

About Your Hospital Stay

The following information is intended to help patients who have been admitted to hospital. We encourage you to ask questions, and to be involved in your care.



Talk to your Healthcare Team, Ask Questions

- Now that you have been admitted to hospital, tell your health care team about your past illnesses and current health conditions.
- If you have any allergies to food, drugs or other things, tell your care providers.
- Learn about your health condition. Be sure to ask questions and be informed.
- Ask for a paper and pen so that you can write down your questions, to help you remember. Ask your caregiver questions so that you can make informed decisions about the treatments that are best for you.
- Let us know if you are in pain and how we can make you more comfortable.
- Watch the white board in your room for important updates regarding your care, the names of your nurse and doctor, your estimated discharge date, etc.
- If you need information in another language, please tell your nurse.

Sharing Important Information About Your Care

- During shift changes, outgoing nurses will provide a report on your care to nurses taking over your care. This exchange takes place at the bedside, and is a good opportunity for you and/or your family to hear the information, ask questions or provide additional information.
- This exchange of information about your care will also occur if you are transferred to another floor, department or hospital.
- We do our best to keep this discussion private, and if you have any concerns about the information being shared, or if you have concerns about holding this discussion at your bedside, please talk to your nurse and other arrangements can be made.

Bed Assignment

- We try our best to provide you with the right care, in the right place, at the right time. GBHS has six hospitals, and to ensure you are treated in the right place, from time to time we may need to transfer you to one of our other hospitals, to another unit, or to another bed. We do our best to respond to your preferences and we try to limit disruption.

Family Presence – Having Friends and Family in Hospital

- Friends and family can be an important part of recovery. You are welcome to have people stay with you in hospital for as long as needed – even 24 hours a day. Some restrictions may apply. Talk to your nurse for details.
- Quiet time starts at 8:00 p.m. daily, and individuals remaining in hospital are reminded to be respectful of all patients.

Keeping You & Your Environment Safe

- Keeping you safe during your hospital stay is a GBHS priority.
- Wash your hands often and ask your care providers to wash their hands before providing care and after leaving your bedside.
- Tell family and friends not to visit if you are feeling unwell.
- Ask your care provider for help getting out of bed and let them know if you need help walking with an IV pole or other equipment.
- Have someone stay near you if you are weak, sleepy, or cannot see well.
- Let us know if you become aware of anything that might make the environment unsafe for you or other patients and/or visitors (i.e. clutter, soiled linens, a spill, broken equipment, etc.)
- If you have any concerns, press your call bell to speak to your care team.
- If you would like to share or report concerns about safety, speak to our Patient Experience Manager by calling (519) 376-2121, Ext. 2308 or by e-mailing patientrelations@gbhs.on.ca.

Medications

- Always wear your identification (ID) band. Check that the information on your ID band is correct before you put it on.
- Ask caregivers about your medications every time medicine is offered to you. Ask what it is, and why you are taking it. Learn when to take your medicine, and the color and shape of each pill. If a caregiver offers you a medicine that you do not know about, ask about it before you take it.
- Tell caregivers if you think there are problems with the medicine you are taking.
- Tell your caregivers if you think a medicine is not helping or is causing side effects. Tell caregivers right away if you think you are having an allergic reaction.
- Do not take other medicines without asking your caregiver first. Do not bring in medicines from home unless your caregiver asks you to. These include other prescriptions, over-the-counter drugs, vitamins, herbs, or food supplements.

Before You Go Home

- Start planning for your discharge while you are in hospital so that when you are ready to go home, supports are in place to help you manage safely. Talk to your nurse about options for help at home.
- Ask who you can call for help, when you can resume normal activities, when to return to work and when any follow up appointments are scheduled.
- On the day of discharge, please arrange a ride home before 11:00 a.m. This allows us to move a sick patient up from the Emergency Department and into a bed as soon as possible.
- You can expect a call from our nursing staff within 24 hours of your discharge. They will ask you how you are feeling and if you have any questions about your recovery at home. They will also ask you about your hospital stay so that we can learn how to improve our care.
- Before you leave the hospital, your care provider will provide you with a list of medications to take at home. Prior to leaving, ask your care provider any questions you may have about these medications.
- Get prescriptions filled as soon as possible. Arrange to have family members or friends help you if you cannot get the prescriptions yourself. Know what each medicine is for, when and how much to take. Ask for written information about your medicine.