Who We Are

One of Canada’s largest academic health organizations with a mandate of care, teaching and research, London Health Sciences Centre (LHSC) cares for the most critically ill patients in the region. Located in London, Ontario, Canada, LHSC encompasses:

• University Hospital
• Victoria Hospital
• Children’s Hospital
• Byron Family Medical Centre
• Victoria Family Medical Centre
• Kidney Care Centre (at Westmount Shopping Centre)
• 54 Riverview Avenue site

LHSC is the home of:

• CSTAR (Canadian Surgical Technologies and Advanced Robotics)
• Fowler Kennedy Sport Medicine Clinic
• London Regional Cancer Program
• Children’s Health Research Institute
• Lawson Health Research Institute
• Children’s Health Foundation
• London Health Sciences Foundation

Patient feedback: Your feedback is important to us. The Patient Relations Office is here to support you. Whether you have a complaint, a suggestion, a compliment or a good story to share, we’d like to hear from you. The Patient Relations Office can be contacted at 519-685-8500 ext. 52036.

Helpful phone numbers:
Main Phone Line: 519-685-8500 (Dial 0 for Switchboard)
Business Office: 519-663-3146
Social Work Services: 519-663-3131
Spiritual Care: 519-685-8500 ext. 58418

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Visit our website at lhsc.on.ca

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Dear patient,

Welcome to London Health Sciences Centre (LHSC). Our skilled and dedicated nurses, physicians and other health-care professionals will do everything they can to make your stay as comfortable as possible.

A safe patient care experience is our highest priority and we consider you to be an important member of the health-care team.

We encourage you to be involved in every decision about your care and treatment. Ask questions and voice concerns at any stage in your care, including what to do when you go home from the hospital. We encourage a partnership between patients and their care providers. Read through the Patient Rights and Responsibilities (on page 8) to see how you can and should engage in your care while at the hospital.

As we are a teaching hospital, you may find that the next generation of health-care providers—residents, trainees, and students—are part of the team caring for you. You may also be offered an opportunity to participate in clinical trials and research studies that will help to improve care and treatments in the future.

Everyone at LHSC takes great pride in providing you with quality care and service. We hope the information found in the Patient Handbook is helpful to you. If you have any questions, please don’t hesitate to ask a member of your care team.

Sincerely,

Dr. Paul Woods
President and CEO
London Health Sciences Centre
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Finding your way around

LHSC is a large, complex organization. Both University and Victoria hospitals are organized into zones. Please see the maps of both hospitals for details on where each zone is located. Be sure to give yourself a little extra time to get to your appointment if you are not familiar with the hospital or clinic location.

How to read your room number

University Hospital and Victoria Hospital room numbers are in the following format: D2-503

What the letter and numbers mean: Room: D2-503  Zone = D  Floor = 2

Therefore, room D2-503 is located in Zone D, on the second floor.

Volunteer information desks

These desks are located in several main entrances at both University and Victoria hospitals to provide directions for patients, families and visitors.
Patient Rights and Responsibilities

LHSC believes in and encourages a partnership between patients and their health-care providers.

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 you 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 (e.g. hand-washing)
  • 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 not covered by OHIP or private insurance
• The safekeeping of personal property, valuables and own medications while in hospital
Parking

Visitor lot locations

University Hospital

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

Victoria Hospital and Children’s Hospital

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

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.

Pay for your ticket at parking booths or the Parking Office at each hospital. 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). See below for other parking pass options. Payment can be made by Visa, MasterCard, or with cash at parking booths or at the parking offices.

Parking booths

At University Hospital, visitor lot P3 and the P4 parking garage have automated pay stations. You can pay on the ground floor of the parking garage by the elevators, or at the automated pay station as you are driving out of the lot.

At Victoria Hospital, visitor lots P1, P2, P3 and P7 have a parking attendant at the parking booth where you can pay for your ticket as you are driving out of the lot. Payment is automated when the parking booths are not staffed. If you are parked in the P8 garage, you can pay for your ticket at automated pay stations located at the elevators on the second floor of the parking garage.

Parking offices

At University Hospital, the Parking Office is located in room A1-800 on the ground floor of the visitor parking garage, and is open 24 hours a day, seven days a week.

At Victoria Hospital, the Parking Office is located in room 105, garage P8 on the ground level beside the elevators, and is open Monday to Friday, 7:30 am - 8 pm (closed weekends and statutory holidays).

