



PATIENT AND FAMILY GUIDE

SURGICAL JOURNEY

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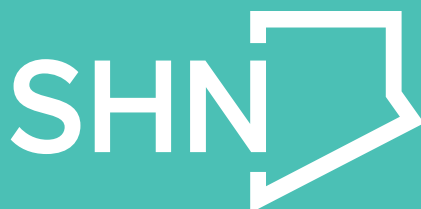
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WELCOME TO YOUR SURGICAL JOURNEY

Scarborough Health Network (SHN) is committed to partnering with you and your family for a quality patient experience. Your health care team will work with you to meet your needs and reach your care goals.

This guide provides you and your family with helpful information about your surgical journey. It will answer many of your questions and help you be actively involved in your care.





BEING INVOLVED IN YOUR SURGICAL JOURNEY

As a patient having surgery, you will be involved as much as possible in creating the best quality experience. We invite you and your family to be active and informed members of the health care team, and partners in your plan for care.

Your hospital health-care team



Your hospital team will work together with you and your family to provide treatment and support. The team includes health professionals and staff in many different roles.

Patient and family involvement



You and your family are also part of the team! We want you to be actively involved in your care plan. Here are some ways to involve your family:

- Bring someone who knows your medical history
- They can help to listen, discuss, and understand information you receive, and ask questions
- Make sure they know your wishes, treatment decisions, and plans for discharge

Communicating with your team



After reading through this booklet, please make a list of your questions and discuss them with your care team at your next appointment.

PATIENT TIPS



What to talk with staff about

- Your health problem and treatment plan, as well as your role and what you need to do
- Why it's important for you to have this treatment, what it will involve, and if there are alternative treatment options
- How you feel physically, mentally, and emotionally
- Your past illnesses, family medical history, and recent hospital and doctor visits

Patient feedback



We want to hear from you.

Your feedback helps us know what's going well and where we can make improvements. If you have a concern, please tell your health care team.

If you need further assistance, ask to speak with the unit manager.

If you continue to need help, contact Patient Relations:

Birchmount – 416-495-2701 ext. 5424

Centenary – 416-284-8131 ext. 4742

General – 416-495-2701 ext. 6140

QUESTIONS FOR STAFF



SETTING YOURSELF UP FOR A SUCCESSFUL SURGICAL JOURNEY

Understanding your surgical journey will help you have a positive experience at the hospital. This starts with knowing the steps and what to expect, how to prepare yourself, and what things you can do throughout your journey.

Surgical journey overview

BEFORE YOUR SURGERY

- Your surgeon will explain the decision to proceed with surgery
- Your surgery, and other pre-surgery appointments will be scheduled by your care team

DAY OF YOUR SURGERY

- Register at patient registration
- Go to the Same Day Surgery department to meet your care team and get ready for your surgery

AFTER YOUR SURGERY

- Recover in the Post-Anaesthetic Care Unit (PACU)
- You will be transferred to the surgical unit
- Get discharged from surgical unit when your care team decides you are ready, based on your treatment plan

BEFORE YOUR SURGERY

Staying active and healthy before surgery



- **Exercise:** You can exercise up to the day before your surgery
- **Diet:** Healthy eating and proper nutrition will help your body heal
- **No smoking:** If you smoke, please consider quitting at least a few weeks before your surgery, or cut down on the number of cigarettes you smoke per day. This will help to improve your healing and reduce your risk of infection after surgery. If you would like information and support to quit or reduce your smoking, please speak to your care team — they are here to help!
- **Alcohol/cannabis:** Be honest with your care team about your alcohol and/or cannabis use
- **Take care of your teeth:** Schedule a dental check-up to make sure all your dental needs are taken care of at least six weeks before surgery
- **Flu vaccination:** Speak to your family doctor about getting the flu shot if it is flu season
- **Skip the nail salon:** Do not have any pedicures or manicures one week before your surgery, and avoid gels and acrylic nails

Manage your medications



Throughout your surgical journey, please bring an up-to-date list of your medications to every appointment. Here's how you can keep track:

- Ask your pharmacist to do a “MedsCheck” review of all your current and past medications. They can print and/or email to you.
- Download an app to keep track of your medications, blood pressure, allergies, etc. on your phone or tablet
- Include a list of vitamins, minerals, herbal and non-prescription products that you are taking
- Keep a note of your pharmacy's contact information. This is usually found on the labelled medication bottle or box

VITAMINS & HERBAL SUPPLEMENTS

Stop taking vitamins or herbal supplements, seven days before your surgery (except for iron + vitamin C) — unless you are told differently. You can resume your vitamins and herbal supplements once you are fully recovered.

