

# Welcome to Inverness Consolidated Memorial Hospital

39 James Street  
Inverness, NS  
B0E 1N0  
Phone: 902-258-2100  
Patient switchboard: 902-258-2600

# **Welcome to Inverness Consolidated Memorial Hospital**

## **Welcome!**

Nova Scotia Health Authority (NSHA) believes in providing respectful and dignified care. Our goal is to help you reach your highest level of independence.

We encourage you and your family to understand and take an active part in your care. Please tell us if you have questions, concerns, or special needs. We are here to help you.

We hope you and your family will find the info in this guide helpful. You may be asked to fill out a patient satisfaction questionnaire before you are discharged.

## **Your health care team**

You and your family are important members of the health care team. We encourage you to actively take part in your health care. You have a right to a complete explanation of your illness, treatment, and progress from your health care team members. We welcome questions and ideas from you and your family. Please let us know if you have any concerns.

The team may also include:

- › Doctors
- › Nurses
- › Respiratory therapist
- › Physiotherapist
- › Occupational therapist
- › X-ray technologist
- › Lab technologist
- › Social worker
- › Dietitian
- › Pharmacist
- › Palliative care
- › Spiritual care
- › Home care coordinator
- › Other diagnostic and support personnel

## **Admission to hospital**

Your admission to hospital has been arranged by your health care provider. We may ask you to come to the hospital, or you may be admitted from the outpatient or Emergency Department.

### **When you are admitted:**

- Bring your Nova Scotia health card and any private health insurance cards (if you have them).
- We will ask you or your family several questions to help us give you safe care while you are in the hospital.

- A staff member will fill out forms. An identification (ID) band will be placed on your wrist. **Do not remove this band(s) until you are discharged.** If it gets lost or damaged, please tell a member of your health care team. Your ID band is important to help all members of your health care team clearly identify you.
- You may have blood tests and/or X-rays.
- A staff member will take you to your unit and tell you where things are (e.g., show you where the call bell is, your washroom, the nursing station, etc.).
- You will be assessed by a nurse. They will ask about your activities at home, any past and present illnesses, and any medications you may be taking.
- You or your guardian, or another responsible person, must sign a written consent form for any treatment you may need while in the hospital.
- You may be asked to wait in a public waiting area until your bed is ready. We apologize for any inconvenience this may cause and ask for your understanding.

**Children under 12 years old admitted to the hospital must have an adult with them at all times during their stay.**

## What to bring to the hospital

Please bring the following with you to the hospital:

- › Nova Scotia health card
- › private health insurance card(s) (if you have them)
- › pyjamas, housecoat, non-skid slippers or shoes
- › loose-fitting clothing to wear home, such as a sweatsuit and comfortable shoes
- › personal items (e.g., toothbrush, hairbrush or comb, shaver). Please note that NSHA is scent-free. Do not bring any scented products.
- › eyeglasses, hearing aids, dentures, if needed
- › walking aids (e.g., cane, walker, crutches, prosthetic limb), if needed
- › CPAP machine (if you have one)
- › small amount of money (for newspaper, etc.)

## Medications

- Please bring all of your medications (including prescription, over-the-counter, and herbal preparations) in their original containers.
- Once we have recorded your medication info in your record, make arrangements to have your medications taken home. You will get all of the medications prescribed for you while you are in the hospital.
- Sometimes, we may need to give you your own medication, if it is not available at the hospital pharmacy.



## Scent-free policy

NSHA is scent-free. Please do not use scented products.

## Smoke-free policy

NSHA is smoke-free and vape-free. Smoking and vaping are not allowed on hospital property for patients, visitors, or staff.



## Handwashing

Good handwashing is one of the best ways to prevent infections. We encourage all patients, visitors, and staff to regularly wash their hands to help prevent the spread of infections.



## Safety

- NSHA is committed to creating an environment that is free from violence, abuse, aggression, and harassment for our patients, staff, and visitors. We will not tolerate:
  - › violent, abusive, or threatening behaviour
  - › abusive or inappropriate language
  - › sexual harassment
  - › racism
- Aggressive and violent behaviour threatens the health and safety of our patients, staff, and visitors. These actions can also have a serious impact on the quality of care we provide.
- Nova Scotia Health Authority investigates all complaints and will take appropriate action.

## **Fire drills**

Fire drills are done regularly. If you hear a fire alarm, please do not worry. The system is tested regularly.

