



# INFORMATION PAMPHLET FOR PATIENTS

*Des copies en français sont disponibles au poste des soins infirmiers.*

Last update: January 2021



HÔPITAL  
**NOTRE-DAME**  
HOSPITAL (HEARST)



## Table of contents

Word of Welcome .....	3	Parking .....	9
Our Mission .....	3	Medications and Treatments .....	9
Our Vision .....	3	Tobacco, Drugs and Alcohol .....	10
Our Values .....	3	Cafeteria .....	10
Admissions .....	4	Hospital Auxiliary .....	10
Money, Valuables and Personal Items .....	5	Palliative Care Room .....	11
Telephone .....	6	Hospital Discharge .....	11
Televisions, Radio and Electrical Appliances .....	6	List of Professional Services .....	11
Spiritual and Religious Ceremonies .....	7	Patients' Rights .....	12
Visiting Rules .....	8	Patients' Responsibilities .....	13
Lounges for Patients .....	9	Patient Representation .....	14

## Word of Welcome

This pamphlet has been prepared to help you get to know Hôpital Notre-Dame Hospital (Hearst) and the people who are here to help you during your stay. We strongly recommend that you read it as soon as possible after your arrival. The nursing staff will be happy to answer any questions you might have.

The hospital's staff members are here to provide you with the care, treatment and information you need to make informed decisions. They are concerned about your health, and whatever they may do, whether it be taking your pulse, taking a blood test, or even changing your diet, is to ensure your well-being.

### OUR MISSION

- ✓ Working together to continuously evolve the quality of patient services.

### OUR VISION

- ✓ Exceptional health services at your doorstep.

### OUR VALUES

- ✓ Listen to appreciate diversity.
- ✓ Learn through dialogue and reflection.
- ✓ Guide with courage and transparency.
- ✓ Support our patients through empathy and kindness.



## Admissions

Admissions are done at the Central Reception at the main entrance. Opening hours are from 7:30 a.m. to 3:30 p.m., Monday to Friday. After 3:30 p.m., the Emergency Department takes care of admissions. When going to the Central Reception and Emergency Department, you will be asked to answer general questions, provide your health card and insurance coverage.

The usual hospital coverage is the standard ward room with four patient beds; however, if you have other insurance coverage or wish to pay extra, a private or semi-private room could be available if not already in use.



## Money, Valuables and Personal Items

The hospital is not responsible for money and valuables that you may wish to keep with you. We therefore ask you to leave them at home; however, if this is not possible, we suggest that you tell the nursing staff who will contact the Business Office. Your money and valuables will be kept in a sealed envelope which will be locked away. To get your valuables back, you will need to keep the stub of the envelope and present it to the Business Office clerk when leaving the hospital.

The hospital is not responsible for lost, damaged or stolen items. You are responsible for checking your room and locker before leaving the hospital to ensure that nothing has been left behind.

When admitted, bring the following personal items: pajamas, nightgown, dressing gown, slippers, underwear, comb, hair brush, toothbrush, toothpaste, shampoo, tissues, razor, CPAP or BiPAP machine and your electronic devices (tablet, smartphone, Kobo eReader, etc.).





## Telephone

Telephones are provided in each room for the convenience of patients. Service hours are from 7:30 a.m. to 10:00 p.m. To place a call, follow these steps:

- ✓ For local calls: Dial “9” + telephone number.
- ✓ For long-distance calls: Dial “0”, then give the necessary information to the hospital receptionist. Please note that these calls cannot be charged to the hospital. They must be collect calls or be charged to a calling card.

Visitors may use the payphone located at the Emergency entrance.

## Televisions, Radio and Electrical Appliances

A television set is installed in the lounge of the Acute Care floor. The hospital also offers a TV rental service. If you wish to rent a television set, please ask the nursing staff. If you are sharing a room with other patients, we ask that you use earphones so that others may not be disturbed. When sharing a room, we ask that the television be turned off at 10:00 p.m.

No personal television sets are allowed on the premises except for the Long-Term Care Department.

All electrical appliances must be checked and approved by the hospital’s Maintenance Department before using them. Please ask a member of the nursing staff to help with this process.

## Spiritual and Religious Ceremonies

The spiritual or religious aspect of the healing process can complete the medical care given by Hôpital Notre-Dame Hospital (Hearst), while respecting your history, beliefs and values. Using a respect-based approach, these services are available upon request to patients of all spiritual or religious backgrounds.

It is important to note that Hôpital Notre-Dame Hospital (Hearst) aims to take all necessary measures in referring patients to representatives from their different spiritual or religious backgrounds if they ask for spiritual or religious services.

