

Welcome to 8 Eaton South: Mental Health Inpatient Unit



For family, friends and caregivers

Having a family member or friend in the hospital can be stressful. We hope this pamphlet answers some of your questions.

Members of the health care team will be happy to answer any other questions you may have.



Our unit has the following programs:

- Geriatrics
- General Psychiatry
- Eating Disorders
- Psychiatric Intensive Care

Health care team members who may be involved in your family member or friend's care include:

- Nurses
- Occupational Therapists
- Occupational Therapist Assistants
- Social Workers
- Recreational Therapists
- Dietitians
- Psychologists
- Psychiatrists
- Pharmacists
- Ward Clerks
- Psychiatric Assistants
- Nurse Practitioners
- Spiritual Care

What you need to know about safety

- The Inpatient Unit is a **locked unit**. To enter and leave the unit, patients and visitors must press the buzzer for the door to unlock.
- There is a sign-out book at the front of the nursing station where the ward clerk sits. Patients must sign in and out each time they enter and leave the unit.

- Each patient needs different levels of care and support. Please leave and enter only with patients who are with you.
- All items or gifts brought for a family member or friend must be checked at the nursing station before bringing them in.

What are the legal issues about sharing information?

If your family member or friend **has** given us permission:

- The health care team will share how your family member or friend is doing and their plan of care.
- You may also be invited to come to a meeting with the health care team to talk about treatment and plans for going home. You can also ask any questions you may have.

If your family member or friend **has not** given us permission:

- We cannot share any information about their treatment because the health care team must follow the law.
- You can let us know of any concerns you may have about your family member or friend's safety or well-being.

Involuntary admissions

There are times when a patient needs to be admitted against their will. These decisions are made based on the *Mental Health Act*. This is called an involuntary admission. More information about this topic is available at the nursing station.

Why do we search the patient's personal belongings?

It is important that the Mental Health Centre Inpatient Unit is a safe place for patients, visitors and staff. When a patient is admitted to the unit, a staff member will search their belongings.

If you are bringing items on to the unit for your friend or family member, they must be checked by a staff member first.

Please note that the hospital cannot be responsible for lost property.

Why do patients have to wear a wristband?

At UHN, all patients wear a **identification (ID) wristband** to make sure that they are properly identified before they receive treatment, medical procedures or tests.

When your family member or friend is admitted, they should have an ID wristband with 3 things on it:

1. name
2. date of birth
3. UHN medical record number

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| Patients should wear their wristband at all times. |
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If the patient is not wearing their wristband or if any information is wrong, please tell a nurse.

For safety, all patients also have to wear a **coloured wristband**. The colour of your family member or friend's wristband depends on their treatment plan and care needs.

How we reduce the risk of infection

Hand hygiene is the most important way to prevent the spread of infection. All members of the health care team should wash their hands before and after providing any care. If you have any doubts, please remind them to wash their hands before giving care to your family member or friend.

We remind all visitors to wash their hands or use antiseptic gel before and after visiting the inpatient unit. Gel dispensers are found throughout the inpatient unit and hospital. If you do not feel well, please come back when you are feeling better.

UHN is scent-free

Please do not use perfumes and scented products on the unit.

No smoking

UHN is a smoke-free environment. Nicotine replacement is available for all patients to help manage the urge to smoke. If patients would like to join a smoking cessation program we can help make this referral.

Interpretation services

UHN has an interpretation service. We can book an interpreter to be at any family meeting with the health care team. Please let us know the language needs of any family members who may be attending meetings.

Students working on the Inpatient unit

The University Health Network is a teaching hospital. All students working on the inpatient unit are closely supervised. Like the team members, students will introduce themselves to you so you know who they are.

Need more information?

At the **Peter & Melanie Munk Patient & Family Learning Centre and Library** you will find:

- computer stations to search for information

Or ask a librarian to do a health search for you if you want information on a specific health topic.

Patient Education brochures can also be found at:

www.uhnpatienteducation.ca

- Click “search for health information” then “browse health topics” and choose “mental health and addictions”

Where to find us

Norman Urquhart (NU) Building – Level 1 (near Tim Hortons)

We also keep copies of many brochures on the Inpatient Psychiatry Unit in the Rose Lounge and near the exit. Please take copies with you if you like.

Working together

Our health care team gives unique patient-centered care. Please help us be considerate of other patients’ privacy and health care challenges. We promise to listen to what is important to your family member or friend and you. We promise to answer your questions and concerns and to respect the health care choices that your family member or friend makes.

Please let us know what is most important to you and ask any questions when you need information. Also, share your concerns or questions with the health care team. If you still have concerns, please call the Patient Relations Office.

Phone: 416 340 4907

Email: patientrelations@uhn.ca

Contact us

Inpatient Psychiatry Unit

Eaton Building – 8th floor South
Toronto General Hospital, 200 Elizabeth Street
Toronto, Ontario M5G 2C4

Inpatient nursing station:

Phone: 416 340 3020

If you have questions, please ask for the Patient Care Coordinator who will either answer your question or let you know who the nurse caring for your family member or friend is.



Have feedback about this document?

Please fill out our survey. Use this link: bit.ly/uhn-pe

Visit www.uhnpatienteducation.ca for more health information. Contact pfep@uhn.ca to request this brochure in a different format, such as large print or electronic formats.

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