



London Health
Sciences Centre



Children's Hospital
London Health Sciences Centre

LHSC Patient Guide (Print)

Great people. **Great** care.

About this guide:


The LHSC Patient Guide has been optimized for the web to make it easier to access the information you need when you need it.

This simplified version of the guide is designed specifically as a print resource for those without access to the web and is not updated as frequently as the content on the LHSC website.

For the most up to date information, please visit <https://www.lhsc.on.ca/patients-visitors/lhsc-patient-guide>

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Before You Arrive

Finding Our Hospitals

Victoria and Children's Hospital is located at 800 Commissioners Road E, London ON, N6A 5W9.

University Hospital is located at 339 Windermere Road, London ON, N6A 5A5.

Full site maps and directions can be found on our website:

<https://www.lhsc.on.ca/patients-visitors/getting-to-lhsc>

Bus Stops

London Transit bus stops at University Hospital are located in front of the hospital on Perth Drive. At Victoria Hospital, there are several London Transit stops. Please see London Transit maps and schedules online for specific stop locations:

<https://www.londontransit.ca/plan-a-trip/schedules/>

Drop-Off Points

If someone is driving you to the hospital, ask them to let you out at the entrance drop-off point closest to your destination. Use the location of the building/zone you are provided through your physician's office as a starting point to determine which entrance and patient drop-off point is closest to your destination. You can then select the patient and visitor parking lot closest to that entrance. There will be seating for you inside while you wait for them to park the car.

Cycling to LHSC

Cycling to LHSC is a great way to commute. It's part of a healthy lifestyle, is inexpensive, and reduces pollution. LHSC has provided public bike racks at our hospitals. **Please Note:** Bike racks in fenced-in areas are reserved for staff. For site maps with bike rack locations, please visit our website: <https://www.lhsc.on.ca/patients-visitors/cycling-to-lhsc>

Preparing For Your Visit

Clinic Appointments

What to bring

- Health card
- List of medications you are taking
- Any instructions provided by your physician's office, as well as the physician's name and clinic name
- A friend or family member for support and if you need help getting to and from the hospital
- Money or credit card for parking and other items, if needed
- A list of questions: You may want to write them down to ensure they all get answered

Please Note: Individual clinics may have specific requirements or recommendations. If you know the name of the clinic you're attending, please visit the Programs and Services menu on our website to find the specific clinic site and review the clinic information: <https://www.lhsc.on.ca/programs-services>

Inpatient Care

What to bring

- Health card
- Supplementary insurance information
- CareWish document (May include Advanced Directive for Personal Care, Living Will, Power of Attorney, etc.)
- Personal toiletries (e.g. toothbrush, toothpaste, comb, brush, period care products, shaving supplies, facial tissue, soap, shampoo, denture cup, hearing aid batteries, sleepwear and slippers)
- Eyeglasses and other aids such as walkers, if required
- All medications you are currently taking, including non-prescription and over-the-counter medications. Please see below for instructions on creating a medication list.
- Small amount of money for incidentals
- Your personal device, such as a smartphone, tablet, or laptop, for entertainment. Please also consider bringing accessories such as headphones and chargers.

What not to bring

- **Valuables** (e.g. jewelry, credit cards, money) should be left at home. If you do bring them to the hospital, they should be sent home with family or friends. If this

is not possible, valuables should be deposited in the Business Office for safekeeping. You can pick up your valuables from the Business Office during business hours.

- **Electrical appliances** (in accordance with hospital electrical and fire safety standards). The use of your own electrical appliances, except electric razors, is forbidden within the hospital.
- **Perfumes and other fragrances.** Please do not use any scented products, such as perfume, cologne, aftershave, or richly scented body sprays, lotions, or powders, hair sprays, gels, mousse, hair conditioners or shampoos, or deodorants during your stay at LHSC, and ask your visitors to do the same.
- **Non-essential items.** Clutter can present a trip and fall hazard. While we want you to be comfortable during your hospital stay, excessive personal items may be sent home with your visitors.

Medication Information

When you come to the hospital, please bring a complete list of the medications you take at home or bring the medications themselves. Sharing this information helps your care team provide the safest care possible. Be sure to include:

- Prescription medications
- Over-the-counter medications (like acetaminophen or ibuprofen)
- Herbal or natural health products
- Alcohol or recreational drugs

How to create a medication list:

- Indicate your name, address, phone number, date of birth, and any allergies.
- Indicate your family physician, pharmacy name, and pharmacy phone number.
- List all prescription medications. Include the date you started taking the medication, the name of medication, the dose, as well as when and how you take the medication.
- Do the same for all non-prescription medications.

Update your list when changes are made. Cross off medications you are no longer taking and add new medications when they are prescribed. Record the date when changes occurred.

Medications prescribed and approved for use at LHSC will be supplied while in hospital. Before you leave the hospital, make sure you understand why and how to take all medications you started while in hospital.

Getting around LHSC

There are a variety of supports and services available to help you find your way around LHSC. These supports include:

MazeMap

MazeMap is a digital tool that supports staff, patient, and visitor wayfinding within LHSC's hospital sites. **To access the maps:**

- Download the MazeMap mobile app and search for the University Hospital or Victoria Hospital map. The Victoria Hospital map includes the map for Children's Hospital.
- Visit an information kiosk in University Hospital, Victoria Hospital, or Children's Hospital.
- Scan a QR code on a poster at elevator bays while on-site.

