

Princess Margaret Cancer Centre Inpatient Information Package

How to prepare for your hospital stay

Read this resource to help make your stay in the hospital as easy as possible.



TABLE OF CONTENTS

Preparing for your hospital admission and discharge.....	3
How to prepare for your hospital stay.....	5
Your health care team during your hospital stay.....	9
What to expect when you arrive at the inpatient unit.....	11
Services at the hospital.....	15
How to keep safe during your hospital stay.....	17
Guidelines for family and friends visiting you.....	21
What to expect on the day you leave the hospital.....	23

Preparing for your hospital admission and discharge: Our commitment to helping you return home

Your health care team looks forward to working with you to make sure you receive excellent patient-centered health care during your hospital stay. Our goal is to help you return home* as soon as you no longer need hospital care.

*Your home or where you were living before you were admitted to hospital.

Admission to the hospital

- Once you are admitted to the hospital, your health care team will work with you to plan for the day when you return home; your “day of discharge.”
- You will receive your estimated day of discharge within, or close to, 24 hours after you are admitted so you and your family can plan accordingly.

What you need to do to prepare for discharge

- You will be discharged when your doctor decides with you that you no longer need medical care at the hospital.
- If you need any help or support when returning home, your health care team will call the Local Health Integration Network – Home and Community Care (LHIN – HCC). They will meet with you to talk about your care needs and any resources in the community that may be right for you.

- Discharge time is before 11:00 am. The 11:00 am discharge time allows the hospital time to prepare beds for other patients waiting to be admitted.

Leaving the hospital

- Once you know your day of discharge, you will need to arrange your transportation and prepare for your return home.
- Be aware that University Health Network does not pay for your transportation to leave the hospital.
- If you need help, you can ask your team for a list of telephone numbers for travel options, such as ambulance, taxi or wheelchair accessible taxi, Wheel Trans, etc. You will pay the transportation vendors directly.

Your health care team is here to support you during your hospital admission and to help you transition out of hospital as soon as you no longer need hospital care.

Thank you for supporting our commitment to ensure all of our patients receive the best care possible.

Sincerely,
Your UHN Health Care Team

If you have any concerns during your stay, contact:

- The Nurse Manager (weekdays)_____
- The Charge Nurse or Administrator on Site (weekends and holidays)

Your Most Responsible Physician is _____

How to prepare for your hospital stay

What to bring with you

1. Your Health Card (OHIP card)

If you do not have an OHIP card, you will need 2 other pieces of government issued ID. One of the pieces of ID should include a photo (such as a driver's license or passport).

If you are not covered by OHIP, the hospital will tell you about any related costs beforehand. We will also inform you about your payment options.

2. Your Contact Information

Your update-to-date contact information (home phone number, cell phone number, email)

- Contact information of your next of kin (relatives) or a close friend
- Who to contact in case of an emergency
- A copy of your power of attorney. Your power of attorney is a legal document. The document gives someone you trust the right to make decisions for you if you are not able to do so for yourself

3. Your medicine

Bring all your medicines in their original bottles. Or bring a complete list of medicines you are taking, the dose (amount you take) and when you take them.

Medicines include:

- Prescription medicines (doctor's order): pills, eye drops, inhalers, nicotine patches

- Non-prescription medicines (over the counter): vitamins, mineral supplements, herbal medicines
- Other products: Cannabis for medical reasons. Bring a personal lock box to store the cannabis

4. Your personal care items

These include:

- Mobility aids (such as a walker or cane)
- Loose clothes that are easy to put on
- Clothes to sleep in (such as a nightgown or pajamas and a robe)
- Socks
- Shoes with non-slip rubber soles (such as running shoes)
- Slippers (for safety reasons, rubber soles and closed backs are preferred)
- Toiletries that are scent-free such as:
 - A toothbrush & toothpaste
 - Tissues
 - Lip balm and skin lotion
 - Deodorant (do not bring sprays)
- Hair brush
- Eye glasses
- Dentures/Denture Cup

Show your nurse any electric personal care items you bring in such as:

- Razor
- Blow dryer
- Hearing aids and batteries

Hospital staff will check to make sure they are safe to use in the hospital.