## **Isolation**

Sometimes, a person may need to be isolated to prevent the spread of illness, or to protect a vulnerable person from illness. If you need to be isolated, we will tell you why and explain what will happen while you are isolated. You can still have visitors, but they may need to wear a mask, gloves, and a gown.

## **Personal belongings**

- Leave all valuables (e.g., jewelry, money, credit cards, cheque books) at home. The hospital is not responsible for the loss of any item.
- When you come to the hospital, we will ask you to send your valuables home. If this is not possible, you may choose to store your valuables at the hospital. We will give you a list of your items and store them for you.
- If you choose to keep your valuables with you, we will ask you to sign a form releasing the hospital from responsibility.



## Visitors

- We believe that family and friends are important to your healing. We ask that you respect the needs of other people in your room and limit the number of visitors to 2 at a time if possible.
- The length and number of visits depends on your condition and your/your family's wishes. Please ask staff if you have any questions.
- Depending on the situation, visitors may ask for special permission to stay with you outside of regular visiting hours.
- Sometimes, family members may be asked to help with your care. This may include sitting with you or feeding you. Please talk with your nurse if you have any questions.
- **Children under 12 years old must have an adult with them at all times.**

## Visiting hours

- There are no set visiting hours, but we ask that visitors do not stay after 8 p.m. You may only have 2 visitors at a time.
- Quiet time is from 1 to 3 p.m. each day. Visitors are not allowed during this time.
- Visiting may be different on special units. Please ask unit staff if you have any questions.

## **Family spokesperson**

- Personal info will be given to your immediate family or other people chosen by you. Please name one family member to be the family spokesperson who will get and give details to the rest of your family. This helps avoid confusion and lets your health care team spend more time with you.
- We ask that you do not call the unit between 6:45 to 7:45 a.m. and 6:45 to 7:45 p.m. each day. This is when the nurses complete their reports.

## **Cell phones**

Cell phones may be used in waiting areas, hallways, and stairwells. Do not use cell phones in patient rooms or patient care areas.

## **Confidentiality**

We respect your privacy. All personal health info is confidential. The only people who have access to your health info are the members of your health care team.

## **Cafeteria**

The cafeteria is on the first floor.

Hours: 7 to 11 a.m. and noon to 6 p.m.

## **TV rental**

There is a TV available for rent in each room. To hook up your TV, call 1-866-223-3686 (toll-free). Payment must be made by Visa or Mastercard.

## **Phone rental**

There is a phone available for rent in each room. To hook up your phone, call 411 from the phone in your room, or call 1-800-760-8969 (toll-free) from another phone. You will need to give your room and bed number.

## **Gift shop**

The gift shop is on the first floor.

Hours: 2 to 4 p.m. and 7 to 8 p.m.

## **Spiritual care**

Spiritual care is non-denominational. Staff are available 24 hours a day for patients, family, and friends. If you would like to talk with spiritual care staff, please ask a member of your health care team.

## **Chapel**

The chapel is on the 2nd floor nursing unit.

Hours: 24 hours a day

## **Parking**

There is free parking available in front of the hospital.

## **Bank machine**

There is no bank machine available in the hospital. There are 2 banks located on Central Avenue.

## **Transfers**

Sometimes, you may need to be transferred to another site for a test or procedure. Transfers may be done by a family member in their car, by taxi, or by ambulance, depending on your condition. It is usually OK for your family to go with you. We try to give you as much notice as possible before a transfer.

## **Discharge planning**

- We will talk with you about any support (e.g., home care, Meals on Wheels, Lifeline medical alerts, walking aids, etc.) you may need in order to return home. We will talk with you early in your stay in order to make plans for your discharge. Please feel free to ask any questions you may have.
- On your day of discharge, please arrange for someone to take you home by 11 a.m. This will give staff time to make up the room for the next person.

**Followup appointments:**

---

---

**Medications:**

---

---

**Medication schedule:**

---

---

**Home care needs:**

---

---

**Feedback**

If you have a concern or suggestion, please ask to talk with the Unit Manager or charge nurse. We welcome your feedback and will do our best to make your stay comfortable.

**What are your questions?  
Please ask. We are here to help you.**

# Questions for my health care team:

---

---

---

---

---

---

---

---

---

---

---

---

### 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!*

[www.nshealth.ca](http://www.nshealth.ca)

*Prepared by: ICMH Staff*

*Designed by: NSHA Library Services*

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.

WX85-2075 © May 2020 Nova Scotia Health Authority

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