NON-STEROIDAL, ANTI-INFLAMMATORY DRUGS AND BLOOD THINNERS (ANTICOAGULANTS)

You will not be able to take these medications when you are about to have your surgical procedure. They thin your blood, and increase your risk of bleeding after surgery and/or interfere with other medications.

Examples: Ibuprofen (Motrin®, Advil®), Naproxen (Aleve®), Meloxicam (Mobicox®), Diclofenac (Arthrotec®, Vimovo®), Celecoxib (Celebrex®), Acetylsalicylic Acid (Aspirin®), Rivaroxaban (Xarelto®), Dalteparin (Fragmin®)

BEFORE YOUR SURGERY



Your pre-admission appointment

This is a scheduled appointment, where you will be assessed and your care team will review all of your information for your surgery. You will also learn more about your surgery and how to plan for leaving the hospital after surgery.

Your care team will call you to confirm your appointment time and place. This appointment may be at one of our hospitals or it may be done virtually (phone or video call) if you are eligible. Your appointment will take one to four hours. Please bring snacks and water with you. You do not need to fast.

GETTING READY

- Bring this booklet to your appointment
- Bring your coach
- Bring a list of all your current and past medication from your pharmacist, and bring all your current medications, vitamins, or herbal medicines you are taking in their original containers
- If possible, bring test results and reports from any specialists you have seen in the past two years (e.g., echocardiogram, stress tests)
- Wear loose, comfortable clothing
- Bring your valid OHIP/health card, credit card and any other private health insurance information. Renew your health card if it expires within six months of your surgery date

If you are not comfortable speaking and understanding English, bring someone who can translate for you or notify hospital staff so a translator can be provided for you.



GOING TO YOUR APPOINTMENT

Birchmount

- Register at the Pre-Admission Clinic reception desk on the Main level (2nd floor)

Centenary

- Go to the Main lobby and use the registration kiosks
- Once registered, follow the yellow dots to the Surgical Clinic reception area
- Check in with the receptionist

General

- Go to the Medical Mall building (where the Tim Hortons is)
- Take the elevators to the basement
- Register at the Pre-Admission Clinic reception desk

Virtual (phone or video call)

- Your care team will call you with further instructions



WHAT TO EXPECT

- You may see a nurse, a doctor who specializes in anaesthesia and/or medicine and a pharmacist to review your medications
- The nurse will review your information (medical history, previous surgeries, illnesses, and your current health)
- The nurse will check your heart rate, breathing, blood pressure, and temperature, and you may have a series of tests, such as lab work, nasal and rectal swabs, and — if you need one — a heart monitor test (EKG)
- The anesthesiologist will discuss possible routes of anesthesia (inhalation, injection, etc.)



REVIEWING YOUR MEDICATIONS

Your pharmacist may tell you about some “non-formulary” medications (not covered by OHIP) that the hospital does not provide. You will be asked if you can bring these medications with you while you are in hospital. Please bring these medications in their original, clearly labelled container.

Your anesthesiologist will tell you when to stop taking non-steroidal, anti-inflammatory drugs and blood thinner medications before your surgery. Discuss with your surgeon before restarting any of these medications after surgery.

Select a coach

We encourage you to find someone to be your personal support coach. Choose someone close to who will help you throughout your surgical journey and recovery—a trusted family member, good friend, or loved one.

Your personal support coach may:

- Go to pre-surgery education and appointments
- Be there on the day of surgery, and available during your hospital stay
- Help you receive your discharge instructions
- Help you in your recovery after you leave the hospital

PATIENT TIPS



Getting ready for your surgery

- ☐ Arrange for a coach, which can be a family member or friend that will be available to accompany you through your surgical journey.
- ☐ Identify who can make decisions on your behalf if needed.
- ☐ Notify Same Day Surgery and your surgeon's office if you become ill and cannot attend your surgery.
- ☐ Arrange for someone to care for your pets and collect your mail while you are in hospital.
- ☐ Arrange for someone to drive you home from the hospital
- ☐ Get your home ready before your surgery to make it easier for yourself when you return:
 - Prepare meals in advance and stock up on healthy food.
 - Complete house and yard work.
 - Arrange to have someone who can help with household chores when you come home from the hospital.
- ☐ Arrange transportation for follow-up visits with doctors and other appointments.

