

Welcome to Inverness Consolidated Memorial Hospital

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

Notes:

This pamphlet is for educational purposes only. It is not intended to replace the advice or professional judgment of a health care provider. The information may not apply to all situations. If you have any questions, please ask your health care provider.

Find this pamphlet and all our patient resources here:
<https://library.nshealth.ca/Patients-Guides>

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

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Welcome to Inverness Consolidated Memorial Hospital

- Nova Scotia Health believes in providing respectful and dignified care. Our goal is to help you be as independent as you can be.
- We encourage you and your support persons to learn about and take an active part in your care. Please tell a member of your health care team if you have questions, concerns, or special needs. We are here to help you.
- You may be asked to fill out a patient satisfaction survey before you are discharged home.

Your health care team

- You and your support persons are important members of the health care team. We encourage you to actively take part in your care. You have a right to ask your health care team members for a full explanation of:
 - > Your illness
 - > Your treatment
 - > Your progress

We welcome your questions and ideas. Please tell us if you have any concerns.

When to take my medications:

Home care needs:

Feedback

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

Questions for my health care team:

- It can be stressful to find and put in place all of the programs and services you need. **Please ask how we can get you “Home First”.** We can connect you to programs and services in your area.
- We can help you figure out the best next step if:
 - › you are facing health changes that affect your ability to meet your needs.
 - or**
 - › you are helping a loved one who wishes to return home from the hospital, but needs help to do this.
- We work with you and your support persons to find the best ways to support you at home.

Follow-up appointments:

Medications:

- Your health care team may also include:
 - › Dietitian
 - › Pharmacists
 - › Doctors
 - › Physiotherapist
 - › Home care coordinator
 - › Respiratory therapist
 - › Lab technicians
 - › Social worker
 - › Nurses
 - › Spiritual care providers
 - › Occupational therapist
 - › X-ray technician
 - › Palliative care team members
 - › Other diagnostic and support staff

When you are admitted to the hospital

- Bring your provincial health card (MSI card) and private health insurance card (if you have one).
- We will ask you or your support persons questions. This will help us care for you safely while you are in the hospital.
- A staff member will fill out forms.
- An identification (I.D.) band will be placed on your wrist. **Do not remove this band until you are discharged.** If it gets lost or damaged, please tell a member of your health care team. Your I.D. band is important to help all members of your health care team clearly identify you.

- You may have blood tests and X-rays.
- A staff member will take you to your unit and show you where things are, like:
 - › Your call bell
 - › The washroom
 - › The nursing station
- You will be checked by a nurse. They will ask about:
 - › Your activities at home
 - › Any past and current illnesses
 - › Any medications you are taking
- You must sign a written consent form for any treatment you may need while in the hospital. If you lose capacity (are no longer able to make decisions about your health care), your substitute decision maker, or another responsible person may be asked to sign on your behalf.
- 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 who are admitted to the hospital must have an adult with them at all times during their stay.

Transfers

- If you need to be transferred to another site for a test or a procedure:
 - › Transfers may be done by a support person in their car, by taxi, or by ambulance, depending on your condition.
 - › It is usually OK for your support persons to go with you. We will try to give you as much notice as possible before a transfer.

Home First and discharge planning

- Our hospital focuses on Home First and discharge planning.
- On your discharge day, you will leave the hospital no later than 11 a.m. This lets us get your room ready for the next person.
 - It is important to start planning for your discharge as soon as you are admitted to the hospital. You may not feel ready to go home yet, but our team will work with you to make sure that you have the support you need.
 - We know that most people want to be living at home. The Home First philosophy is about:
 - › creating a discharge plan with the goal of getting you back home.
 - › providing the care you need to keep living at home.

Vending machines

- There are vending machines on the 1st floor across from the gift shop.

Bank machine

- There is a bank machine on the 1st floor outside the gift shop.

Spiritual care

- Spiritual care counselling offers spiritual and emotional support. Spiritual care providers can support patients and support persons of any background. Staff are available 24 hours a day. If you would like to talk with spiritual care staff, please ask a member of your health care team.

Parking

- There is a parking lot in front of the hospital for patients. There is no cost.