Parking passes

Passes (with in-and-out privileges) are available from the Parking Office at both hospitals. All passes are valid for use at both hospitals. Passes are valid for one year from the time of purchase and can be used on non-consecutive days.

- 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
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 transit stops. Please see the map on page 6 for stop locations.

Accessibility at LHSC

LHSC’s care, services and facilities are provided in a manner that respects the dignity and independence of all, which includes communicating in a manner that takes into account a person’s disability. LHSC is also guided by the Accessibility for Ontarians with Disabilities Act (AODA) as we continue working to become more accessible and inclusive.

Upon request, information and communications provided by LHSC are available in accessible formats. Please contact a Patient Experience Specialist for more information.

We also welcome your feedback and questions about accessibility at LHSC:

- By telephone: 519-685-8500 ext. 52036
- By mail:
  Patient Experience Specialist
  Quality & Patient Safety
  746 Base Line Rd. E. Suite 200
  London, Ontario
  N6C 5Z2
- By email: accessibility@lhsc.on.ca

Accessible entrances

Most entrances at University and Victoria hospitals are wheelchair accessible. Please see the maps on pages 6 and 7 for accessible entrance locations.

Drop-off points

If you have difficulty walking, there are drop-off points at both hospitals:

- At University Hospital, there is a drop-off circle at the main entrance
- At Victoria Hospital, most of our zones have a drop-off area 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.

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, and the associated patient and visitor parking lot.

TTY Phones (Telephone Teletypes)

At University Hospital, TTY phones are available through Hospitality Network, 519-685-8500 ext. 33657.

At Victoria Hospital, TTY phones are available for patient use in zones C5, C6, C7, D5, D6 and D7. Requests can be made by calling the Hospitality Network at Victoria Hospital at ext. 58183.

Wheelchairs

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.
Privacy and confidentiality

LHSC is responsible for personal health information and is committed to protecting patient privacy. The hospital has adopted the principles set out in the *Personal Health Information Protection Act, 2004 (PHIPA)*.

At LHSC, we respect our patient’s rights regarding their health information, including the right to:

- Consent or refuse collection, use and disclosure of personal health information (PHI)
- Access your PHI and to make requests to correct your PHI
- Notification if your PHI is accessed inappropriately and request an audit
- Know to whom your PHI has been disclosed
- Challenge the hospital’s compliance with privacy laws

LHSC’s Privacy Office was established to be a resource for privacy issues and it provides the following services:

- Advocate for patient and staff privacy within the organization
- Act as the privacy experts
- Facilitate implementation of privacy laws and principles
- Conduct internal audits of health records and the organization’s processes to ensure compliance
- Develop privacy related policies and processes

**Privacy Office contact information**

If you have any questions or concerns about how we collect and share your personal or health information, contact us:

Telephone: 519-685-8500 ext. 32996
E-mail: Privacy@lhsc.on.ca
Preparing for your visit

Clinic appointments: What to bring

• Health Card
• List of medications you are taking
• Any instructions provided by the physician’s office (physician’s name, clinic name, room/floor number, what to bring/do in preparation for the visit)
• A friend/family member for support and if you need help getting to and from the hospital
• Money or credit card for parking
• A list of questions: you may want to write them down to ensure they all get answered.

Fragrance-free policy

Please note that 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 friend/family members to do the same.

Inpatient care: What to bring and what not to bring

What to bring:

• Health Card
• Supplementary insurance information (if you have extra coverage)
• LHSC hospital card (if you have one)
• CareWish (i.e. Advanced Directive for Personal Care, Living Will etc.) document if one is written
• Personal toiletries (i.e. toothbrush, toothpaste, comb, brush, feminine hygiene products, shaving supplies, facial tissue, soap, shampoo, denture cup, hearing aid batteries, sleepwear, and non-slip footwear)
• Electric razor (may be used if plugged into appropriate outlet)
• Eyeglasses, hearing aids, and other aids such as walkers if required
• All medications you are currently taking, or a list of the medications along with your pharmacy’s phone number, including non-prescription medications or over-the-counter medication. This may include herbal products, creams, and tea preparations
• Cell phone and charger
• Small amount of money for incidentals (e.g. newspaper, TV rental, snacks)
• Headphones if renting television

LHSC cannot assume responsibility for money, valuables or clothing kept in your room or on your person.