You may also want to bring:

- A cell phone & charger
- A device to listen to music with headphones (such as an iPod or phone)
- Earplugs
- Small personal items, such as framed photographs
- A small amount of cash for newspapers, coffee or other small purchases
- Books

What to leave at home

The hospital is not responsible for lost or damaged personal items. Leave the following items at home to prevent theft or loss

- Jewelry and other valuables
- Large sums of cash

You should send the items above home with a friend or family member. If you are not able to do this, you can sign these items over to a hospital staff member for safekeeping.

Leave the following items at home to prevent the spread of germs, reduce clutter and protect patients with allergies:

- Live plants or flowers
- Scented products (such as perfumes)
- Household items (such as fans)

Too many items in your room makes it hard for staff to clean. Having too many items also poses a risk for tripping and falling.

If an item is needed for medical reasons, discuss this with your health care team.

What to do before you arrive at the hospital

1. If you are using private insurance, find out:

- What your plan covers in terms of room type (semi-private or private)
- How much your plan will pay for a private or semi-private room

You are responsible for knowing what your insurance provider covers before you arrive at the hospital.

2. Have a talk with your friends and family about your advanced care plans.

Your advanced care plan is used to guide your care. It involves sharing your beliefs, values and wishes with your close family or friends (those you trust).

To make an advanced care plan, have a talk with your friends and family about:

- The medical tests and treatments that you want
- The medical tests and treatments you do not want
- The friends or family who should speak on your behalf if you are unable to

If you have questions, you can talk with a member of your health care team about your advanced care plan. More information on how to create an advanced care plan can be found at these websites:

www.advancecareplanning.ca

http://www.uhn.ca/PatientsFamilies/Patient_Services/Advance_Care_Planning

Your health care team during your hospital stay

What is a health care team?

A health care team means patients are cared for by many health professionals rather than one doctor.

This team may include:

- Doctors – Most Responsible Physician (MRP), Attending Physician, Clinical Associate, Fellows, Hospitalists
- Nurses – Nurse, Nurse Practitioner, Nursing Coordinators and Nursing Students
- Occupational Therapists, Physiotherapists and Assistants
- Pharmacists and Pharmacy Technicians
- Other health professionals (Social Workers, Spiritual Care, Dietitians)

Princess Margaret is a teaching and research hospital.

What is a teaching hospital?

A teaching hospital trains new doctors, nurses, and other health care professionals

- Members of your health care team are trained to teach students

These students and teachers work together on your health care team.

Who is in charge of your care?

The Most Responsible Physician (MRP) is the doctor responsible for planning your care.

- You may not see your Most Responsible Physician often during your stay, but they will be in contact with your attending doctor
- The attending doctor is the staff doctor who will oversee your care on the unit. Depending on the unit, the attending doctor may change every week or every 2 weeks
- The Clinical Associate, Nurse Practitioner, Senior Fellow, or Hospitalist will work with the attending doctor to provide your day to day care
- Your Most Responsible Physician will continue to take care of you when you leave the hospital

Princess Margaret uses a team approach to provide care.

This team approach may result in you being asked the same questions by different members of the health care team. This is for your own safety. You will often be asked:

- To confirm your name, date of birth, or medical record number (on your wristband)
- To show your wristband to check your ID. This is done so it can be compared with the information on a medicine label or form given to you

These steps are done each time you are given medicine or have a procedure done (such as a test or treatment) by a member of your health care team. You are an important member of your team, ask questions when you are unsure about anything.

What happens at a bedside shift report?

A bedside shift reports happen every day at shift change (when one nurse leaves and another nurse takes over).

At the change of a shift, the nurse will:

- Introduce you to the nurse who will be taking over your care
- Ask if it is okay to share information about you to the nurse taking over your care

The nurse taking over your care will:

- Confirm who you are by checking the ID on your wristband
- Check your IV (the needle inserted into your vein)
- Check any incisions (a cut)
- Check any drains (a tube used to remove fluid from a wound)
- Check any special equipment in your room

Why is the bedside shift report useful?

Your family or friends can stay with you during the bedside shift report. This is a good time for them to learn about your care.

This is also a time for you to learn more about your plan of care and share concerns you may have with your nurses.