DAY OF YOUR SURGERY



PREPARING FOR YOUR HOSPITAL STAY

When the day of surgery comes, you may feel nervous. Hopefully, you will also feel well prepared and ready for your procedure. Your health care team at the hospital will be there to support you every step of the way.

Day before surgery

- Confirm surgery time as per instructions
- Do not eat anything after midnight
- If your health changes or you develop a cough, cold, fever, or any other illness, call your surgeon

Day of surgery

- You may drink 1 cup of clear fluids, including coffee and tea (without milk or cream), and drinks that are high in carbohydrates (i.e. apple juice or sports drinks) up to two hours before you come into hospital the day of your surgery

- Remove all your jewelry and valuables and leave them at home
- Shower or bathe according to instructions from your care team
- Remove nail polish, hair pins, clips, etc.
- Do not wear contact lenses — please wear glasses instead
- Do not apply lotions, creams or make-up to your body
- If you have hearing aids, please wear them

What to bring

- ☐ This booklet
- ☐ Your coach (friend or family member)
- ☐ Your valid health card and private insurance information, if you have it
- ☐ All of your prescription medications (including inhalers, eye drops, medicinal creams, etc.) in their original containers
- ☐ Continuous positive air pressure machine (CPAP) if you have one (SHN will supply sterile water)

Packed bag with labeled belongings:

- ☐ Comfortable clothes, and robe
- ☐ Rubber-soled shoes that are closed at the toes and at the heel
- ☐ Non-skid socks
- ☐ Ted stockings (if surgeon instructs)
- ☐ Hand sanitizer (for your bedside)
- ☐ Toiletries (toothbrush, toothpaste, soap, hairbrush, tissues, etc.)
- ☐ Small container for your dentures and denture cleaner (if needed)

Your hospital room has limited space. Please do not over pack.

Please have your family member or coach hold your bag, or keep it in your vehicle until you are out of surgery.



ARRIVING FOR SURGERY

Birchmount

- Register at the patient registration office on the Main level (2nd floor), where you will receive an identification bracelet
- Go to the Same Day Surgery department and a nurse will meet you

Centenary

- Go to the registration kiosk in the main lobby, where you will get a pager and an admitting clerk will register you
- Day Surgery will page you when it's time to come to the department, where you receive an identification bracelet

General

- Register at the patient registration office on the Ground floor, where you will receive an identification bracelet
- Go to the Same Day Surgery department and a nurse will meet you



BEFORE GOING TO THE OPERATING ROOM

- You will change into a hospital gown and remove your undergarments and dentures (if applicable)
- Your care team will review your chart and vital signs
- A nurse will apply an intravenous (IV)
- You will be asked to use the washroom to empty your bladder



FOR YOUR FAMILY

- Your coach, family, and friends will wait in the family waiting area
- They will be able to track your progress on an electronic patient tracking board, as you go through surgery, recovery, and are transferred to your hospital room



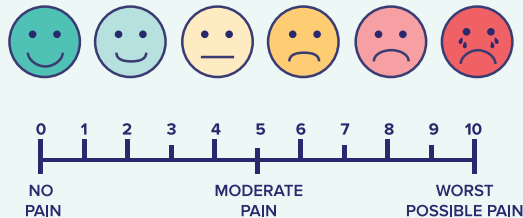
MAKING A SAFE RECOVERY

Nurses will monitor your recovery in the post-anaesthetic care unit (PACU). This is a busy unit and visitors are allowed at certain times. Please see the PACU pamphlet in the waiting room for further information.



CHECKING IF YOU HAVE PAIN

You may also be asked to describe your pain on a scale of 1 to 10:



HEADING TO YOUR PATIENT ROOM

Once you have recovered enough to leave the PACU, you will be taken to your hospital room in the surgical unit. Your coach and family members can visit you there.

