



Patient & Family Guide
2018

The Cardiology Service at the QEII



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The Cardiology Service at the QEII

We understand that this is a very stressful time for you, and for your family and friends. We hope the information in this pamphlet will make you feel more comfortable.

Please feel free to ask questions.

One of our goals is to give cardiac patients timely access to care. The Cardiology Service serves people from Nova Scotia, Prince Edward Island, and New Brunswick.

Patients enter the Cardiology Service in 2 ways: they may be admitted directly to one of the cardiology units or they may be admitted through a system called the 24-hour Transfer Service. The 24-hour Transfer Service aims to shorten the time patients wait in their home hospital to have procedures done in the Cardiac Catheterization Lab.

Your doctor has decided that you need the care of a cardiologist (heart doctor), and tests or procedures offered through the Cardiology Service at the QEII. If you are waiting in your local hospital, the QEII will call when a bed is ready and you will then be transferred.

Cardiology nursing units

The cardiac nursing units are on Level 6 of the Halifax Infirmary. There are signs to help you find the correct unit. There are information booths at the Robie and Summer Street entrances that can give you more information.

You may be a patient in one of the following 3 units:

Coronary Care Unit 6.4 (CCU)

Phone: 902-473-8981 or 902-473-3422

This is a critical care unit for patients who need close observation and monitoring. Each patient is connected to a heart monitor so that a nurse can check their heart rhythm at all times. Other equipment may also be used. Please ask the nurse any questions you have about any of the equipment.

Cardiology Intermediate Care Unit 6.1 (IMCU)

Phone: 902-473-6515 or 902-473-6520

Patients who need very close observation and monitoring are cared for in this unit. Men and women may share a room. Each patient is connected to a heart monitor so that a nurse can check their heart rhythm at all times.

Cardiology Inpatient Unit 6.2

Phone: 902-473-6560 or 902-473-6561

This is a 37-bed unit. Men and women may share a room. You may be attached to a heart monitor called telemetry. Your nurse will tell you if you are allowed to walk around the unit. Do not leave the unit if you are wearing a portable telemetry monitor.

If you are having chest discomfort or any pain similar to your heart pain, please tell staff right away.

Please be prepared to arrange for a drive home. An ambulance transfer to Halifax does not mean a guaranteed ambulance transfer back to your home hospital.

While in the Cardiology Service, members of a health care team will care for you. Members of the team include:

You and your family

Some of the best medicine is the care, love, and support of family. Please tell us if you have any concerns.

Nursing staff

Our highly skilled and caring Registered Nurses (RNs) will care for you.

Nurse practitioners

These RNs have further education and specialize in the care of cardiac patients. They work with cardiologists and other team members to give nursing and medical care. They are involved with admissions, discharge planning (planning for when you leave the hospital), and managing your medical treatment.

Staff cardiologist

A cardiologist will direct your medical care. Cardiologists rotate to other areas in the cardiology department, so you may be under the care of more than one cardiologist during your stay. You may have a different cardiologist on the weekend than during the week.

Resident doctors and clinical associates

These are medical doctors doing specialty training in cardiology. These doctors will help the cardiologist with your care. They are available 24 hours a day.

Patient representative

There is a patient representative available to patients and families who have concerns about any aspect of hospital care. The patient representative can be reached by phone (toll-free) at 1-844-884-4177 or by email at healthcareexperience@nshealth.ca.

Other health care team members include clergy, dietitians, pharmacists, physiotherapists, respiratory therapists, research nurses, social workers, technicians, patient aides, care team assistants, unit clerks, unit aides, and others, as needed.

Personal belongings and valuables

We encourage you to leave all valuables at home. The hospital is not responsible for the loss of any item. If needed, valuables may be locked in the safe in the hospital business office.

Other information

Halifax Infirmary

The Halifax Infirmary site at the QEII has 2 main entrances: one on Summer Street and the other on Robie Street.

Parking

There are parking meters by the Summer Street entrance. Hourly and daily parking is available in the parking lot at the Robie Street entrance.

Visitors

Your family and friends are an important part of your care. You and your family, together with your nurse, will decide about visitors. We ask that you have no more than 2 visitors at a time.

There is a quiet period from 2:30 to 3:30 p.m. every afternoon.

Visitors may be asked to wait in the family waiting room during certain procedures. Please ask staff on the unit where the waiting room and public washrooms are.

Phone

- Patients on 6.1 IMCU and 6.2 can receive phone calls. The patient switchboard phone number is 902-473-1510. Please call this number and ask to be connected to the patient. Since patients may be moved to different rooms, it is best to ask to be connected using the patient's name and not their room number.
- The bedside phone can be connected to make outgoing calls for a daily charge. Local calls can be made from the phone in the family waiting room.

TV service

6.2 is the only inpatient unit in cardiology that has bedside TVs.

If you have insurance coverage for a semi-private or private room and you are given such a room, the cost of TV service is included in your rate. In all other cases, there is a charge for TV service in a patient's room.

Services

- Summer Savory Cafeteria – Level 2
- Starbucks® coffee shop – Robie Street entrance, Level 4
- Gift shop – Robie Street entrance, Level 4
- Shoppers Drug Mart – Robie Street entrance, Level 4
- Bank machines – Summer Street and Robie Street entrances

Smoking

NSHA is smoke-free and vape-free. Ask your doctor or nurse about the Smoking Cessation Program while in hospital to help you quit smoking.

Scent-free

NSHA is scent-free. Please do not use perfume, aftershave, or scented lotions in the hospital.

Accommodations

We do not have rooms where family members can sleep at the hospital. On the next page is a list of places to stay near the Halifax Infirmary. The unit clerk on the nursing unit can give you more information. Family members must make their own arrangements.

When you call to book a room, please tell the reservation clerk that you are a family member of a patient at the QEII.

Accommodations

Point Pleasant Lodge

www.pointpleasantlodge.com

1121 South Park Street

Tel: 902-421-1599

Atlantica Hotel

www.atlantichotelhalifax.com

1980 Robie Street

Tel: 902-423-1161 or 1-888-810-7288

Halifax Haven Guest Home

5897 Inglis Street

Tel: 902-421-1650

Lord Nelson Hotel

<https://lordnelsonhotel.ca>

1515 South Park Street

Tel: 902-423-6331 or 1-800-565-2020

The Westin

www.thewestinnovascotian.com

1181 Hollis Street

Tel: 902-421-1000 or 1-888-627-8553

Sharing information with family

Following the Personal Health Information Act (PHIA), we are only able to give information to your next of kin or substitute decision maker, unless you tell us otherwise. In other words, by law we can only give information about your care to a family member or the person you have chosen to receive this information. Frequent phone calls can take us away from patient care. We ask that you choose one family member to receive information and then share it with others. This will help everyone in your family to receive the same information.

We hope this information is helpful. Please use the space below to write down any questions you have.

Looking for more health information?

Find this pamphlet and all our patient resources here: <http://library.nshealth.ca/PatientGuides>

Contact your local public library for books, videos, magazines, and other resources.

For more information, go to <http://library.novascotia.ca>

Connect with a registered nurse in Nova Scotia any time: call 811 or visit <https://811.novascotia.ca>

Learn about other programs and services in your community: call 211 or visit <http://ns.211.ca>

Nova Scotia Health Authority promotes a smoke-free, vape-free, and scent-free environment.

Please do not use perfumed products. Thank you!

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The information in this brochure is for informational and educational purposes only.

The information is not intended to be and does not constitute health care or medical advice.

If you have any questions, please ask your health care provider.

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The information in this pamphlet is to be updated every 3 years or as needed.