The following places of worship are available and open to anyone regardless of their beliefs:

- ✓ The Chapel in the Nursing Home;
- ✓ A neutral room (available upon request) on the Acute Care Floor (Providence Room).

Religious ceremonies are also organized regularly. A volunteer offers communion on Tuesdays and Wednesdays upon request, around 10:30 a.m. You may also ask for a parish bulletin.

Ceremonies which involve the burning of sacred and medicinal plants (smudging) are also allowed; they must be organized beforehand with the health care team. Spiritual or religious representatives are welcome to visit.

## Visiting Rules

Visiting rules allow patients to welcome their family and friends, bringing them moral and psychological support, while always respecting their comfort and well-being.

If you need to know a patient's room number, simply ask someone at the Information Office on the first floor, or at the nursing station on that same floor. As a courtesy to our patients, we ask that you visit after 11:00 a.m. in order to respect privacy during morning care. Children under the age of twelve (12) must be accompanied by an adult and their behaviour must respect the patient care environment. They cannot, for example, disturb other patients and/or staff members. If a person does not behave accordingly, they will be asked to leave the premises. All visitors must leave the room while nursing care is being administered to the patient. Also, when doctors enter the room, visitors may be asked to leave the room.

**When certain conditions happen, such as a pandemic, an outbreak, an unexpected event, etc., Management may decide to close the hospital to visitors or change visitation rules.**

**Furthermore, the nursing staff has the responsibility to limit and/or cancel visiting privileges in the following circumstances:**

- ✓ If the number of visitors in the room is found to bother the comfort of the patient or to the other patient(s) in the room.
- ✓ If asked by the patient or the other patient(s) in the room.
- ✓ Depending on the condition of the patient or the condition of the other patient(s) in the room.
- ✓ If medical/nursing care is needed so that it can be properly administered to the patient(s) in the room.

It is important that the visit be pleasant for both the patient and the visitor(s).





## Lounges for Patients

Patient lounges are available on each floor. If your condition allows it, you are encouraged to use this area with your visitors. If you do leave your room, please wear a dressing gown and non-slip slippers.

## Medications and Treatments

Bring all your medication with you when coming to the hospital. If you are unable to, please make a list of all the medication you take and bring it with you. Always keep your medication in its original container.

Please note that only medication that has been prescribed at the hospital can be taken. If you have any medication in your possession, please give them to the nursing staff. They will be returned to you when you leave.

## Parking

The parking lot is located west of the hospital for hospitalized patients who do not have a ride to come to the hospital. The parking is accessible free of charge.

## Hospital Auxiliary

The Auxiliary is a non-profit organization raising money to support programs and projects that help Hôpital Notre-Dame Hospital (Hearst) improve patient care. The Auxiliary Gift Shop, operated by volunteers, is the Auxiliary's main source of funding.

## Tobacco, Drugs and Alcohol

Any use of illegal drugs or alcohol on hospital premises is strictly not allowed. Hospital policy states that smokers and consumers of various tobacco products are not allowed to smoke or consume tobacco products on hospital property.

## Cafeteria

The hospital cafeteria can accommodate visitors at lunchtime. Visitors, however, must pay for their meal. To access the cafeteria located at the lower level, please ask staff members for directions. Vending machines are also available for patients and visitors.



## Hospital Discharge

Your doctor or your nurse practitioner will authorize your discharge from the hospital. After you leave, the bed and room will be cleaned before the next patient arrives. Check your room thoroughly to make sure nothing has been left behind. A staff member will accompany you to the first floor for your discharge.

## Palliative Care Room

The palliative care room is set-up for the comfort of patients and their families and friends. It features a private bathroom, home-like decor and furnishings, a quiet space for the patient, their family and friends, as well as overnight accommodation with a Murphy bed and reclining chairs.

Trained volunteers are also part of the team and help improve the patient's quality of life.