Services in your room



TV rental and WiFi

TV rental service is provided by an external company called HealthHub Patient Engagement Solutions. To learn more, turn on the TV in your room.

We have free WiFi available in all patient areas of the hospital. Use your mobile device to access our guest WiFi network.



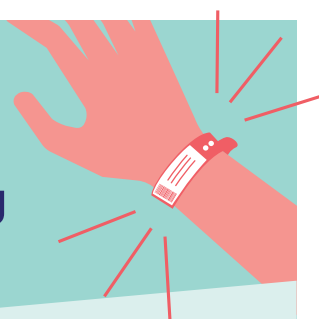
PARTNERING FOR A SAFE, QUALITY EXPERIENCE

Providing you with the best possible care is our priority.

Together, we will focus on key areas to keep you safe and make sure you have the best experience while recovering in the hospital.

This includes following the right patient care strategies, steps, and procedures for your needs.

Identifying you



Your armband identifies who you are to hospital staff and doctors. Some bands also let staff know about a safety issue you may have, such as allergies or a risk of falling. So be sure to keep it on.

Staff and doctors will identify you in two ways before providing any care or service. For example, they may ask your name and date of birth, and then check it with information on your armband and another document, like your chart.

This check happens when staff deliver meals, before taking you out of your room, or giving tests, treatments, or medication. If they don't check, you can remind them.



Staff identification

All our hospital staff, doctors, and volunteers must wear identification badges. Be sure to look for their badges, and do not let anyone care for you who is not wearing one. You can also ask for the names of members of your health-care team.



Allergies

Tell your health-care team in advance about any allergy or reaction you have to any medicine or food – or any other allergies, such as to scents, chemicals, and dust. Reactions can include rashes, headaches, trouble breathing, and feeling sick.

Communication with your team



You and your health care team will speak regularly about your treatment, recovery, and plan to return home.

COMMUNICATION BOARDS

Many patient rooms have a whiteboard by the bed for sharing information about you, your team, and your care plan. You can use it to ask questions or leave messages.

24/7 LANGUAGE SERVICES

Removing barriers to communication allows patients to have dignity in speaking for themselves. We offer a telephone service that connects you, your family, and the health care team with an interpreter who speaks your primary language. The service is available in more than 200 languages. Talk to your nurse if you need to use this service.

Pain management



Your pain management is important to your care team and your recovery. We will work with you to create a pain management plan based on your needs while you are in hospital.

The following measures will be used to help manage your pain/discomfort:

- Based on your surgery, the anesthesiologist will start you on a management plan with multiple options
- Your nurse will check in with you regularly and you will be asked to rate your pain on a scale from 0-10

Although some pain is to be expected, it is important to let your nurse know right away if your pain is getting worse. This is to prevent uncontrolled pain that can impact your progress.

Tips for your pain management success while you are in hospital:

- Let your nurse know right away if your pain is greater than 4/10 on the pain scale
- Consider taking pain medication before your physiotherapy exercises or getting out of bed
- Get up and sit in a chair for each meal and keep moving



Hand hygiene

Infections happen when germs enter the body, multiply, and cause harm or illness. Patients in hospital are more at risk of getting infections because they tend to have weaker immune systems.

The main way that germs are spread is with our hands, so it is very important to keep our hands clean. Good hand hygiene means cleaning your hands either by rubbing with an alcohol-based hand sanitizer or by washing with soap and water.

WHEN TO CLEAN YOUR HANDS

- After using the bathroom
- After blowing your nose/coughing
- Before eating or drinking
- When visibly dirty
- When leaving and returning to the patient room

PATIENT TIPS



Other ways to prevent infections

Along with keeping your hands clean, there are many other ways to protect yourself and others from getting an infection while at the hospital:

- If you have a fever, cough, or diarrhea, or any change in your condition, tell your health care team
- Cover your mouth and nose with a tissue when coughing or sneezing, or cough or sneeze into your sleeve so germs don't spread
- Ask family and friends not to visit when they are sick



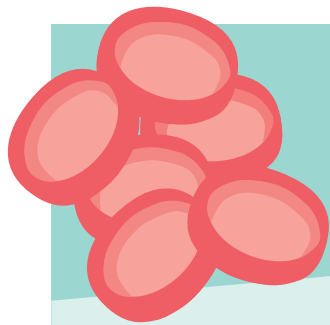
Nutrition

Good nutrition helps with healing and is important when in the hospital. You should begin eating and drinking as soon as possible after surgery as directed by your care team. Start with clear fluids two hours after your surgery, or as soon as you are able to swallow. You should start eating solid food one day after your surgery.