What not to bring:

• Valuables (e.g. jewelry, credit cards, money) should be left at home. If they are brought to the hospital and cannot be sent home with family or friends, valuables should be deposited in the Business Office for safekeeping. You can pick up your valuables from the Business Office between 8 am - 11 am, and 12 pm - 3 pm. There is no service between 11 am - 12 pm.
• **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/anti-perspirants 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 throughout your hospital stay, excessive personal items may be sent home with your visitors.

**Medication information**

We want to ensure every patient brings a complete and accurate list of medications they use at home or brings all their medications to the hospital.

It is important to tell your health-care team about all the medications you are taking, including:

- Prescription medications
- Over-the-counter medications such as acetaminophen and ibuprofen
- Herbal and natural health products
- Alcohol and any other recreational drugs

**How to create a medication list**

1. Indicate your name, address, phone number, date of birth and allergies.
2. Indicate your family physician, pharmacy name and pharmacy phone number.
3. List all your prescription medications. Include the date you started taking the medication, the name of the medication, the dose, as well as when and how you take the medication.
4. 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 new medications you started while in hospital.

**Medication tips**

- Inform your nurse and physician of any food, medication and environmental allergies, or any other adverse reactions.
- Inform your nurse or physician of any drugs which have recently been stopped, or if you have recently missed a dose of a home medication.
- Inform your nurse or physician of any medications taken at home including eye drops, study drugs, ointment and cream.
- If you receive a list of medications when you are discharged from the hospital, ensure this list is shared with your family physician or Nurse Practitioner, as well as your home pharmacy.

www.lhsc.on.ca
Patient registration
At University Hospital, use the main entrance and take an immediate right turn to find Patient Registration. At Victoria Hospital, Patient Registration is located on the second floor of Zone B, above the main entrance. Admitting times are assigned in relation to your procedure.

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 or if a bed in a ward room is not available, 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. Additional registration paperwork is required for inpatient admissions. If possible, contact the Business Office prior to your stay to complete the forms.

Workplace Safety and Insurance Board
Many supplementary insurances do not cover preferred accommodation for stays related to Workplace Safety and Insurance Board claims.

Alternate Level of Care (ALC) co-payment
Should your physician determine that you no longer require acute care treatment at this hospital and you are being assisted to apply for long-term or complex continuing care, you will be charged the same daily rate applicable for a standard ward room in a long-term/complex continuing care facility. Please ask for our brochure. Questions about financial matters and eligible rate reduction should be directed to the Business Office.

Business Office
The Business Office can give you information on daily hospital rates and finance inquiries related to patient accounts. The Business Office is open between 8 am - 11 am and 12 pm - 3 pm. There is no service between 11 am and 12 pm. The Business Office can be contacted at 519-663-3146.
Interpretation Services

You may request a professional health-care interpreter. If you need an interpreter, please tell your nurse, physician or other member of your health-care team. Sign language interpreters for the deaf/hard of hearing and spoken language interpreters for non-English speaking patients/ family members will be arranged at no cost.

Smoking

In compliance with the Smoke-Free Ontario Act, LHSC is a completely smoke-free facility. This applies to all buildings, grounds, parking lots, and includes smoking in cars. Please see the maps for details on where the property boundaries exist for our hospital sites.

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

During your hospital stay, smoking cessation support is available from your health-care team.

What if I choose to smoke?

Your health-care team will advise you about your ability to independently and safely leave LHSC to smoke. You will be asked to sign a Smoking Agreement and Waiver to acknowledge any issues that may arise from your decision to leave LHSC to smoke.

This status may change during your hospital stay as physical or cognitive abilities change. Should a medical emergency occur while you are on city property, or while en route outdoors to or from the smoking area, you must call 911 for medical assistance. Patients must notify their health-care team when leaving the hospital property.

Exemption for traditional use of tobacco by Aboriginal persons

As per the Smoke-Free Ontario Act’s Exemption for Traditional Use of Tobacco by Aboriginal Persons, LHSC provides a space for Aboriginal people to use tobacco for traditional, cultural or spiritual purposes. Please see page 20 for more information on spaces that can be used for this purpose.
Your stay at LHSC

Our commitment to patients

• To provide care in a welcoming and safe environment
• To provide care by an integrated multidisciplinary team, whose members respect the values, preferences, and expressed needs of patients and families
• To develop an effective relationship between patients, families and health-care practitioners based on mutual respect, confidentiality and accountability
• To provide quality care consistent with legislative and professional standards
• To provide information outlining the patient’s health condition, proposed treatment and procedures along with the risks and benefits, and any alternate courses of treatment in terms and language that can be understood
• To inform patients of the health risks associated with the refusal of consent for proposed treatment

