing students
- anesthetists
- dietitians
- occupational therapists
- patient care assistants
- pharmacists
- physiotherapists
- respiratory therapists
- social workers
- speech language pathologists
- technologists
- many other professionals

Please speak to any member of your team, at any time, if you have any questions and concerns.
Keeping your personal information private

At UHN your health information is kept private. It’s shared only with:

- professionals involved in your care
- your next of kin or someone close to you who you agree may have your information
- other hospitals through shared systems, if you agree (give consent)
- public authorities or government agencies

To learn more, visit the Privacy page on our UHN website at: www.uhn.ca/PatientsFamilies/Patient_Safety_Advocacy/Privacy. Or, phone the Privacy Office at 416 340 4800 ext. 6937.

What services are available while I am in the hospital?

- Gift shops at some sites
- Pharmacy
- Bank machines
- Food court and coffee shops
- TV and telephone services
- Wireless Internet

If you want telephone or TV service, there is a cost. Ask your unit team members for more information

**Wireless devices**, such as cellular phones, may be used in most waiting rooms, common areas and lobbies. But, in some special areas of the hospital you can’t use your device. Look for any signs about using wireless devices.

**Do not use your wireless device to take pictures or audio or video recordings of any UHN patients or staff.**
Can I have a semi-private or private room?

Semi-private and private rooms may be available at an extra cost per night unless you have insurance coverage.

If you have semi-private insurance coverage, you may upgrade to a private room by paying the difference in cost. Call your insurance company before you come to the hospital. Some policies may have a daily maximum coverage for semi-private and private rooms. **Please note:** Room upgrades are not always available. Talk to your team about your needs.

UHN Patient Learning & Experience Centres

Patient and Family Learning Centres

Our Patient and Family Learning Centres can help you learn more about your surgery, how to care for yourself, and help you find other health information.

- We have books, eBooks, videos, audiobooks, and CDs that you can borrow
- We have free brochures on many topics
- We can do a health information search on any topic tailored to your needs
- We can give you Internet access to find reliable health information and access your myUHN Patient Portal account
- We can help you find community services and discharge planning information
- You can find us on the Internet at: [www.uhnpatienteducation.ca](http://www.uhnpatienteducation.ca) or visit in person
Please see our locations and visiting hours below:

**Princess Margaret Patient & Family Learning Centre**

**Hours of service:**
Monday to Thursday, 8:30 am – 4:30 pm
Friday, 8:30 am – 4:00 pm.

**Location:** Main Floor Atrium

**Phone:** 416 946 4501 ext. 5383

**Email:** patienteducationpmh@uhn.ca

**Peter and Melanie Munk Patient & Family Learning Centre and Library, Toronto General Hospital**

**Hours of service:**
Monday to Thursday, 8:30 am – 4:30 pm
Friday, 8:30 am – 4:00 pm

**Location:** First Floor, Upper Munk Lobby
Up the steps from the University Avenue entrance, near the Outpatient Pharmacy, Tim Hortons and Medical Imaging

**Phone:** 416 340 4800 ext. 5951

**Email:** tgpen@uhn.ca

**Paul B. Helliwell Patient & Family Library, Toronto Western Hospital**

**Hours of service:**
Monday to Thursday, 8:30 am – 4:30 pm
Friday, 8:30 am – 4:00 pm

**Location:** Main Atrium, West Wing, 1st Floor

**Phone:** 416 603 6277

**Email:** twpfl@uhn.ca
Spinal Cord Connections Patient & Family Resource Centre, Lyndhurst Centre, Toronto Rehabilitation Institute

**Hours of service:** Monday to Friday, 9:30 am – 5:00 pm

**Location:** 1st floor – Lobby Lyndhurst Centre

**Phone:** 416 422 5644 ext. 213

**Email:** info@sciontario.org