Plan of care

Your plan of care is the purpose of your stay in the hospital. Your plan of care may include:

- Treatment
- Medical tests to figure out how to manage your illness
- Ways to manage your symptoms

If you have any concerns during your stay you can ask to speak to:

- The Nurse Manager (weekdays)
- The Charge Nurse or Administrator on Site (weekends and holidays)

What to expect when you arrive at the inpatient unit

When you arrive at the inpatient unit, a member of your health care team will:

- Talk to you about your reason for your hospital stay
- Complete a health check
- Give you a wristband (which has a barcode that is scanned to confirm your identity). While you are a patient in the hospital, keep your wrist band on
- Give you a Medical Record Number (a 7-digit number that links your identity and your medical information), if you do not have one already
- Assign you to a room
- Have you fill out a form for your room request (called a preferred accommodation form)

Your health care team will do their best to give you the room you request.

What types of rooms are there?

There are 3 types of rooms available:

1. Ward (3 or more beds per room)
2. Semi-Private (2 beds per room)
3. Private (1 bed per room)

If you are assigned a semi-private or private room for medical reasons, you will not be billed.

How will I be charged for my semi-private or private room?

Rooms are assigned based on what rooms are available. If you request and get a semi-private or private room, you will need to provide the following information:

- Your private insurance information (if covered)
- Credit card information

You will need the following private insurance information:

- Policy or Group number
- Identification or Certificate number
- Plan member name
- Employer name

You will need to provide credit card information to:

- Pay for any portion of the room costs not covered by your private insurance
- Pay for a semi-private or private room if you do not have private insurance

If your private insurance is paying for semi-private or private room, you will

be billed for any room costs not covered at discharge (when you leave the hospital).

If you are paying for your room, your credit card will be charged each week. A receipt of your room charges will be sent to your home address.

Room changes

Sometimes you may need to change rooms during your stay due to medical or infection control needs. If you need to change rooms, we ask for your patience. Even if you are paying for a private room, you may need to change rooms for medical or infection control needs.

Refer to the chart below for billing examples if a room change occurs:

If you request a:	And you get a:	You will be billed for:
Ward room	Semi-private or private room	No charge
Semi-private or private room	Ward room	No charge
Semi-private room	Private room	Semi-private
Private room	Semi-private	Semi-private

For more information, contact Corporate Billing and Accounts Receivable
Phone: 416 946 2100

Services at the hospital

Is there Wi-Fi access in the hospital?

Wi-Fi access is free and available on the Guest Wireless Network. No password is needed.

You may be able to download or stream content (such as movies or books) using the Guest Wireless Network. You may want to download this content before you come to the hospital to ensure you have it.

Will I have access to a TV?

You can pay to have TV access in your room. You can find information on how to rent in-room TV services from flyers placed near the nursing stations.

Will I have access to a phone?

There will be a phone in your room. Local outgoing calls can be made using the phone in your room free of charge.

- You will need a calling card to make long distance calls
- Bring a cellphone, if you have one

If you bring a cellphone, consider others around you when speaking on the phone.

For more information on how to get a calling card, call 416 946 4501, ext. 2283.

Does the hospital have a laundry service?

There is no laundry service for patients at Princess Margaret. Instead, you may want to:

- Pack enough of clothes for your entire stay at the hospital
- Arrange for a family member or friend to do your laundry somewhere else

What food services are there?

Your meals are served around these times every day:

Breakfast: 9:00 am

Lunch: 1:00 pm

Dinner: 6:00 pm

Tell your health care team if you prefer certain foods or have food allergies. Your meals will also be based on the diet plan made by your doctor and dietitian.

Pantry

There is a pantry on each unit with a fridge and microwave. You can bring in your own food and store it in the fridge. Keep in mind that the fridge is shared by other patients. Only bring in enough food for a few days.

To reduce the risk of infection, food that is taken into your room cannot be returned back to the pantry.

Label your food with your name and the date. The fridge is cleaned once a week. Food with no labels will be thrown out.

How can I check my appointments and test results?

The **myUHN patient portal** is a secure website for patients of the University Health Network (UHN). The website lets you safely see your appointments and results as soon as they are ready.