Information Kiosks

Interactive Information Kiosks are available throughout University Hospital, Victoria Hospital, and Children's Hospital in main lobbies and key areas. These easy-to-use touch screens provide helpful information for patients and visitors, including visiting hours and policies, as well as directions and maps to help you navigate the hospital.

Information Desks

Volunteers at the Information Desks are happy to answer your inquiries and get you pointed in the right direction. Information Desks are open from 8:00 a.m. – 8:00 p.m. from Monday to Friday and 12:00 a.m. – 4:00 p.m. on Saturday and Sunday. To contact the Information Desk by phone, please call 519-663-3163.

How to read your room number

Room numbers are in the following format: **B2-503**.

Room = B2-503

Zone = B

Floor = 2

This means that you are looking for room number 503 on the second floor of Zone B.

For more wayfinding information, please visit: <https://www.lhsc.on.ca/patients-visitors/getting-around-lhsc>

Patient Registration

At University Hospital, use the main entrance and take an immediate right turn to find Patient Registration.

At Victoria and Children's hospitals, Patient Registration is located on the second floor of Zone B, above the main entrance.

Admitting times are assigned in relation to your procedure. To inquire about a patient's room and/or telephone number, call the Patient Information Desk at [519 663-3163](tel:5196633163).

Accessibility

At LHSC, we are committed to providing equitable, inclusive, and accessible care in a manner that prioritizes dignity, maximizes independence, and promotes collaboration with patients and their families.

Our work in this area is guided by the principles of the **Accessibility for Ontarians with Disabilities Act (AODA)** Customer Service Regulation and the **Ontario Human Rights Code** in addition to **LHSC's Fundamental Commitments** to creating an inclusive and safe environment for Team LHSC, patients, and the communities we serve by dismantling systems of oppression, discrimination, racism, and bias.

For more information about accessibility at LHSC, including our 2024-29 Accessibility Plan and Accessibility for Persons with Disabilities Policy, please visit our website: <https://www.lhsc.on.ca/about-lhsc/accessibility>

Accessibility Features at LHSC

If you have difficulty walking, most of the hospital zones have a drop-off point at the main door. If someone is driving you to the hospital, ask them to let you out at the entrance drop-off point closest to your destination. There will be seating for you inside while you wait for them to park the car.

Wheelchairs are often available inside hospital entrances. If you require use of a wheelchair and cannot find one at an entrance, please ask a staff member or volunteer for assistance.

For printable maps with accessible entrances and parking locations, please visit our website:

University Hospital: <https://www.lhsc.on.ca/patients-visitors/accessibility-at-university-hospital>

Victoria and Children's hospitals: <https://www.lhsc.on.ca/patients-visitors/accessibility-at-victoria-hospital-and-childrens-hospital>

For deaf, deafened, and hard of hearing patients:

- **Amplified phones:** Please speak with a member of your health care team if you require one of these phones
- **Relay service:** Available by the telephone company
- **Sign Language and Deaf Blind Translation:** Please advise staff so they can make necessary arrangements
- **Support person:** Welcomed at all sites

Temporary Disruptions

To view a list of disruptions that may impact your experience at LHSC, please visit our website: <https://disruptions.lhsc.on.ca/>

If you require this information in an alternative format, please contact us by email at inclusionsocialaccountability@lhsc.on.ca or by phone at 519-685-8500 extension 75905.

Requesting Accessible Formats and Communication Supports

LHSC is committed to providing accessible information and communication to all and recognizes that persons with disabilities may require information in accessible formats.

All documents required by the Customer Service Standard and the Integrated Accessibility Standards Regulations (IASR) are available upon request, subject to the Freedom of Information and Protection of Privacy Act (FIPPA). When providing these documents, LHSC will do so in the format requested.

If you require correspondence, reports, and/or other LHSC documents in an accessible format, please reach out to your health-care team to let them know the document and alternative format you are requesting.

In some cases, we may need to consult with the person making the request to discuss other possible formats in order to provide the information. Alternative formats will be provided within a reasonable time frame as agreed upon with the patient and/or Substitute Decision Maker.

Interpretation Services

LHSC offers free interpretation services for patients. We know how important it is for you to be understood by your health-care team and to be able to communicate in a language that you are most comfortable with.

Ask your care team for an interpreter if:

- You are most comfortable speaking with your health-care team in a language other than English.
- You are deaf, deafened, or hard of hearing.

More information, including a downloadable list of spoken languages is available at www.lhsc.on.ca/patients-visitors/interpretation-services

Parking at LHSC

All of LHSC's hospital sites offer 24-hour, seven-day-a-week paid parking.

For site-specific parking information, including parking office and parking booth locations, as well as printable maps with accessible parking spaces, please visit our website: <https://www.lhsc.on.ca/patients-visitors/parking-at-lhsc>

To help keep the community safe, we want to remind all patients and visitors at LHSC locations to take precautions with their valuables. Please remember to either leave valuables at home or securely lock them out of sight inside your vehicle before visiting any LHSC property.