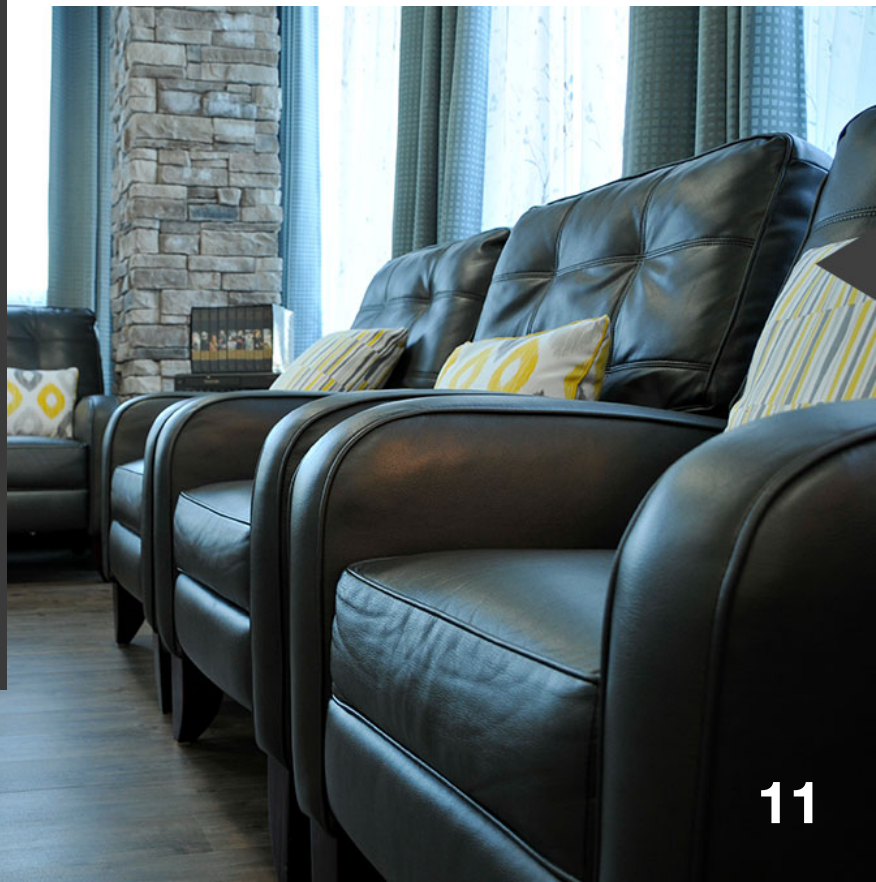
Children are allowed to visit patients in palliative care. Animals are also permitted with the authorization of staff in charge of preventing infection.

## List of Professional Services

The hospital offers the following professional services:

- ✓ Clinical Nutrition
- ✓ Pharmacy
- ✓ Physiotherapy
- ✓ Respiratory Therapy

If you need these services, please ask the nursing staff.





## Patients' Rights

Hôpital Notre-Dame Hospital (Hearst) is committed to providing quality care to its patients. In order to fulfill this commitment, the hospital has identified their rights and responsibilities.

Every patient has the right:

- ✓ to be treated with respect and consideration, and valued as a unique individual;
- ✓ to the privacy and confidentiality of their health information;
- ✓ to receive important information and education about their condition, diagnosis, treatment, and prognosis, in a manner that they can understand;
- ✓ to make decisions about their care plan before and at any time during the course of treatment;
- ✓ to a clean, comfortable, safe and secure environment;
- ✓ to be informed of any expenses that come from the hospitalization;
- ✓ to expect that members of their health care team will communicate with one another in order to ensure coordination of care;
- ✓ to express their concerns and to receive an answer to their questions;
- ✓ to know who their care providers are, and which doctor is in charge of their treatment;
- ✓ to refuse treatment according to the law, and to be informed of the health risks and benefits of this decision.



## Patients' Responsibilities

These rights carry certain responsibilities. Patients and their spokespersons must therefore respect the following obligations:

- ✓ Provide accurate and complete information about your health to your hospital team members, to help them care for you;
- ✓ Participate cooperatively in the mutually agreed upon care plan, to the best of your ability;
- ✓ Assist in giving you care by naming one spokesperson, with whom the team can communicate, in case you become incapable of doing so;
- ✓ Inform the hospital team if your condition changes, or if you have concerns during treatment;
- ✓ Accept responsibility for the consequences of refusing treatment or medical advice;
- ✓ Be courteous and respectful of other patients, visitors, and all members of your hospital team;
- ✓ Recognize that the needs of other patients may sometimes be more urgent than your own;
- ✓ Recognize that care providers do not need to provide any treatment that they consider being medically or ethically inappropriate;
- ✓ Respect hospital property and follow hospital regulations and policies;
- ✓ Make arrangements for discharge, when the physician determines that discharge is appropriate, or accept an alternate level of care as appropriate;
- ✓ Be responsible for all expenses not covered by OHIP or private insurance, during your hospitalization.

Source: Ontario Hospital Association

## Patient Representation

Ombudsmen serve the hospital and represent patients' interests with Management. As volunteers, their main tasks are to visit hospital patients regularly and write an objective report on the patients' level of satisfaction.

**To communicate with one of these representatives, please leave a message with Administration at 705-372-2955.**



HÔPITAL  
**NOTRE-DAME**  
HOSPITAL (HEARST)

### **Hôpital Notre-Dame Hospital (Hearst)**

1405 Edward Street  
Hearst ON P0L 1N0  
705-362-4291  
[info@ndh.on.ca](mailto:info@ndh.on.ca)