Patient safety tips

We encourage you to be involved in your health care and offer the following five tips to guide you:

1. Be actively involved in every decision about your health care. Ask questions and voice concerns at any stage in your care.
2. Tell your health-care professional about your health information. This includes prior illnesses and your current health condition.
3. Bring all of your medicines with you when you go to the hospital. This includes prescription and non-prescription medications (over-the-counter medications), vitamins, and herbal remedies.
4. Tell your health-care professional if you are allergic to any medications, food or environmental irritants or if you have ever had a bad reaction to medications.
5. Make sure you understand what to do when you go home from the hospital or from your medical appointment.

Patient identification

While you are receiving care at LHSC, you will be asked questions to help us know who you are. Staff are required 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 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.
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 is in great need of 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 in order to feel comfortable with your care.

We appreciate your understanding when these situations arise.

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. Your health-care 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.

Some patients have already discussed their own wishes with family members or their family physician and may want to limit the treatment offered in the event of a life-threatening emergency. These are sometimes known as ‘advanced directives’ or ‘living wills.’ If you have specific wishes about how you would or would not want to be treated in an emergency while in hospital, please bring them to the attention of your physician as soon as possible.

Substitute Decision-Maker

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 the health-care team for more information.

Social Work services

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 supports in your community and for your home. They also can work with you and your family to access services.

Social workers also assist with:

• Communication with your health-care team
• Making decisions around your treatment and care planning
• Planning for your discharge from hospital

You can ask to meet with a social worker by asking any member of your health-care team or by calling the Social Work Office directly at 519-663-3131.
Falls prevention

LHSC is committed to preventing falls and has fall prevention measures in place to ensure the safety of our patients.

People fall for a variety of reasons, including:

- Physical health
- Weakness
- Dizziness
- Medications
- Health changes that may alter thinking

Your health-care team will assess your risk for 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 health-care team, it is important that:
  - Your call bell is within reach
  - 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

Infusion pumps

Some patients visiting LHSC will require infusion pumps for their medications. These pumps are used to control how quickly medications are infused so that they are administered safely. Most often, only nursing staff will operate the infusion pump. If you need medication delivered by infusion pump that is patient-operated (for example, after surgery), you will receive training on how to safely operate the infusion pump. You may hear alarms or alerts from infusion pumps. If this occurs, alert your nurse for assistance with managing the device. If you have any questions about your infusion pump, please speak to a member of your health-care team.

Blood clot prevention

Some patients are at higher risk of blood clots due to their medical condition, surgery, or if they are not moving regularly. If you are at high risk of developing blood clots, you may be prescribed preventative medication, or you may be provided with intermittent compression devices to wear on your legs.
Pressure injury (bed sore) prevention

A pressure injury, or bed sore, often shows up as a red, warm, tender area that does not go away, or as a blister that is filled with blood or clear fluid. If you have a bed sore upon admission or develop a bed sore, notify a member of your health-care team. Information on preventing bed sores and helping to heal them is also available from your health-care team.

Cell phones, mobile phones, transmitting devices and wireless internet

London Health Sciences Centre permits the use of cellular phones and other wireless devices on hospital property except in prohibited areas. Signs indicating where cellular phones/wireless devices cannot be used are posted in prohibited areas of the hospital.

For the safety of patients using medical devices, cellular phones and other wireless devices require a minimum distance of one meter from any medical devices.

Using a cellular phone or other wireless technology to photograph, videotape or sound record another person on hospital premises without his or her consent is strictly prohibited.

Wireless internet (WiFi)

LHSC is pleased to offer free wireless (WiFi) service to all patients and visitors.

To access the internet:

1. On your device, connect to the ‘LHSC Guest’ wireless network
2. Open a web browser
3. Tap “Accept” to agree to Terms and Conditions

Telephones and televisions

Televisions and telephones are available on a rental basis. Forms are provided on your nursing unit. TV service personnel make daily rounds to meet your needs. Some of the newer patient televisions and telephones have a self-rental option so you can rent service immediately upon arrival. There are instructions at the bedside on how to do this where applicable. Payments are made at the time of installation and renewal.