LHSC parking lots are regularly patrolled by Security. To contact Security, please call 519-685-8500 extension 52281.

Please Note: Vehicles are parked at your own risk. LHSC is not responsible for any damage to or loss of vehicles and/or personal belongings.

Visitor lot locations

Victoria and Children's hospitals

- Parking lots P1 and P2 – off Commissioners Road across from Zones A, C and D
- Parking lot P3 – off Commissioners Road, south of Zone E
- Parking lot P7 – off Baseline Road, north of Zone E
- Parking lot P8 (garage) – off Baseline Road, Dagnone Drive, west of Zone B

University Hospital

- The visitor lot (P3) and visitor parking garage (P4) are located north of University Hospital, west off of Perth Drive.

Parking Prices

LHSC complies with the Ministry of Long-Term Care parking directives to set parking prices. Parking costs \$4 for the first hour, \$2 for each consecutive half hour, and up to a maximum of \$12 (with no in-and-out privileges). Parking passes are also available for longer-term parking and are valid for one year from the date of purchase.

Parking Passes

Passes (with in-and-out privileges) are available from the parking office at both hospitals. All passes are valid for use at all LHSC hospitals and are valid for one year from the time of purchase.

- Daily maximum of \$14 (with in-and-out privileges and valid for 24 hours from the time of purchase)
- 7-day: \$45
- 14-day: \$65
- 30-day: \$75
- 5- and 10-day passes are also available upon request

Paying for your ticket

When entering the lot, take a ticket from the machine at the gate and keep it until you are ready to leave the hospital. You will need to retain the validated ticket to raise the gate to exit the parking lot. You can pay for your ticket:

- **At the parking booths or parking office at each hospital.** Payment can be made by Visa, Mastercard, or with cash. Debit payments can also be made at the parking office.
- **Directly at the parking gate.** Payment can be made with just a tap using your debit or credit card, or mobile wallet.
- **Using the Parkedin App.** Visitors can now download the Parkedin App from both the Apple and Google stores, providing another quick and hassle-free method for paying for parking.

Your Stay at LHSC

Patient Information

Hospital Rooms

Every effort is made to provide your requested accommodation. If your choice is not available on admission, you will be notified when a suitable bed becomes vacant.

Occasionally patients in private rooms may be asked to move if their room is required for patients with special infection control needs. At times, patients may also be placed in a room with a member of the opposite sex. This will only be done when no other option is available.

Insured Residents of Canada:

The cost of a standard ward bed (four-bed room) is covered by the Provincial Health Plan – private or semi-private accommodation is not covered. With your authorization, the hospital will invoice your supplementary insurance company directly for the private or semi-private room occupied. It is your responsibility to know the extent of insurance benefits available. Should the insurance company reject all or part of the charges, you are responsible for payment of the account.

If you are placed in a private room for infection control measures, you will **not** be billed for the difference if you have standard coverage.

Uninsured/Non-Residents of Canada:

You will be charged for the hospital's services and specific information related to your financial responsibility is available through the Business Office at your location.

Additional registration paperwork is required for inpatient admissions. If possible, contact the Business Office prior to your stay to complete the forms.

Contact the Business Office at 519-663-3146 for information on daily hospital rates and finance inquiries related to patient accounts.

Patient Telephones

Patient telephones are available for local and toll-free calling for no cost. We support and encourage patients to use their own cell phones to make phone calls and keep in touch with family and friends.

Patient Entertainment

We offer a patient entertainment site where patients can watch live Rogers TV for free and access your own streaming services (with your own account).

<https://www.lhsc.on.ca/patients-visitors/patient-entertainment-site>

If you have any questions during your visit, please don't hesitate to stop by an Information Desk or ask a staff member for assistance. You can also call [519-685-5800](tel:519-685-5800) and press 0 to speak with the hospital operator.

Understanding Your Care

Being moved to a different unit

While we will do our best to meet your needs and preferences, you may be moved to a different area of the hospital to ensure you receive the best care possible or if another patient needs care in that particular area. If you or your family have questions about being moved to a different unit, please ask a member of your health-care team.

When you are moving, the health-care teams will communicate with each other regarding your care needs and treatment goals. You and your family are encouraged to ask as many questions as needed to feel comfortable with your care.

Emergency and life-sustaining treatments

Understanding your wishes and our practice

We will ask you about your care wishes if your heart stops or if you stop breathing. The hospital team needs to know your wishes should you have an emergency while in hospital. All patients are asked about their end-of-life wishes upon admission to hospital. It is our obligation to listen to your wishes and provide you with the information you need to make an informed decision.

Substitute Decision-Maker (SDM)

Patients who are very ill and are unable to make treatment decisions will require a close family member or friend to be designated as the Substitute Decision-Maker (SDM), guided by the Health Care Consent Act. The SDM must make decisions based on prior expressed wishes of the patient. If the SDM does not know of a wish applicable in the situation or it is impossible to follow the wish, the SDM must act in the patient's best interests. Please ask a member of your care team for more information.

Lab Test Reporting

London Health Sciences Centre is a member of the Ontario Laboratory Information System (OLIS). OLIS is a secure information system that allows health-care providers to instantly and securely share lab results. If you wish to restrict access to your information on OLIS, please contact Service Ontario at 1-800-291-1405 (TTY 1-800-387-5559).