What to bring to the hospital

Please bring the following with you to the hospital:

- Provincial health card (MSI card)
- Private health insurance card (if you have one)
- Pyjamas, housecoat, non-slip slippers or shoes
- Loose, comfortable clothing to wear home, like a sweatsuit
- Personal care items (toothbrush, hairbrush or comb, shaver)
 - › Please note that Nova Scotia Health is scent-free. **Do not** bring any scented products.
- Eyeglasses, hearing aids, dentures, if needed
- Walking aids (like a cane, a walker, crutches, a prosthetic limb), if needed
- CPAP machine (if you have one)

Medications

- Bring all of your medications (including prescription and over-the-counter medications, inhalers, creams, eye drops, patches, herbal products, vitamins, and supplements) in their original containers with you to the hospital.

- We will record your medication information and give you your medications from the hospital pharmacy while you are in the hospital.
- Please arrange to have someone take your medications home for you.
- Sometimes, we may need to give you your own medication, if it is not available at the hospital pharmacy.

Valuables

- **Do not** bring valuables (like jewelry, cash, debit and credit cards). **The hospital is not responsible for the loss of any item.**
- When you come to the hospital, we will ask you to give your valuables to your support persons to take home. If this is not possible, you may 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 saying that the hospital is not responsible for them.

Scent-free policy

- Nova Scotia Health is scent-free. Please **do not** use scented products.

Confidentiality

- We respect your privacy. All of your personal health information is confidential (private). The only people who have access to your health information are the members of your health care team.

Cafeteria

- The cafeteria is on the 1st floor.

Hours:

- › 8 to 8:30 a.m. and 9:30 to 11 a.m.
- › Noon to 4 p.m. and 5 to 6 p.m.

TV rental

- To hook up your TV, call:
 - › Phone (toll-free): 1-866-223-3686
- You must pay by Visa or Mastercard®.

Gift shop

- The gift shop is on the 1st floor.

Hours:

- › 10:30 a.m. to 2:30 p.m.

- We ask that visitors **do not call when the nurses are changing shifts (6:45 to 7:45 a.m. and 6:45 to 7:45 p.m.)**. This helps to protect patient privacy and allows time to focus on handing off care.
- There are no set visiting hours, but we ask that visitors **do not stay after 8 p.m.**
- Visitors can ask for special permission to stay with you after 8 p.m. This will depend on the situation and may not always be possible.
- Visiting may be different on special units. Please ask unit staff if you have any questions.

Patient spokesperson

- You will choose 1 support person to receive updates and information about your care. This is your patient spokesperson.
- They will share information about your care with the rest of your loved ones and support persons. This helps avoid confusion and lets your health care team spend more time with you.
- Please ask your spokesperson **not to call the unit between 6:45 to 7:45 a.m. and 6:45 to 7:45 p.m.** each day.

Smoke-free policy

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

Infection prevention and control

Handwashing

- **Washing your hands with soap and water is the best way to prevent infections.** Remember to wash your hands with soap and water:
 - › Before eating
 - › After using the washroom
 - › After touching objects or surfaces in your room
- Please feel free to ask your health care team members if they have washed their hands before they care for you.
- 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.

Isolation

- Sometimes, a person may need to be isolated (alone) to prevent the spread of illness, or to protect a vulnerable (at risk) person from illness. If you need to be isolated, we will tell you why and explain what will happen while you are isolated.
- If you are isolated:
 - › You will not share a hospital room with other people.
 - › You may still have visitors, but they may need to wear a mask, gloves, and a gown.

Safety

- Nova Scotia Health 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 threaten the health and safety of our patients, staff, and visitors. These actions can also have a serious effect on the quality of care we provide.

- Nova Scotia Health investigates all complaints and will take appropriate action.

Fire drills

- Fire drills are done regularly. If you hear a fire alarm, a staff member will give you instructions, if needed.

Visitors

- Visitors are an important part of your healing. Please respect the needs of other people in your room and limit your visitors to no more than 2 at a time, if possible.
- The length and number of visits will depend on:
 - › Your condition
 - › Your or your support persons wishesPlease ask a staff member if you have any questions.
- Sometimes, your support persons may be asked to help with your care. This may include sitting with you or helping you eat. Please talk with your nurse if you have any questions.
- You may only have 2 visitors at a time.
- **Children under 12 years old must have an adult with them at all times.**
- Quiet time is from 1 to 3 p.m. each day. Visitors are not allowed during this time.