You are encouraged to chew gum three times per day for five minutes until you are tolerating solid food.

PREVENTING MALNUTRITION

- Report any problems with eating or drinking to your health care team
- A nutrient-dense diet or liquid-nutritional supplements may be prescribed
- Diet restrictions may be relaxed to provide more variety/options
- Comfort foods from home may be helpful — ask the staff if you have any questions



Blood clots

During your surgery you lay still for an extended period of time. Following your surgery, you are not moving around as much as you normally would, which can lead to an increased risk of getting a blood clot.

Blood clots can form if blood flowing through your blood vessels slows down, stops, or there is damage to a blood vessel. A blood clot deep inside a part of the body is called a deep vein thrombosis, or DVT, which mainly affects large veins in the legs. Your nurse will show you how to check for signs of a blood clot.

Your surgeon may prescribe medication to prevent blood clots after surgery that may be continued at home. This may be an injection which your nurse will show you how to take safely.

HOW TO PREVENT BLOOD CLOTS

- Let your health care team know if you or a family member have had a blood clot before
- Move your arms and legs regularly
- Drink lots of fluids
- Tell your health care team if you notice increased warmth, pain, swelling, or changes in skin colour in one leg or arm; or if you have sudden chest pain, light-headedness, or shortness of breath



Medications

Errors in medications can happen if every one is not working with the same information. That's why it's important to review your medications or your updated medication list with a health care provider prior to discharge home.

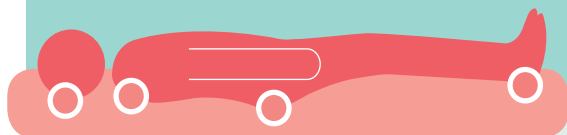


Pneumonia

Pneumonia is a kind of infection of the lungs. It is very important to keep your lungs clear and healthy when you're a hospital patient. Due to the medications you receive during your surgery, it is important to complete deep breathing and coughing exercises to help prevent any complications with your lungs.

HOW TO PREVENT PNEUMONIA

- Practice good mouth care, especially by cleaning your teeth
- Keep the head of your bed up
- Get up and move around
- Do deep breathing and coughing exercises as instructed by your health care team



Pressure injuries

Lying or sitting in the same position for a long time puts pressure on parts of your body, which can damage your skin and cause pressure injuries. It is important to change positions often and get out of bed as soon as you're ready after surgery. This will improve your recovery time and help to prevent pressure injuries.

The first sign of a pressure injury is reddened or purplish/bluish skin.

Although pressure injuries may not be painful at first, they can take a long time to heal and affect your everyday life.

HOW TO PREVENT PRESSURE INJURIES

- Get out of bed often, and change positions frequently when you're lying down or sitting
- Drink a lot of fluids and eat a balanced diet, including fruits, vegetables and foods high in protein and calories
- Tell your health care team if you see any discolouration in your skin



Falls

Falling can be a serious risk for patients staying in the hospital. After hip or knee replacement, your leg may be numb or the pain of standing could surprise you. You may also feel dizzy or faint when you first get up. Some patients also experience some confusion after surgery.

HOW TO PREVENT FALLS

- Put on proper, non-slip footwear whenever you get out of bed
- Keep lower bed rails down—patients can injure themselves trying to climb over the rails
- Keep the bed in the lowest position—this way, if you were to fall getting out of bed, you would be less likely to injure yourself
- Tell your health care team if you are dizzy, unsteady, or are feeling weak
- Tell someone if you need help with your cane, walker, or wheelchair

PATIENT TIPS



More ways to prevent falls

- Keep everything you need within your reach, such as water, your call button, your phone, etc.
- Make sure that you know how to use the call button by your bed.
- Tell hospital staff about any spills.
- If you have trouble seeing or hearing, it's best to wear your eyeglasses and hearing aids at all times when you are awake.
- Tell your health care team if you are afraid of falling — being afraid could stop you from doing normal activities and you may become weaker and more at risk of falling.