Visitors and Care Partners

Visitor Guidelines

LHSC is committed to working with patients and families to provide compassionate, high-quality care. We believe it is important for patients to experience the support of family and friends.

- Visiting is based on the condition, care needs, and expressed wishes of each patient in the unit. For this reason, visiting times may vary between patients and units. We ask, when visiting, to check with unit staff about optimal visiting times.
- Visiting may be interrupted to provide appropriate patient care.
- Visiting will be restricted to protect the privacy rights of other patients or to maintain safety and security.
- Family members supporting a patient between the overnight hours of 8:00 p.m. and 8:00 a.m. are asked to remain in the patient's room and advise unit staff when coming to and leaving the unit.
- Please remember to wash your hands or use hand gel sanitizer before and after visiting.
- To help protect the health of our patients and staff, do not visit if you are sick or have been feeling sick in the last week.

Care Partners

London Health Sciences Centre (LHSC) consistently monitors the Care Partner Presence Policy to ensure it meets provincial standards and LHSC Infection Prevention and Control recommendations.

Please Note: Only essential Care Partners are permitted for units on outbreak or patients with COVID precautions.

Care Partners can help keep patients and staff safe by wearing a mask at all times in the hospital. Hospital masks are provided at all LHSC entrances.

The Care Partner Presence Policy allows for:

- **Inpatient:** Limit of two (2) Care Partners total at the bedside at one time.
- **Outpatient:** Limit of one (1) Care Partner per patient*

Check in with your care team for specific permissions and any additional precautions.

*Registration of Care Partners is not required currently. Exceptions may be considered by leaders based on patient care needs.

Additional Visitor Policies

Fragrance-Free Policy

Please note that London Health Sciences Centre (LHSC) is fragrance-free. To prevent allergic reactions and respiratory distress for other patients, visitors and staff, please do not use or bring any scented products to your appointment and ask your friends or family members to do the same.

Smoke-Free at LHSC

In compliance with the Smoke-Free Ontario Act, LHSC is a completely smoke-free facility. This applies to all buildings, grounds, and parking lots, and includes smoking in cars. Maps with property boundaries can be found on our website.

LHSC's smoke-free policy includes cigarettes, e-cigarettes, cigars, pipes containing burning tobacco, or any other substance (such as marijuana) that can be smoked in any other manner.

Exemption for Traditional Use of Tobacco by Indigenous Persons

As per the Smoke-Free Ontario Act, Exemption for Traditional Use of Tobacco by Indigenous Persons, LHSC provides a space for Indigenous Peoples to use tobacco for traditional, cultural, or spiritual purposes.

Flowers and Latex Balloons

Flowers at Victoria Hospital are delivered by florist delivery service providers. Flowers can also be bought at the Garden Shoppe and B1 Victoria's Place at Victoria Hospital. Certain units do not allow flowers. Please check with the nurses' station before sending flowers.

Please Note: Poinsettias are not permitted within LHSC. Poinsettias contain a compound which is similar to that found in rubber latex and can cause a severe allergic reaction either through touch or inhalation.

Latex balloons are forbidden at LHSC due to latex allergies.

Animal Visitation Policy

Family pet visits are not permitted for the health and safety of other patients, visitors, and staff. This policy does not apply to service animals.

Requests for pet visits may be considered on compassionate grounds. In this instance, a pet may be brought into the hospital with the approval of the manager of the patient care unit. There are a number of steps to approve such a visit, including proof of vaccination and completing a pet waiver and release form.

If you wish to bring the pet of a patient to the hospital for a compassionate visit, please speak with a member of the health-care team to start the conversation.

LHSC recognizes the benefit of therapy dog visits for certain patients and has partnered with St. John's Ambulance to provide a therapy dog program in several units at the hospital. Speak with a member of the health-care team to see if there is a therapy dog visit coming up.

Privacy, Confidentiality and Security

Privacy

LHSC is required by law to keep a record of your care when you are a patient. Ontario's Personal Health Information Protection Act (PHIPA) sets out rules for the collection, use, and disclosure of personal health information. LHSC is committed to protecting your privacy.

We collect personal health information about you to provide you with health care. We may collect this information from you directly or, in some circumstances, from a person designated to make care decisions on your behalf. Your health history, the records of your visits to the hospital, and what health care we provided to you during those visits are examples of your personal health information.

How is my personal health information used?

In accordance with PHIPA, we may use and disclose your personal health information:

- To treat and care for you.
- To receive payment for your treatment and care (such as from OHIP, WSIB, your private insurer, or other payors).
- To conduct risk management activities and quality improvement activities.
- For teaching purposes.
- To conduct research.
- To compile statistics.
- For fundraising purposes to improve our programs and services.
- To comply with legal and regulatory requirements.
- To fulfill other purposes as permitted or required by law.

Unless you have told us not to, we may also share basic information about you with:

Visitors and callers who ask for you by name. Your name, room number, and general health are shared with people who ask about you. If you do not want this to be shared, please tell us when you are admitted. You can also speak to your health-care provider about removing your name from the directory.

Foundations. LHSC foundations raise money for research, medical education, and patient care. If you don't want to be contacted by our foundations after you leave the hospital, please contact LHSC's Privacy Office.

