Welcome to 9A

General Surgery Unit

Nursing station: 902-473-7540
Patient switchboard: 902-473-1510
Welcome to 9A

General introduction
Welcome to 9A. We are a 30-bed general surgical unit. We are glad to have you stay with us and hope you and your family have a positive experience.

Visiting hours
We recognize that visitors are a key part of the healing process and we welcome them as often as the patient would like. Please keep in mind that most rooms are shared as space is limited. Please consider the number of visitors when visiting. There are family rooms available. The patient rest period on the Unit is from 2:30–3:30 p.m. We encourage minimal visitation and quiet during this time for patients to rest.

If you have any questions, please ask.
We are here to help you.
Patient accommodations
We have 3 private rooms and the rest of the rooms are 4-bed wards. Sometimes, we may need to move patients from one room to another in order to accommodate patient/family needs. We keep a waitlist for patients requesting private rooms but have no control over when these may become available. It is common to share a room with other patients who may be of another gender. We try to do this as infrequently as possible. We thank you in advance for your understanding.

Family accommodations
The QEII site is a tertiary care hospital, which means we provide specialized care. The QEII site at the Nova Scotia Health Authority has a large number of patients from out of town or out of province. It is not possible for families to stay in the patient’s room or in the family rooms, for safety and privacy reasons. Exceptions may be made on an individual basis.

Please see a list of accommodations on the next page for places to contact. Many of these accommodations offer a hospital discount for your convenience.
### Hotel Information

<table>
<thead>
<tr>
<th>Hotel Name</th>
<th>Address</th>
<th>Phone Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atlantica Hotel Halifax</td>
<td>1980 Robie Street</td>
<td>902-423-1161</td>
<td><a href="http://www.atlanticahotelhalifax.com">www.atlanticahotelhalifax.com</a></td>
</tr>
<tr>
<td>Lord Nelson Hotel</td>
<td>1515 South Park Street</td>
<td>902-423-6331</td>
<td><a href="http://lordnelsonhotel.ca">http://lordnelsonhotel.ca</a></td>
</tr>
<tr>
<td>Point Pleasant Lodge</td>
<td>1121 South Park Street</td>
<td>902-421-1599</td>
<td><a href="http://www.pointpleasantlodge.com">www.pointpleasantlodge.com</a></td>
</tr>
<tr>
<td>South Park Lodge</td>
<td>1135 South Park Street</td>
<td>902-423-2812</td>
<td></td>
</tr>
<tr>
<td>The Westin</td>
<td>1181 Hollis Street</td>
<td>902-496-8585</td>
<td><a href="http://www.thewestinnovascotian.com">www.thewestinnovascotian.com</a></td>
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### Valuables and Belongings

We encourage all patients to leave any valuables at home or send them home with a family member or a friend as there is limited space at the patient’s bedside. If this is not possible, we encourage patients to have valuables locked up in the Business Office on the 1st floor. We are not responsible for lost or misplaced items.
Meals
Meals will arrive around 8 a.m., noon, and 5 p.m. daily. A menu will be on your lunch tray daily for upcoming meals. Please fill it out as soon as you can. The dietary staff will pick up the filled-in menus when they pick up your meal tray. All meals are ordered two days in advance. For example, what you order on Monday will be served on Wednesday.

Please keep in mind that your diet needs may change during your stay. This may result in a different menu than the request you submitted. Please don’t drink the tap water. Bottled water is available in the patient kitchen.

Morning rounds
The surgical team usually starts between 6-7 a.m. This team may include a charge nurse, surgical resident, medical students, and pharmacist involved in your care during your stay. This is a good time to ask the team any questions that you have. It may help to write down your questions in advance. If someone in your family wants to be with you during this time they are welcome.
Who is on my team?

You and your family
The care, love and support of family are very important and we encourage their participation in your health care. As you get better and heal, the expectation is that you will be able to do more for yourself in preparation for your return home. The goal is to return you to the best possible state of health.

Nursing staff
Nurses are with you 24 hours a day to help coordinate your plan of care. If you have any questions about your care while in the hospital please ask your nurse. Nursing shift change is between 7-8 in the morning and evening. Please be aware that it may be busy during this time.

Medical staff
The medical staff will check you each morning and give updates on your progress. Each patient is under the care of a surgery team. Team members work together to provide the best plan of care for you.
Charge nurse
Working with the entire team, the charge nurse plans the overall care and patient movement within the unit. They act as the “go-to person” for staff and patients. They are available if you or your family have a question or concern that you would like to talk about with someone other than your nurse.

Unit manager
The unit manager looks after the administration and leadership of the unit. They are available Monday–Friday during business hours, excluding holidays. You are encouraged to notify the charge nurse or the unit manager if you have any issues and they will be pleased to speak with you. We appreciate your comments during your stay with us. This way we can be sure we are meeting your needs.

Ward clerk
The ward clerk is responsible for all clerical issues such as keeping patient charts in order, answering the phone, ordering meals, and making appointments for tests. They can often help you find the answers to your questions.
Unit aide
The unit aide takes care of ordering supplies and making sure that the unit and rooms are stocked with what you and your nurse need for the day. They may also help your nurse with your needs during the day.

Pharmacist
The clinical pharmacist is available to review your home medications and help the team make decisions regarding any medication changes that may be needed during your hospital stay. If you have any questions about your medications, please ask your pharmacist. We recommend that you have a family member/friend take all personal medications home after we have reviewed them with you.

Physiotherapist
Physiotherapy staff will work with you to help you get as strong as you can. They may also help you with deep breathing and coughing.

Occupational therapist
The occupational therapist may work with you to assess how you will do at home. They may help fit you for equipment that will help you manage at home.
Social worker
The social worker can help you and your family with concerns about being in hospital. They can offer supports and help plan your return home.

Dietitian
The dietitian is available to discuss your nutrition concerns or if you need any diet education before discharge. There is a diet technician available if you have questions or concerns about your meal trays or menus.

Spiritual care
Spiritual care serves all faiths. The nursing staff will help you contact them. A place of worship is located on the 2nd floor.

Patient representative
The patient representative is available to patients and families who wish to express concerns or compliments about their care and can be contacted at 902-473-2880.
Parking
The parking lot on South Park Street charges an hourly rate with a daily maximum.
For patients staying longer than 14 days, a reduced parking rate is available. Ask your nurse for more information.

Amenities
Scotia Room (cafeteria)
Victoria building – main floor
Every day: 6:30 a.m.-1 a.m.

Gift shop
Centennial building - main floor
Mondays: 9:30 a.m.-8 p.m.
Tuesdays–Fridays: 9:30 a.m.-5 p.m.

Shoppers Drugmart
Centennial building – main floor
Monday–Friday: 8:30 a.m.-5 p.m.
Other information

- Hand washing is the best way to prevent the spread of germs. Please wash your hands before and after eating, after using the bathroom, and before using the patient kitchen area or ice room. **Encourage your visitors to wash their hands before and after visiting you as well.**

- The QEII has a “**scent-free**” policy. Please do not wear scents or bring in flowers.

- Phones are hooked up by following the instructions listed on your phone. Phones are disconnected on discharge. Calls can be made to your bedside phone by contacting the switchboard at **902-473-1510**.

- To connect your bedside telephone, dial 499 and an automated message will walk you through the steps.

- TV service is available. Call **2999** on your bedside phone and follow the instructions.

- Public washrooms are located across from the Centennial elevators.

- Unless transferring to another hospital, transportation home is the responsibility of the patient.