Because you can see your results quickly, you may see your result before you see your doctor. If you have any concerns, ask to speak to a nurse or doctor.

If you need help using the patient portal call myUHN Support at:
416 340 3777

To access the myUHN patient portal visit: <http://www.myuhn.ca/>

To register, you will need a registration code which can be provided by a UHN member of staff. You will need to provide your

- Medical Record Number
- A piece of government issued photo ID (health card preferred)

How to keep safe during your hospital stay

Here are some things you can do to keep safe during your stay:

1. How can I prevent the spread of infections?

Cancer and cancer treatment (like chemotherapy, immunotherapy and radiation treatment) makes your body's immune system weak.

Your immune system fights infections. If you have a weak immune system, you have a greater chance of getting sick from respiratory viruses (such as a common cold).

To avoid getting sick and reduce the spread of germs:

- Use hand sanitizer (gel) or wash your hands with soap and water:
 - Before eating
 - After using the washroom
 - After coughing or sneezing

- Ask friends and family to use alcohol-based hand sanitizer upon entering or leaving your room.

Tell your friends and family not to visit you at the hospital if they have a full body rash, diarrhea or symptoms (signs) of a respiratory virus (such as a common cold).

Symptoms include:

- Fever
- Runny nose
- Congestion (stuffy nose, throat or chest)
- Sneezing
- Sore or scratchy throat
- Cough or wheezing
- Headache

Friends or family should stay home if they are not sure if they are well enough to visit. Tell them to use the telephone, email or Skype to keep in touch until they feel better.

If you are a patient on floor 14 or 15, you will need to perform hand hygiene and wear a mask when you leave your room. Your visitors will need to perform hand hygiene and wear a mask to protect you from getting sick. Visitors can get a mask from one of the health care team. Children under the age of 9 are not allowed on units 14B and 14C.

2. How can I prevent falls while in hospital?

A person who is unsteady on their feet, dizzy or weak is at higher risk for falling. Some treatments may make you feel this way.

Nurses on your unit will assess your risk of a fall. They will also discuss ways to reduce your risk. Take special care when changing positions or moving from one place to the next (such as going to the bathroom). Make sure to ask for help if you need it to avoid a fall.

Here are some tips to prevent falls while in the hospital:

- Take time when changing positions. When getting up from a lying position, stay seated at the edge of the bed until you feel steady
- Avoid leaning on tray tables, bedside tables or any furniture
- Keep the floor around your bed free of objects
- Ask for help to clean up spills right away
- Make sure you have enough light to see the floor area around your bed
- Keep your bed low to the floor and keep the brakes on
- Request help when moving if you have tubes (such as an IV line) attached to your body
- Let your health care team know if you have trouble walking, or slip and fall often
- If you feel weak, dizzy or faint call for help and do not try and get up alone. If you are standing, sit on a chair or lower yourself to the floor

- Keep things you need where you can easily reach them, including:
 - Personal items (eye glasses, hearing aids, walker or cane)
 - Room equipment (tray table, telephone, call button, button to adjust your bed)
 - Food and drinks
 - Kidney basin (which is a bowl you can use if you need to throw up).

3. How can I make sure I take the right medicine?

While you are in the hospital, **do not** take the medicines you were taking at home unless your doctor, nurse or pharmacist tells you it is okay. You may get a new medicine to replace the one you were taking at home. Your health care team will tell you the reason for this change.

Let your pharmacist or nurse know if you are allergic to any medicines.

The following information should be given to you if you are taking a new medicine:

- Name of medicine
- What the medicine is for
- What side effects to watch for
- What to do if you get side effects
- When you should take each medicine and for how long
- What food, drink or activities (such as driving) to avoid when taking the medicine

Ask a member of your health care team if you:

- Do not get this information
- Think you are missing a medicine
- Are not sure why a new medicine has been started

4. How can I practice food safety?

Bacteria (germs) can be found in food when it is not stored, handled or cooked properly. Eating food with these germs can make a person sick. You cannot always tell if food has gone bad by its look, smell or taste. If you are not sure, throw it out.

Use the guidelines in the "Food Safety for People with Weakened Immune systems" pamphlet (D-8521).

You can get this pamphlet in your unit or in the Patient and Family Library on the main floor.