Please visit our website for more privacy information, including your rights under PHIPA, how to request a correction to your personal health information, and frequently asked questions: <https://www.lhsc.on.ca/patients-visitors/privacy-information-and-office>

Weapons Detection System

At LHSC, the safety and wellbeing of our patients, visitors, and team members is a priority. To support a secure environment in our Emergency Departments (EDs), LHSC has introduced a weapons detection system designed to identify potential threats while maintaining a respectful and welcoming experience for all.

All individuals entering LHSC's EDs are required to pass through the weapons detection system each time they enter. This includes children who will be scanned in the presence of their parent, guardian, or accompanying adult.

The system uses advanced, non-invasive technology that allows patients and visitors to walk through without stopping or removing personal items. If the system finds something that may be a threat, a trained security guard may check the person's belongings.

Considerations and Exceptions

We understand that not everyone can go through the system the same way. To ensure equitable access to care and maintain safety, LHSC has established several accommodations. A full list can be found on our website:

<https://www.lhsc.on.ca/patients-visitors/visitor-guidelines>

If you require accommodation, please speak to the LHSC security guard at the entrance to the ED before entering. If you have any questions about the screening process, please contact LHSC's Security team by calling 519-685-8500 extension 52281.

Where to Stay

Accommodations in London

A map of the city of London and a list of local accommodations to consider is available on our website: <https://www.lhsc.on.ca/patients-visitors/where-to-stay-in-london>

The list does not represent a comprehensive list of all options in the city of London; it is provided solely as a community service. LHSC does not endorse, recommend, or assume responsibility for the quality, suitability, or availability of any listed accommodations.

Some hotels and motels may offer preferred rates to patients and their families upon request. Please inquire about a “hospital rate” when booking.

Where to Eat

Patient Food Services

Physicians prescribe a variety of diets based on your care needs for patients who can eat solid foods to patients who are not able to eat food-by-mouth for a designated amount of time. Patient Food Services will offer a menu based on your prescribed diet. A form will be placed on your breakfast tray with a selection of foods for the next day. If you have dietary concerns, please consult a member of your health-care team.

LHSC offers a variety of therapeutic, allergy, and religious-based diets to meet your needs. Please reach out to a member of your health-care team to order the appropriate diet for you. Some examples include:

- Vegan and vegetarian (with dairy and eggs OR with dairy, eggs, and fish)
- Halal, Kosher, No pork
- Priority allergens such as eggs, milk, mustard, nuts, etc.

When should I expect my meals?

- Breakfast: 7:45 a.m. – 8:45 a.m.
- Lunch: 11:45 a.m. – 12:45 p.m.
- Dinner: 4:45 p.m. – 5:45 p.m.

Retail Food Services

LHSC has a variety of retail food facilities on-site. For a full list and hours of operation, please visit our website: <https://www.lhsc.on.ca/patients-visitors/food-services>

Your Care at LHSC

Patient Rights and Responsibilities

LHSC is a teaching hospital with responsibility for educating physicians, nurses, and other health-care professionals. During your stay, you may be in contact with students and trainees.

Patients have the right to decline student participation and observation in their care. Requests should generally be accommodated after discussing them with your care provider. There may be occasions where such a request may not be possible or may result in a delay of your care. Options will be discussed with you and your care team but should not result in a refusal of care.

Patients have the right to:

Respect

- Be treated in a considerate and respectful manner.
- Know the full name and role of those involved in your care.

Privacy and Confidentiality

- Have your personal health information treated in confidence and used in a way that respects your wishes.
- View or receive a copy of your health record and request correction if they feel the record is inaccurate or incomplete.

Safe Care and Treatment

- Receive care in a welcoming and safe environment.
- Receive relevant information about your illness or health condition.
- Receive all information necessary to give informed consent or refusal to proposed treatment, including known risks, alternatives, and cost implications, if any.
- Be informed if unintended, unexpected and preventable events that result in harm occur during care.

Access to the Complaints Resolution Process

- Ask questions and express concerns about hospital health care and services.

Patients are responsible for:

Active Partnering in Care

- Providing information about past illnesses, allergic reactions to medication or food, and current health.
- Bringing in all home medications, including vitamins and herbal supplements, when admitted to hospital to ensure that an accurate and complete list is obtained for writing medication orders.
- Recognizing the risks and consequences of refusing treatment and/or leaving the hospital against medical advice.

Courtesy and Respect

- Treating others in the hospital with consideration and respect.
- Observing applicable hospital rules, regulations, and policies that have been communicated, such as:
 - Infection control measures (such as hand-washing, masking).
 - Safety, security, and emergency measures.
 - Discharge planning.

Using Health-Care Resources Wisely

- Contacting the hospital at least 24 hours in advance if unable to keep an appointment.
- Arriving at appointments on time.
- Making arrangements for timely discharge.

Personal Property and Financial Obligations

- All financial costs associated with your care.
- The safekeeping of personal property, valuables, and own medications while in hospital.

Patient Safety

Patient Identification

While you are receiving care at LHSC, you will be asked questions to help us know who you are. Staff are required to do this, even if they know you, to be sure you are receiving the correct care and treatment. This will happen many times over the course of your care because it is essential for your safety.

