

Welcome to 5B

Victoria General Site, QE II

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 all patient education resources here:
www.nshealth.ca/patient-education-resources

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

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Learn more:
<https://library.nshealth.ca/patient-education-resources>

Our goal is to get you home.

Notes:

- [illegible]

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Patient survey

- Tell us what you think! Your opinion of your stay on the unit is very important to your health care team. It will help us to improve patient care. Your response is voluntary and anonymous.
- Please take a few minutes to fill out this survey by either using the QR code above or the link below:
 - › <http://surveys.novascotia.ca/TakeSurvey.aspx?SurveyID=m4K2485ML>



Rounds

- During rounds, you will meet the residents (specialists in training) and medical students looking after you.
 - › Urology does rounds between 6:15 and 7:30 a.m. on weekdays, and around mid-morning on weekends and holidays.
 - › The medical team usually does rounds in the afternoon. The time will depend on the doctors' schedules.
 - › The ophthalmology team usually starts rounds at 7:30 a.m., but this can change.
- This is a good time to ask your health care team any questions you may have. It may help to write down your questions first (see space below).
- Your support person can be with you during rounds, if you choose.

My specialist: _____

My resident: _____

Questions for my health care team:

How can I support my loved one?

Home First and discharge planning

- 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.
 - 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.

Kitchen

- There is a kitchen on the unit with some food items (milk, bread, and juice). There is a kettle and a microwave, if your support persons bring in food for you. These are for patients only.

Quiet room

- There is a family room for times when you and your support persons need a quiet space.

Public bathroom

- Visitors should **not** use patient bathrooms. There is a public bathroom in the north hallway (room 5021), around the corner from the nursing station.

Heat and air conditioning

- **Do not** open the windows. This affects the heating and air conditioning in the rooms. You can ask the staff for a fan, if needed.

Scotia Room Restaurant and Coffee Shop

- There is a cafeteria and a coffee shop on the main level of the VG site.

5B nursing station

- › Phone: 902-473-6675
- It is OK to use a cell phone on the unit, but please respect others.
- **The nurses change shifts at 7 a.m. and 7 p.m. Please do not call during this time.** This is when the nurses share information and check patients. Answering the phone takes us away from this.
- Nurses are **not** available to answer the unit phone until after 9 a.m. or 9 p.m. During this time, staff are focused on assessing and attending to patient needs.

Family spokesperson

- It helps to choose only 1 support person to call the unit. They can then give information to the rest of your support persons.
- **We can only give information to your listed family spokesperson.** This helps to protect your privacy.

The following organizations can help you find resources to support your discharge from the hospital or your care at home:

Caregivers Nova Scotia

- › <http://caregiversns.org/>
 - › Phone (toll-free): 1-877-488-7390
 - › Email: info@CaregiversNS.org
- ## 211
- › www.ns.211.ca
 - › Phone: 211
 - › Email: help@ns.211.ca
 - › Text: 21167
 - › Live chat is available online Monday to Friday, 9 a.m. to 4 p.m.

What are your questions?

Please ask a member of your health care team. We are here to help you.

Your health care team

- While you are in the hospital, you may see different health care team members. This will depend on your needs. Members of your health care team may include:

Registered Nurses (RNs), Licensed Practical Nurses (LPNs), nursing students

- You will be cared for by nursing staff and Care Team Assistants (CTAs). They will give you medication and other treatments, and help with your daily care.
- Each nurse cares for several patients. If your nurse is not available, you will be cared for by another member of the nursing team.
- You will have a call bell to let the nurses know if you need something. It may take time for them to answer, but they will help you as soon as possible.

Important:

Valuables

- If you have valuables (like jewelry, money, credit cards, or cheque books) with you, send them home with your support person. **The hospital is not responsible for the loss of any items.**
- If you cannot send your valuables home, ask the unit clerk about locking them in the Business Office on the main floor. **Once your items are locked up, they are not available again until you leave.**

Scent-free policy

- Nova Scotia Health is scent-free. **Do not bring in scented personal care items.**

Smoke and vape-free policy

- There is no smoking or vaping in the hospital or on the grounds. A designated smoking area is located by the parking booth exit on University Avenue.

TV

- The family room on the unit (room 5020) has a TV for patients and their support persons.
- The TVs in patient rooms are provided by Hospitality Services. Ask your nurse for more information. **There is a charge for this.**

Health services manager

- The health services manager looks after the administration and leadership of the unit. They are available Monday to Friday during the day. We appreciate your comments during your stay with us. They help us make sure we are meeting your needs.

Spiritual Care

- Spiritual care counselling offers spiritual and emotional support. Spiritual care providers can support patients and support persons of any background.

Patient Representative

- This service is for patients and their support persons who have concerns, compliments, or feedback about any part of their hospital stay.
- To talk with a patient representative:
 - › Phone: 902-473-2133
 - › Phone (toll-free): 1-844-884-4177
 - › Email: healthcareexperience@nshealth.ca

Physiotherapist (PT), Physiotherapy Assistant (PTA)

- The PT and PTA will work with you on your range of motion (movement), strength, walking, and transfers (moving from one position or place to another, like from a bed to a chair). This will help you to do as much as possible on your own when you go home. If the physiotherapy team says it is safe, your support persons can also help you with exercises and with getting out of bed.

Occupational Therapist (OT)

- The OT will check how well you can do daily activities (like washing, dressing, eating, and housework) on your own.
- They will work with you and your support persons to suggest equipment and tools that can make going home safer and easier. They will teach you what the equipment is for and how to use it.

Social worker

- A social worker can work with you and your health care team to find resources and services during your hospital stay and after you go home, as needed. This could include helping you find housing and reliable transportation, helping you apply for grants and social services, and more. They can also help you and your support persons cope with the stress and decisions that often come with being sick and in the hospital.

Dietitian

- The dietitian sees patients who need help getting better nutrition. Meals are ordered and delivered through Room Services. You will be provided with a menu that also includes instructions on how to order. If you still need help, ask one of our staff on the unit.

Unit clerk and unit aide

- Unit clerks and unit aides help other members of the health care team by answering the phone and stocking supplies.

Continuing Care Coordinator

- The continuing care coordinator works with you and your health care team to help you go home safely.
- They will help you find and connect with services you may need after you leave the hospital.
- Please read the pamphlet *Continuing Care: Important Information for You* for more information:
 - › <https://www.nshealth.ca/patient-education-resources/2120>

Charge nurse

- The charge nurse coordinates care and patient movement on the unit.
- They are with the doctors during rounds and are familiar with your condition.
- If you or your support persons have a question or a concern that you would like to talk about with someone other than your nurse:
 - › The daytime charge nurse is available on the unit 7 days a week from 6:30 a.m. to 6:30 p.m.
 - › Another charge nurse is available when the regular daytime charge nurse is not on duty.