Activity while in the hospital



You will start your exercises and get out of bed as early as the evening of your surgery. Please start the following activities the day of your surgery:

DEEP BREATHING AND COUGHING EXERCISES

After surgery you need to take several deep breaths and cough every hour to prevent breathing complications from developing.

ANKLE PUMPING

Move your feet up and down rhythmically at your ankle to prevent blood clots from developing and improve circulation. Do this 10 times per hour, for every hour you are awake.

GET UP AND GO TO THE BATHROOM WITH ASSISTANCE

You may be wheeled to the bathroom on a commode the first time you are up or assisted to walk with a walker if the nurse assesses it is safe to do so.

GET UP AND SIT IN A CHAIR WITH ASSISTANCE

Sitting upright out of bed will prevent breathing problems, pressure injuries (skin breakdown), blood pressure problems and more. Your health care team will tell you when it is safe to get up and will help you the first time.

For every day that you don't move, it takes several days to get back to your old strength. So even if you're not feeling well, you have to try to stay as active as you can.

Moving helps to keep up your strength, and prevent other issues. As part of getting better, you will be encouraged to do as much as you can for yourself.

Purposeful rounding: The 5 Ps

In order to ensure that all of the mentioned safety measures are in place, your nurse will be coming to check on you every hour or so. This is known as "rounding", and we have a very clear purpose for it.

Each time the nurse comes in to see you, they will go over the **5 Ps**:

Pain

Let us know if you feel any pain

Potty

We can help you go to the bathroom

Position

We can reposition you if you are uncomfortable

Personal belongings

Do you have everything you need close by?

Protective measures

We will make sure you are in a safe environment



GETTING READY TO RETURN HOME

Your health care team will work with you and your family on a safe discharge plan that meets your goals and care needs once you leave the hospital.



No place like home

When you are lying in a hospital bed not feeling well (perhaps feeling your worst), it may be hard to imagine what your life might be like after recovery.

At home, you will have time to recover fully or find your new normal and then plan for your future with your loved ones.



Leaving the hospital

Your health care team will give you all your paperwork and care instructions to prepare you to be discharged. We will work with you and your family to arrange to leave as early as possible the morning of discharge so that you can head home. Please be aware, if your ride is not available in the morning you will be asked to wait in the patient lounge.

Returning to normal activity



Your surgeon will discuss with you how soon you can return to your normal activities (such as driving) and any limitations you may have based on your medical conditions (e.g. diabetes, heart disease, obesity, etc.), age, occupation, and usual activities. The surgeon will also tell you when it is safe for you to return to work based on the type of work you do. This can vary from weeks to months.

Follow up appointments



Before leaving the hospital you will be given details about your follow-up appointments to ensure that you are recovering as expected.

Follow all discharge instructions, if you have any concerns before your appointment, contact your surgeon or return the emergency department (ED).

Symptoms to look out for

Call your surgeon or go to the nearest ED right away if you have any of the following symptoms:

- A fever (temperature greater than 38°C or 100°F)
- Vomiting, bloated or feeling nauseous all the time
- Redness, swelling, odour, pus or increasing pain from your surgical incision (cut)
- Pain that is not controlled with your pain medication
- You have not had a bowel movement after seven days from your surgery
- Chest pain or shortness of breath
- Swelling in your arms or legs

PATIENT TIPS



Preparing for discharge: a checklist

Ask the health-care team:

- ☐ What time should I be ready to leave the hospital?
- ☐ Are there any special instructions for my recovery at home?
- ☐ Are there changes to my medications?
- ☐ Are there changes to food I can eat?
- ☐ Is there any special medical equipment I will need?
- ☐ What self-care routines can I do on my own, or will I need help with?
- ☐ Are there any symptoms to watch for?
- ☐ Who do I call if I have a question about my health or I need help?

Make sure to:

- ☐ Arrange for a family member or friend to pick you up.
- ☐ Pack personal belongings (items left behind are disposed after a week).
- ☐ Get all prescriptions, and coordinate getting your medications at home.
- ☐ Arrange a follow-up appointment with your family doctor or specialist.
- ☐ Arrange for extra help at home, such as housework, cooking, etc.