Hours of operation: 1 pm - 6 pm, seven days a week
Payment method: Cash, cheque, Visa, MasterCard

Patient Food Services

Physicians prescribe a variety of diets based on your care needs, ranging from a normal diet to no 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.
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 person-centred care by sensitively working with patients, families, partners, faith communities, and other hospital professionals.

Our Spiritual Care Practitioners are members of the health-care team and are certified by the Canadian Association for Spiritual Care and offer spiritual caring through active listening, needs assessment, supportive presence, compassionate care and advocacy.

Urgent referrals for Spiritual Care

Spiritual Care can be reached any time through any member of your health-care team. Urgent Spiritual Care referrals can be facilitated 24 hours a day and seven days a week. Ask a member of your health-care team, or call Switchboard at 519-685-8500.

Sacred Spaces/ Sanctuaries

University Hospital and Victoria Hospital each offer a secluded and peaceful wheelchair accessible Sanctuary area. This sacred space is available anytime for prayer, meditation and quiet reflection.

- University Hospital Sanctuary – Located on the first floor, just off of the main lobby, beside the main elevators in room A1-502.
- Victoria Hospital Sanctuary – Located on the third floor, between the C Zone elevators and Faye’s Cafeteria, room C3-402.

As per the Smoke-Free Ontario Act, both sanctuaries are smoke-free spaces, except as under the Exemption for Traditional Use of Tobacco by Aboriginal Persons. Please contact us if you wish to make arrangements for this exemption.

Each sanctuary is also available for both unplanned and scheduled group usage. All sanctuary events must be booked through the Spiritual Care main office at 519-685-8418 or SpiritualCare@lhsc.on.ca. A scheduled booking does not reserve either sanctuary for exclusive usage and all users are expected to share the space with others.

A schedule of events is posted outside each sanctuary. Please note that Sacred Readings, provided by local faith groups, are accessible in both sanctuaries.

Patient concerns

If you have concerns which require immediate attention, please speak with a member of your health-care team. Be assured that LHSC has a legal and ethical obligation to discuss safety incidents or adverse events that involve patients.

Patient Relations Office

LHSC’s Patient Relations Specialists are available to assist patients and families with access to and knowledge of their rights and responsibilities. The Patient Relations Specialists will facilitate compliments, complaints and conflicts to a reasonable outcome as a mediator between the patient/family and the health-care team.

The Patient Relations Specialist can be contacted by calling 519-685-8500 ext. 52036.
Clinical Ethics

During your stay, you may be confronted with a decision to which there is no good or ‘right’ answer. These decisions are sometimes considered ‘ethical decisions’ because they require us to think about what values are most important and how we make decisions based on values. Clinical ethicists are trained to assist patients, families, and teams when values-based decision making becomes difficult. If you would like to speak with an ethicist, or request that an ethicist be involved in a difficult decision, you can reach the Ethics Office at 519-685-8500 ext. 75112 or pager 17511.

Research at LHSC

LHSC is a research based facility committed to furthering scientific knowledge to advance health care around the world. The research institute of LHSC is Lawson Health Research Institute. Patients who participate in health research make medical progress a reality. Their important contributions play a crucial role in the development of new treatments and improvements to care.

During your visit to LHSC, you may be invited by your treating physician and/or research staff to consider participation in a research study.

What you should know:

- Research studies conducted in London hospitals must be reviewed and approved by Lawson Health Research Institute 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 completely voluntary. If you do not wish to participate, your care will not be affected by your decision.

If you have further questions or concerns about a research study, please contact Lawson’s Quality Assurance and Education Team at 519-667-2377.

For more information about Lawson and clinical research, please visit www.lawsonresearch.ca/clinical-research
Infection Prevention and Control: For patients, families and visitors

Hand hygiene

Most germs in hospitals can be spread by unclean hands. Once an infection starts, it can spread to you, your family, and to other patients. An infection could prolong your hospital stay.

Everyone should clean their hands:
• Before and after touching you
• After using the bathroom
• Before and after eating
• After coughing or sneezing
• When hands are visibly soiled

You should also clean your hands before you leave your room and when you return. Families and visitors have a critical role in preventing infections and are asked to follow these guidelines to reduce the spread of germs.

What are the choices for cleaning hands?
Alcohol-based hand sanitizers are available throughout the hospital. After cleaning, make sure your hands are dry before you touch anything. This is very important when you use the hand sanitizer.

If your hands are visibly soiled, you will need to use soap and water. Cleaning your hands takes 15 seconds. Make sure you cover all surfaces. If you are using soap and water, don’t forget to use a paper towel to turn off the taps.