When you are admitted to the hospital or are in for a procedure, you will be given an identification armband which contains important information and must be worn until you leave the hospital. If you lose or damage your armband, please ask your health-care provider for a replacement. Check that the information on your armband is correct.

Expect your health-care team to check this information before giving you medications or blood transfusions, taking blood samples or other tests, or performing procedures. They will also ask you to tell them your name or birth date.

Do not hesitate to tell the person providing your care if you think they have confused you with another person. At LHSC, we are committed to providing you with safe, high-quality care and confirming your identity is an important part of that promise.

Falls Prevention

LHSC is committed to preventing falls and has fall prevention measures to ensure the safety of our patients. Your health-care team will assess your risk of falling and design a care plan based on your needs.

Fall prevention tips

- Use your call bell and do not attempt to get out of bed alone if you feel weak, dizzy, or unsteady on your feet.
- Wear secure, non-slip footwear. Keep footwear laced.
- **Inform your nurse if you:**
 - Feel dizzy or faint when you get up.
 - Have fallen recently at home.
 - Use a cane or walker at home and need one while you are in the hospital.
 - Have a fear of walking.
- **Together with your care team, it is important that:**
 - Your call bell and items such as glasses are within reach.
 - Your bed is at the appropriate height.
 - The environment is clean and clear of obstacles.
 - You receive the assistance you need when walking to the bathroom.

Infection Prevention

Hand Hygiene

Most germs in hospitals can be spread by unclean hands. An infection could prolong you or your loved one's hospital stay.

Proper hand cleaning is the best way to reduce infections and the spread of germs. Alcohol-based hand rub (ABHR) is the preferred way for cleaning hands if they are not visibly soiled. For information on how to properly perform hand hygiene and when, visit our Hand Hygiene webpage: <https://www.lhsc.on.ca/patients-visitors/hand-hygiene>

Please wash your hands before entering a patient room, when leaving a patient room, and at the end of your visit.

Infection control tips for visitors

- Do not visit if you are feeling unwell. Wait until you feel better to visit.
- Wash your hands before entering a patient's room, when leaving the room, and at the end of your visit.
- Visitors should not sit or put their feet on hospital beds or chairs that are covered with sheets or blankets.
- Visitors should not use patient washrooms.
- Visitors should not touch the supplies on the supply carts. Please ask staff for the item you need.
- Try to limit the number of people visiting at one time.
- Try not to visit multiple patients during the same visit.

Infection control precautions

Sometimes patients require extra infection control precautions and have a sign posted at the entry to their room or bed space. In these instances, visitors should stop at the nurses' station to receive instructions before they visit. Some precautions may include:

- Needing to wear gloves, a gown, a mask, or protective eyewear. If so, you and your visitors can ask a staff member for assistance.
- Being asked to stay in your room or bed space.
- Cleaning your hands frequently, especially when leaving your room, before eating and after using the washroom.
- Keeping personal items to a minimum to reduce clutter for cleaning

Resources for Patients and Families

Black Health

The Black Health team at LHSC works to create safer and more inclusive spaces at LHSC, addressing inequities in the health-care system and improving care experiences and health outcomes for Black people. Black Health Navigators are trained and registered health-care workers who can help you navigate the complexities of the health-care system. Learn more by asking a member of your care team or on our website at: <https://www.lhsc.on.ca/patients-visitors/access-black-health-services-at-lhsc>

Business Office

The Business Office is located at Victoria Hospital and Children's Hospital in Zone D, 3rd floor, Room D3-400. The University Hospital Business Office is located on the first floor of Zone B in Room B1-110. Please be aware that there may be charges for supplies and devices not covered by OHIP, such as crutches, breast pumps, surgical supplies, etc. You will receive an invoice by mail, and payment to the Business Office can be made through the following methods:

- At the bank (Branch/Web/Telephone banking)
- Cheque/Money order
- [Online payment with credit card](#) (\$1.50 convenience fee applies)

Clinical Ethics

If you find yourself struggling with a difficult ethical decision or wondering what the right thing is to do in a complex patient care situation, think about contacting the clinical ethics consultation service. Ethics consultations at LHSC are provided by staff who have been educated and trained to assist with ethical problems that arise in health-care settings. The ethicist is there to assist patients, families and health-care providers to identify, clarify, and work through ethical concerns. More information is available on our website: <https://www.lhsc.on.ca/patients-visitors/clinical-ethics>

Indigenous Health and Wellness

LHSC's Indigenous Health team supports more culturally safe, inclusive and equitable health care with Indigenous Peoples. We aim for our hospitals to be a place where Indigenous patients and families feel safe and valued, and where they have access to Ceremony, Traditional Health Practices, and Traditional Teachings. We are committed to walking the path of Reconciliation, to listening and learning from the Indigenous communities we serve, and answering the Truth and Reconciliation Commission's Calls to Action related to health care. Indigenous Health Navigators at LHSC support patients

in through culturally respectful education, advocacy, and support. They can also help patients access the [Indigenous Healing Space at LHSC](#), which provides a culture-informed environment of care and is used for Traditional Health Practices, Ceremony and Traditional Teachings. They can also help patients access LHSC's Visting Elder program which provides access to an Elder. To speak with an Indigenous Navigator and to access other wellness supports and services specific to Indigenous patients, please visit the [Indigenous Health and Wellness](#) page.