Services after you leave the hospital

As part of your discharge plan, we will be working together to arrange services that you may need after you leave the hospital. Here are some of the services we may be connecting you with, or that you may want to learn more about.

Home and Community Care

Your Local Health Integration Network provides a range of services through Home and Community Care (HCC), including:

- In-home services (nursing, physiotherapy, occupational therapy, speech-language therapy, social work, dietetics, medical supplies and equipment, and personal supports such as bathing and dressing)
- Specialized programs for children, mental health and addictions for youth, palliative care, and Telehomecare
- Referrals to community resources, such as adult day programs, meal delivery services, and transportation assistance
- Assessment for long-term care, convalescent care, respite services, Assisted Living for High Risk Seniors

Check with your home care coordinator or call 416-310-2222.

OHIP-funded Physiotherapy

If your function or movement has decreased because of an illness that required hospital admission, you may be entitled to OHIP-funded physiotherapy (you can't already be accessing physiotherapy services through any other program).

You're not eligible if this decrease is due to a stroke, heart attack, or joint replacement. Speak to your health-care team about rehabilitation options specifically designed for these conditions.

You will need a physiotherapy referral from a doctor. To find a clinic near you, visit www.ontario.ca/physiotherapy.

Geriatric Assessment and Intervention Network (GAIN) Clinic

The GAIN Clinic has a team of health-care professionals who will work with you, your family, and your primary care providers. The clinic provides assessment, diagnosis, treatment, education, and support to older adults dealing with complex health concerns including: memory loss or confused thinking, walking and mobility, falls or risk of falls, bladder and bowel control, multiple medications, difficulty coping, safety issues, and frequent hospital visits.

To get started on a referral, call:

- GAIN Clinic – Centenary, 416-281-7446
- GAIN Clinic – General, 416-431-8111

Global Community Resource Centre (GCRC)

Located at SHN - General, the GCRC is a health and community navigation hub for patients, families, and visitors. The hub partners with community agencies across Scarborough to support you in learning more about health and getting access to health and community services. The hub offers:

- Education sessions and workshops
- Free access to internet and telephone
- Materials about community and health resources available in different languages
- Web-based patient information on illnesses, diseases, and medications

Visit the GCRC Monday to Friday from 9 a.m. to 4 p.m. For more information, including a workshop schedule, please visit SHN.ca.

GOOD-TO-KNOW HOSPITAL POLICIES



Your Privacy

Scarborough Health Network (SHN) is committed to keeping our patients' confidential information secure. The information we collect includes, but is not limited to, name, phone number, address, health card number, diagnosis, treatment, medical consultations, laboratory results, and medical records of your visits to other hospitals and the care you received there. This information is used for your direct care, administrative purposes, teaching, and research (with approval), and to meet legal and regulatory requirements. Patient health information can only be accessed by team members involved in your care and support staff who need to access personal health information to provide care. To learn more, please visit shn.ca/privacy.



Accessibility

SHN is committed to providing exceptional and accessible services in a manner that respects the dignity and independence of all patients and families. The delivery of services to people with disabilities will be integrated wherever possible. People with disabilities will be able to equally obtain, use, or benefit from services provided by and on behalf of SHN.



Smoke-free Environment

The Smoke-Free Ontario Act requires that hospital grounds be completely smoke-free. SHN is proud to be participating in this requirement. For the health of our patients and family members, visitors, staff, doctors, and volunteers, smoking is not permitted anywhere on the hospital property.



No Scents or Fragrances

SHN has a no-scent policy to support patients, families, visitors, staff, doctors, and volunteers who may be sensitive to the chemicals in scented products. Please avoid wearing or using scented products while in the hospital and remind your family, caregivers, and visitors that we are a scent-free facility.



Workplace Safety

We are committed to providing a safe, healthy, secure and respectful environment through the prevention of violent, abusive, and aggressive behaviour. SRH promotes respect in our hospital and does not tolerate any form of physical or verbal abuse. We reserve the right to take appropriate measures against any offenders. Thank you for your cooperation.

PARKING

Birchmount

The visitor parking lot is located on the north side of the hospital. Limited short-term meter parking is also available outside the emergency department (for emergency use only). Pay stations are located on the main floor and in the covered kiosk in the visitor parking lot.