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, your visitors should stop at the nurses’ station to receive instructions before they visit.

• If you or your visitors need to wear gloves, gowns, mask or protective eyewear, you can ask a staff member for assistance.
• You may be asked to stay in your room or bed space.
• Clean your hands frequently, especially when leaving your room.

Influenza prevention information

Influenza is easily passed from person to person through droplets in the air, or by contact with unwashed hands. If you are sick or feeling unwell with symptoms of respiratory illness and your appointment or visit can be put off, you should not come to the hospital.

Other infection prevention and control practices, such as proper hand hygiene, in conjunction with vaccination are critical aspects of preventing the spread of influenza.
For families and friends: Visitor information

Visiting 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 from one day to the next. We ask patients or visitors to check with unit staff about optimal visiting times. As well, 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.

Family members supporting a patient between the overnight hours of 8 pm and 8 am are asked to remain in the patient’s room and advise unit staff when coming to and leaving the unit.

Please speak with your care provider if visiting guidelines do not meet your needs.

Infection control tips for visitors

- 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.
- If you are feeling unwell, your visit should be postponed.

Patient information

To locate a patient room and telephone number call the Patient Information Desk at 519-663-3163.

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.
Retail food services

**University Hospital**

**Cafeteria**
Third floor, Zone C
Monday - Friday 7:30 am – 7 pm
Saturday and Sunday 7 am – 7 pm

**Tim Hortons**
Main lobby
Open 24 hours from Monday 6:30 am – Saturday 6 am

**Victoria Hospital**

**Faye's Cafeteria**
Third floor, Zone D
Open 24 hours from Sunday 6:30 am - Friday 9 pm
Saturday 6:30 am – 8 pm

**Market Kitchen featuring Starbucks**
Third floor, Zone B
9 am – 3 pm

**On the Go featuring Tim Hortons**
Second floor, Zone B
6:30 am - 6:30 pm

**Tim Hortons**
Lower lobby, main floor, Zone A
Monday - Friday 7:30 am – 4 pm

**Tim Hortons**
Second floor, Zone E
Monday - Friday 7:30 am - 3:30 pm

Vending machines are also available at several locations.

Banking services

Banking/ATM machines are available near the cafeterias at both hospitals, as well as the main lobby at University Hospital, the main lobby of the B Zone at Victoria Hospital, and outside of the E Zone Tim Hortons at Victoria Hospital.

Gift shops

The LHSC Auxiliary operates five gift shops at University and Victoria hospitals. All profits from these shops are donated back to London Health Sciences Foundation to support hospital initiatives. Hours of operation vary with each site.

**University Hospital**
Main lobby, first floor

**Victoria Hospital**
Victoria's Place - Zone B, first floor
Garden Shoppe - Zone D, third floor
Boutique - Zone D, third floor
Tower Shop - Zone E, first floor
Latex balloons

Latex balloons are forbidden at LHSC due to the increasing number of latex allergies in the hospital.

Flowers

Flowers that have been received at the hospital from local florists are delivered by volunteers at University Hospital only. Flowers must be delivered by 1:30 pm for delivery that day (weekdays only, holidays excluded).

Flowers at Victoria Hospital are delivered by florist delivery service providers. Flowers can also be bought at the Auxiliary Gift Shop at University Hospital and 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.

E-cards

E-cards are a free service offered by LHSC, enabling family and friends to send a personalized message to patients. To send an E-card go to the LHSC website at lhsc.on.ca and look for the E-card link. Volunteer Services will colour print the E-card and volunteers will deliver it to the bedside. Greetings will be delivered Monday through Friday, between 9 am and 3 pm, holidays excluded.
Patient and Family Advisory Councils

At LHSC, patients and families are at the heart of everything we do. It is our commitment to work together to continuously improve care experiences.

We are actively recruiting patient and family advisors to be part of making the patient experience at the hospital the best it can be.

Who can be an advisor?
An advisor is a person with recent experience at LHSC either as a patient or a family member in the past three years, who wants to improve care experiences.

What does a patient or family advisor do?
There are many ways to be involved and make a difference. Some patient and family advisors partner with staff and physicians on advisory councils or on project committees. Others participate in a focus group discussion or share their experience in a short video or in person. There is a place and a need for every voice.