Language Interpretation

LHSC offers free interpretation services for patients. We know how important it is for you to be understood by your care team and to be able to communicate in a language that you are comfortable with. For more information on accessing these services, please speak with your care team or visit our website at: <https://www.lhsc.on.ca/patients-visitors/interpretation-services>

Patient Relations Office

LHSC's Patient Relations Specialists serve as a point of contact for questions, concerns, or feedback about care experiences at LHSC. You can reach us by phone at 519-685-5800 extension 52036 or 58230, or by email at patientrelations@lhsc.on.ca. For more information and to access the Patient Relations Contact Form, please visit our website: <https://www.lhsc.on.ca/patients-visitors/patient-relations>.

Pharmacy

Before you leave LHSC, you may take your prescription to one of the following retail pharmacies:

- **Children's Hospital Pharmacy and Compounding Centre**
Location: First floor, Zone B, Victoria Hospital
Hours: Monday to Friday, 8:00 a.m. to 5:30 p.m. (Closed holidays and weekends)
Phone: 519-685-8082
- **Victoria Hospital Prescription Centre**
Location: Second floor adjacent to Zone C elevators
Hours: Monday to Friday, 9:00 a.m. to 5:00 p.m. (Closed holidays and weekends)
Phone: 519-685-8172
- **University Hospital Prescription Centre**
Location: Main lobby

Hours: Monday to Friday, 9:00 a.m. to 5:00 p.m. (Closed holidays and weekends)

Phone: 519-663-3231

Privacy Office

If you have any questions or concerns about how we collect and share your personal or health information, contact us by phone at [519-685-8500](tel:519-685-8500) extension 32996 or by email at privacy@lhsc.on.ca.

Social Work

Social Workers provide emotional support, advocacy, and information to patients and their families as they cope with the challenges brought on by illness, hospitalization, and treatment. They provide information about the hospital system and available supports in your community. They also can work with you and your family to access services and financial resources. Speak with a member of your care team about accessing Social Work services.

Spiritual Care

LHSC recognizes spiritual and religious need as a significant element in the holistic care of patients and families. Spiritual Care is a professional service that provides people-centred care by sensitively working with patients, families, partners, faith communities, and other hospital professionals. Our service is respectful and supportive of all spiritual and religious needs, beliefs, values and practices. Sanctuaries at each hospital site are available 24/7 for prayer, meditation, and reflection. Please speak with a member of your care team or visit our website for more information:
<https://www.lhsc.on.ca/patients-visitors/spiritual-care>

Patient and Family Spaces

Indigenous Healing Space, E1-204

The Indigenous Healing Space is open to all with priority to First Nations, Inuit, Métis, and Urban Indigenous Peoples seeking care at LHSC and their families. To learn more, including how to access the space, please speak with your care team or visit our website: <https://www.lhsc.on.ca/patients-visitors/indigenous-healing-space>

University Hospital Sanctuary, A1-502

All patients and families are welcome to visit the Sanctuary located on the first floor, adjacent to the Main Lobby beside the elevators. This sacred space is available for prayer and quiet reflection 24/7.

Victoria and Children's Hospital Sanctuary, C3-402

All patients and families are welcome to visit the Sanctuary found in Zone C, level 3, room C3-402. This sacred space is available for prayer and quiet reflection 24/7.

Going Home

Leaving LHSC

LHSC provides specialized acute care, with a focus on both your treatment and a safe, timely discharge. Planning for your discharge begins early so your transition home or to another care setting is as smooth as possible. Staying in hospital longer than necessary can increase your risk of infection and reduce mobility, which may slow recovery.

Most patients return home after discharge, but if you need additional support, your care team will review options with you. Before leaving, be sure you understand your discharge plan, make transportation arrangements, and review any costs that may apply.

All hospitals in Ontario must discharge patients when they no longer need hospital care. If a patient refuses discharge, their stay becomes uninsured and a daily charge will apply. For questions about your discharge plan, please speak with your care team.

Time of Discharge and Traveling Home

Please be prepared to leave the hospital at your scheduled discharge time.

Every effort is made to accurately predict the day and time of discharge, however, you should be prepared for your discharge to occur earlier or later than planned. Your health-care team will keep you up-to-date on any changes to your discharge time.

It is the responsibility of you and your family to make transportation arrangements. Transportation is not provided by the hospital and the hospital does not pay for transportation when someone leaves the hospital. If a family member or friend is unable to pick you up at your scheduled discharge time, you will need to make and pay for alternative arrangements (e.g. taxi, stretcher vehicle).

Lost and Found

Patients are responsible for ensuring that all belongings are collected before leaving the hospital. If you have forgotten something, immediately call the unit where you were a patient.

Valuable items left behind will be held by Security for 180 days. Inquiries may be directed to Security at 519-685-8500 extension 52281.

Charges for Take-Home Items

Supplies and devices not covered by OHIP, such as canes, crutches, neck collars, embolism stockings, dressings, and surgical supplies that are taken home with you should be paid for at the Business Office before you leave.