Centenary

Visitor parking is available in the lots on the north and south sides of the hospital. Limited short-term meter parking is also available outside the main entrance and the emergency department (for emergency use only). Pay stations are located inside the main Court entrance and at the rear Margaret Birch Wing entrance.

General

The visitor parking garage is located on the west side of the hospital. The entrance to the garage is off of Lawrence Avenue East. Pay stations are located in the main entrance and in the Medical Mall across from Rexall.

Parking Rates

0 - 30 minutes	\$4
31 - 60 minutes	\$8
61 - 90 minutes	\$12
Daily Rate	\$16

Parking Passes

All Day Pass (in-and-out privileges)	\$20
Monthly Pass (consecutive days)	\$100
5-Day Pass (non-consecutive days)	\$50
10-Day Pass (non-consecutive days)	\$100
20-Day Pass (non-consecutive days)	\$250

For more details on parking, visit shn.ca/parking.

RESTAURANTS

Birchmount

Tim Hortons

Main floor

Monday to Friday,
6 a.m. to 9 p.m.
Weekends and holidays,
6:30 a.m. to 8 p.m.

Centenary

La Prep, S'barro, Subway, Tim Hortons, Villa Medina The Court, Second floor

Tim Hortons open 24 hours;
hours vary for other restaurants

General

Cafeteria

Tower Wing, Ground floor

Monday to Friday, 7 a.m. to 3 p.m.
Closed weekends and holidays

Tim Hortons

Medical Mall, Ground floor

Monday to Friday, 6 a.m. to 9 p.m.
Weekends and holidays,
6:30 a.m. to 8 p.m.

GIFT SHOPS

Our Gift Shops are run by volunteers and provide a range of cards, gifts, flowers, and other items you can purchase for yourself or your loved one staying at the hospital.

Gift Shop hours at each of our hospitals is:

Monday to Friday
9:30 a.m. to 8 p.m.
Saturday and Sunday
Noon to 8 p.m.

Birchmount

Main floor

General

Medical Mall, Ground floor

Centenary

The Court, Second floor

WORSHIP CENTRES

Worship Centres are open 24/7 for use by patients, families, and staff members. The Worship Centres also offer weekly multifaith and ecumenical Christian services.

Birchmount

Main floor beside the cafeteria

Ecumenical Christian Service

Sunday, 10 to 11 a.m.

Centenary

Second floor, near the emergency department

General

Ground floor, West Wing

Multi-faith Readings and Reflections

Wednesday, 10:45 to 11:15 a.m.

PHARMACIES

Birchmount

Drug Store

Main floor

416-495-2899

Monday to Friday
9:30 a.m. to 5:30 p.m.
Saturday
10 a.m. to 2 p.m.
Closed Sundays

Centenary

Shoppers Drug Mart

The Court, Second floor

416-724-6055

Monday to Friday
9 a.m. to 9 p.m.
Saturday and Sunday
10 a.m. to 9 p.m.

General

Rexall

Medical Mall

416-438-6668

Monday to Friday
9 a.m. to 9 p.m.
Saturday and Sunday
9 a.m. to 3 p.m.



**Make a positive
difference at our
hospital by sharing
your health-care
experience.**

BECOME A PATIENT FAMILY ADVISOR!

As a patient or family member of someone receiving care with us, you have powerful insights and ideas. Become a Patient Family Advisor and you can use your experience to help us develop and promote hospital policies, programs and practices that directly impact patient care and services.

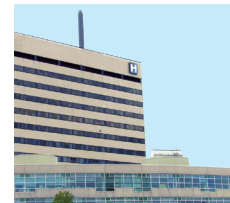
Visit us online to learn more and apply to become a Patient Family Advisor today at [SHN.ca/PFA](https://shn.ca/PFA).





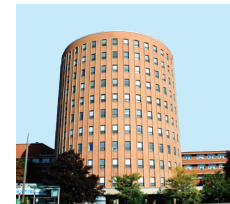
BIRCHMOUNT

3030 Birchmount Road
416-495-2400



CENTENARY

2867 Ellesmere Road
416-284-8131



GENERAL

3050 Lawrence Avenue East
416-438-2911