If you are interested in becoming a patient or family advisor at LHSC, please contact the Patient Experience Office at 519-685-8500 ext. 75457 or patientexperience@lhsc.on.ca

Volunteering at LHSC

LHSC’s volunteers are present in more than 100 areas of the hospital, enhancing the experience of our patients, families and visitors. Many of our volunteers joined our volunteer team after receiving care from LHSC, either as a patient or a family member. If you are interested in learning more about volunteering at LHSC, please visit our website at lhsc.on.ca/volunteer or call Volunteer Services:

University Hospital: 519-663-3134
Victoria Hospital: 519-685-8112
Going home

Discharge planning

At the earliest opportunity, you and your health-care team will begin planning for your discharge. Most patients return home when they are discharged.

• Please inform your health-care team of any special needs you have as you return home (e.g. new care needs, home oxygen, application for travel grant, restarting prior services, etc.).
• Any prescriptions and follow-up appointments will be given to you on the day of your discharge.

If you require more care, your health-care team will work together with you and community partners to plan an appropriate discharge. This will ensure that your health-care needs can be met when you leave the hospital.

Some patients require short-term or continuous care after discharge. For those patients, several options will be considered with the help of the health-care team. These options include:

1. Assisted living or retirement home
2. Long-term care
3. Complex continuing care
4. Rehabilitation
5. Palliative care

If you require long-term care after your discharge from the hospital, members of the health-care team are available to discuss your options.

All Ontario hospitals must promptly discharge patients who no longer require their care. When the patient is deemed ready for discharge, the patient shall be required to leave. This ensures that medical services and beds are available for those in greatest need of acute care. The Ministry of Health and Long-Term Care has specified that when a discharged patient refuses to leave a hospital, the hospital stay becomes uninsured. The hospital will then charge the patient a per diem rate.

Time of discharge

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.

Transportation

It is the responsibility of you and your family to make transportation arrangements home on the date and time of discharge. If you are unable to get a ride, you will need to make and pay for alternative arrangements (e.g. taxi, stretcher vehicle). Please ask the nursing staff for the Ambulance & Non-Ambulance Medical Transports brochure to review options for transportation. You will have to pay for the transportation.
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 519-685-8500 ext. 52281.

Charges for take-home items
Supplies and devices not covered by OHIP, such as canes, crutches, neck collars, embolism stockings, dressings, surgical supplies etc. 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.

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

University Hospital Prescription Centre
Main lobby
Hours: 9 am - 5 pm Monday to Friday (closed holidays and weekends)
Phone: 519-663-3231

Victoria Hospital North Tower Prescription Centre
First floor, Zone B, Victoria Hospital
Hours: 8:30 am - 6 pm Monday to Friday (closed holidays and weekends)
Phone: 519-685-8082

Victoria Hospital Prescription Centre
Second floor adjacent to Zone C elevators
Hours: 9 am - 5 pm Monday to Friday (closed holidays and weekends)
Phone: 519-685-8172
Notes:

Members of the health-care team

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Emergency contacts

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Medications

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Planned procedures and tests

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Follow up appointments

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NTR@sjhc.london.on.ca

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- Provide support at medical appointments
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- Connect you with helpful local services
- Attend your patient care conferences
- Assist you with discharge planning and transition back home
- Work with your health care team to develop a care plan that includes traditional and cultural practices of your choice

Self referrals accepted. Call 519.319.9716 to discuss your needs.

The Southwest Ontario Aboriginal Health Access Centre (“SOAHAC”) provides wholistic health services to First Nations, Inuit and Metis people. This includes culturally safe doctor and nurse practitioner services, dietitian services, prenatal care, mental health and addictions support, and traditional Indigenous healing.

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- Social Workers
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- Rehabilitation Therapists
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**Working with LHSC Staff and Patients’ Families’**
- Consult with hospital staff to determine discharge date and needs, and ensure safety
- Assist with transition home or to an alternate care setting
- Arrange home modifications/assistive devices
- Arrange transportation
- Conduct rehabilitation assessments and treatments
- Provide in-home or in-clinic care after discharge

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- Auto insurers for personal injury benefit approvals
- WSIB
- Other provincial workers compensation organizations
- Extended Health Benefit insurers

Call us for current geographic coverage information.
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- PTSD
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- Supportive counselling for patient and family members
- Vocational assessment, guidance and re-entry
- Speech – assessment and treatment

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How We Can Assist:

- Pre-discharge hospital and home assessments and support
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- Grief and trauma counselling
- Funding approvals from insurers and agencies
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