If payment is not made within 15 days, an invoice will be sent and a \$10 minimum amount billed.

If you have any questions, please call the Business Office at 519-663-3146. Business Office hours are 8 a.m. to 3:30 p.m. Monday to Friday (Closed holidays and weekends).

Patient Experience Survey

Patient Experience surveys are an important way for us to learn about your experience at the hospital. Survey results help us know what we are doing well and what we can improve. If you provided us with your email when registering as a patient, you will be sent an email link two days after your appointment or discharge. The email will come from LHSCPatientExperienceSurveys@gemailserver.com. To learn more, please visit our website: <https://www.lhsc.on.ca/patients-visitors/patient-experience-survey>

Additional Resources and Information

Helpful Phone Numbers

To reach the hospital operator/switchboard, please call 519-685-8500, then press 0.

- **Business Office:** 519-685-8500, extension 33146
- **WiFi:** 1-800-642-3958
- **Emergency Response Extension:** 519-685-8500, extension 55555
- **Office of Patient Experience:** 519-685-8500, extension 75457
- **Office of Patient Relations:** 519-685-8500, extension 52036
- **Parking:** 519-685-8500, extension 53078
- **Prescription Centre/Pharmacy:** 519-685-8500, extension 58082
- **Security:** 519-685-8500, extension 52281
- **Social Work:** 519-685-8500, extension 33131
- **Spiritual Care:** 519-685-8500, extension 58418 or Pager: 14693

Participating in Research

Research at LHSC

At London Health Sciences Centre Research Institute (LHSCRI), research happens where care is delivered. As the research institute of LHSC—one of Canada's largest teaching hospitals—we explore new ways to understand, diagnose, treat, and manage a wide range of health conditions. From lab discoveries to clinical trials, our research is deeply connected to the care you receive every day.

Patients like you are at the heart of medical progress. When you take part in research, you're helping create new treatments and improve care for others. During your time at LHSC, your physician or a research team member may talk to you about joining a study. If you're curious or interested in being part of research, feel free to ask your care team about any studies or clinical trials that might be a good fit for you.

What you should know

- Clinical research studies conducted at LHSC must be reviewed and approved by London Health Sciences Centre Research Institute (LHSCRI) and a qualified Research Ethics Board.
- Be sure to thoroughly read the Letter of Information about the research study.
- Take your time and ask as many questions as you need to before you decide to participate.
- Participation in a research study is always voluntary. If you do not wish to participate, your care will not be affected by their decision.

If you have further questions or concerns about a research study, please contact LHSCRI's Quality Assurance and Education Team at researchqualityandeducation@lhsc.on.ca, the Research Ethics Board of record for the research study, or LHSC's Patient Relations Office at patientrelations@lhsc.on.ca. For more information about LHSCRI, please visit LHSCRI.ca.

Share Feedback

We value your feedback as it helps us learn, improve, and recognize the people who make a difference. Whether you had a great experience or see an opportunity for us to do better, we want to hear from you.

Below, you'll find two options for sharing your feedback based on the type of experience you'd like to tell us about.

Patient Relations

To submit a question or concern about your care or the care of a loved one, please contact Patient Relations.

Before contacting Patient Relations, please speak to your care team. We welcome you to ask questions and express concerns about your care or the care of a loved one. Your care team may be able to resolve your concerns and answer any care-related questions right away. If speaking with your care team does not resolve an issue, please contact us.

We check emails and voicemails regularly between the hours of 8:00 a.m. and 4:00 p.m., Monday to Friday. Our department is closed on weekends and statutory holidays.

Contact Us:

By Email (patientrelations@lhsc.on.ca): Using email is best. It allows you the time to explain your question or concern clearly. We can also make sure we have accurate details and correct spelling of names.

By Phone (519-685-8500 extension 52036): When contacting our office, please speak slowly and clearly and spell the patient's name. Also provide the patient's date of birth and location of concern. For example, Victoria Hospital, Emergency Department. If you are not a patient, please provide your name, the reason you are contacting Patient Relations, and your contact information, including your telephone number and/or email address.

By Contact Form: Patient Relations Contact Forms in English and French are available on the LHSC website: <https://www.lhsc.on.ca/patients-visitors/patient-relations>. Interpretation and Translation services are available if English and French are not your preferred language.

By Mail: Patient Relations Office, 800 Commissioners Road East, PO Box 5010, Stn. B, London ON, N6A 5W9

Great Moments Recognition Program

Are you a patient or family member looking to recognize a LHSC staff member, physician, learner, volunteer or patient partner who made a difference in your care? Show your appreciation by filling out the short Great Moments Recognition Form on our website: <https://www.lhsc.on.ca/patients-visitors/great-moments-recognition-program>

LHSC's Great Moments program recognizes and celebrates the outstanding work of Team LHSC. Our goal is to recognize the staff, physicians, volunteers, patient partners and learners who go the extra mile to create great moments for all those at LHSC. Each individual or team that receives recognition through the Great Moments program will be presented with a letter of appreciation from LHSC's Supervisor, as well as a small item of appreciation. The program is generously supported by London Health Sciences Foundation and Children's Health Foundation.

If you do not remember the exact name of the individual(s) you would like to recognize, please share as many details about your time at LHSC as possible to help us identify those involved.