Guidelines for family and friends visiting you

As you heal, your family and friends are welcome to visit you. Having loved ones near may help you feel better and recover more quickly.

The guidelines below are meant to keep patients safe. They are also used to prevent the spread of infection.

When and where are my family and friends able to visit?

Family and friends can visit you in your room. They can also visit you in the patient lounge in your unit.

At times we may limit visitors in your room based on:

- How well you feel
- Any safety concerns that your health care team may have
- The needs of your roommate(s) if you are sharing a room

How many family and friends can visit me at a time?

The number of visitors is based on your needs as well as the needs of other patients who may be sharing the same room. Most inpatient units limit visitors in patient rooms to 2 at a time for each patient.

What should my friends and family do before they visit me in the hospital?

Ask your family and friends:

- To check for signs of illness such as fever, cough, shortness of breath, runny nose, full body rash, diarrhea or vomiting. If they have any of these signs of illness, they should not visit you in the hospital.
- Not to bring plants, flowers, or latex balloons to the hospital. Plants and flowers carry germs and can increase risk of infection. Many people are allergic to latex.

What should my friends and family do when they visit me?

Your family and friends should:

- Clean their hands before entering and after leaving a patient's room, with hand sanitizer
- Have an adult present when a child under 12 is visiting
- Avoid the use of scented products (such as perfumes or body lotions)
- Children may not be able to visit certain units for infection control reasons. If you are unsure, ask the unit manager.

Code of Conduct

Princess Margaret staff are committed to providing the highest quality of care to our patients. University Health Network (UHN) is committed to a safe and respectful workplace for staff.

Visitors who act in a manner that is not respectful of staff and other patients, will be limited in their ability to visit. Children who disturb other patients may be asked to leave. Thank you for being thoughtful.

What to expect on the day you leave the hospital

Leaving the hospital is called discharge. You can leave the hospital when your health care team decides that you no longer need medical care at the hospital.

What time of day is discharge?

Discharge time (when you leave the hospital) is 11:00 am. You should leave your room by 11:00 am. This helps us to prepare the room for other patients.

You are welcome to wait for your ride home in the patient lounge on your unit.

What do I need before I leave the hospital?

All of the personal items you brought with you (such as eye glasses, walker or cell phone)

- Your health card (OHIP) and medical results

- 2 discharge letters: one for you and one copy for your family doctor
- Care instructions from your health care team
- Prescriptions (doctor's orders) for your medicine
- Dates and times of any follow up appointments
- Information about the medicine you are taking. This includes:
 - Why you need to take them
 - How to take them
 - When to take them
 - Food, drink or activities to avoid when taking them
 - Common side effects
 - How to manage side effects

If you have any unpaid bills for hospital services, you will need to stop by the Cash Office to pay for these services. The Cash Office in Princess Margaret is on the main floor.

The office is open:

Monday-Friday
9:00 am – 1:00 pm
2:00 pm – 4:30 pm

You can contact Corporate Billing and Accounts Receivable:
Phone: 416 946 2100

What plans do I need to make before I return home?

1. How to get home

You will need to make your own plans to travel home. The University Health Network does not pay for your transport when you leave the hospital.

You can ask your health care team for a list of phone numbers for travel options. These include:

- Medical transportation service
- Taxi
- Wheelchair accessible taxi
- WheelTrans

2. Health care at home

Your health care team will put you in touch with your local health community service if you need support when you return home.

This community is called your Local Health Integration Network – Home and Community Care (LHIN-HCC).

- They will meet with you to talk about your care needs
- They will provide you with information on where to get care in your community

Urgent care

Once you are home, if you feel unwell, follow the instructions the team has provided you.

If you need urgent care, go to an Emergency Department close to your home. Princess Margaret does not have an Emergency Department.

3. Help at home

When you first arrive home, you may take some time before you can do the things you used to do (such as cooking or cleaning). Here's how you can get help:

- Make plans to pay for home care (such as hiring a service to help with laundry, cooking or cleaning)
- Make plans with family or friends to help you complete these chores

Visit www.uhnpatienteducation.ca for more health information.

Contact us to provide feedback or request this brochure in a different format, such as large print or electronic formats: pfep@uhn.ca

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