

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

Welcome to the Medical Day Unit (MDU)

Victoria General Site

If you have any questions or need to cancel
your appointment:
> Phone: 902-473-5491

**Bring this pamphlet with
you to your appointment.**

Clerks

- Clerks book your MDU appointments and get your chart ready. They greet you at the registration desk and direct you to the waiting room or to room 1. They are also available to direct your questions to the right member of your health care team.

Registered nurses (RNs) and Licensed Practical Nurses (LPNs)

- Nurses assess, plan, and deliver your care based on your needs. Their goal is to provide you and your support person with the best care and support during your treatment.

What are your questions?

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

- Language interpreters are available, if needed. We can arrange for help with most languages, including sign language (ASL). Please tell a staff member if this is something you need.

Your MDU health care team

- **You are the most important member of your health care team.** Your nurses and doctors will give you information about your treatment. It is important that you feel comfortable with your treatment plan. If you have any questions or concerns about your treatment or progress, please ask any member of your team.

Your MDU health care team is made up of many people working together, including:

Doctors

- Your referring doctor will direct your treatment plan. You may see other doctors while you are in the MDU.

Welcome to the Medical Day Unit (MDU): Victoria General Site

- You have been referred to the Medical Day Unit (MDU) for treatment. The MDU offers many services, like:
 - › Intravenous (I.V.) therapies
 - › Biopsies (a procedure where a sample of tissue is taken from your body and sent to the lab to find the cause of your illness)
 - › Other procedures
- This pamphlet will help you get ready for your visit. Please ask your nurse if you have any questions.
- Our goal is to make your visit a positive one. We want you and your support person to feel welcome and comfortable. If you have any questions or suggestions that could make your treatment easier, please tell your nurse.

Appointments

- **All appointments are booked in advance.** When making your appointment, we consider:
 - › the length of your treatment.
 - › your care needs for that day.
 - › how busy the unit will be that day.

- Please arrive on time for your scheduled appointment. This helps us to avoid long wait times. If you arrive late, we may not be able to see you. **If you arrive more than 30 minutes late, we will likely rebook your appointment.**
- **If you need to change or cancel an appointment, call 902-473-5491 as soon as possible.** This allows us to book another patient in your timeslot. **Do not come to the booking clerks' office to change your appointment.**
 - › **Phone: 902-473-5491**

If there is no answer, leave a message stating your:

- › Full name
- › Date of birth
- › Provincial health card number

Note: We may not be able to fill all requests.

If you miss your appointment because of bad weather:

- We will do our best to rebook your appointment as soon as possible. Rebooking is based on patient care needs, so urgent cases are booked first.

What resources are available on the MDU?

- There are pamphlets available to help you learn about your illness. Please ask your nurse if you would like a pamphlet. They are also available in Room 1 and online:
 - › www.nshealth.ca/patient-education-resources
- A volunteer or staff member may be available to offer sandwiches and snacks between 10 a.m. and 1 p.m. each day.
- At other times throughout the day, staff may be able to bring you a snack or something to drink if they are available.

Bottled water is available. For your safety, **do not drink tap water from anywhere in the building.** If you have questions, please ask your nurse.

- If you have dietary restrictions or allergies, please bring your own food.
- If you would like to buy food or drinks, there is a cafeteria on the 1st floor of the Victoria Building. Please buy items **before** your appointment. **You are not able to leave the unit once your treatment starts.**

- **Do not** bring any valuables to the hospital (like jewelry, large amounts of money, or credit cards). **You are responsible for your belongings.** The hospital is not responsible for the loss of any item.

Can I bring a support person to my appointment?

- **You may bring 1 support person** who you have named as part of your care team to your 1st appointment. Please tell MDU staff in advance if you plan to bring a support person.
- If you have a cognitive (thinking), emotional, or physical disability that affects your ability to attend alone, you may bring 1 support person who you have named as part of your care team to each of your appointments.
- **Visitors other than your support person are not allowed in the waiting room.** This is because of patient privacy and space. Please ask a staff member if you have any questions.

Where is the MDU?

- The MDU is located on the 4th floor of the Victoria Building at the Victoria General site.
- Enter through the Dickson Building and take the elevator to the 4th floor. Go to the MDU registration desk at the end of the hallway. There will be signs to direct you.
- The clerk will greet you and register you for your appointment. They will direct you to the waiting room or to Room 1.
- We do our best to see people at their appointment time, but sometimes this is not possible. We appreciate your understanding. If you are in the waiting room for more than 30 minutes, check with the clerk at the registration desk.
- **Please arrive 15 minutes before your scheduled appointment time** to register. Give yourself time to find a parking space, as parking is often limited.

Hours:

- › 7:30 a.m. to 5 p.m., Monday to Friday
(closed on weekends and holidays)
- If you have a non-urgent medical question about your MDU care outside of these hours:
 - › Phone: 902-473-5491

- Please leave a message. **These messages are only checked during weekday working hours.** Calls are returned based on patient care needs. Urgent calls are returned first.

If it is an emergency, go to the nearest Emergency Department or call 911 right away.

Do not call the MDU.

How do I get ready for my appointment?

- If you need blood work for your treatment in the MDU, it should be done at least 1 day before your appointment, unless you are told otherwise.
- For blood collection locations and hours, visit:
 - › www.nshealth.ca/blood-collection
- **If your treatment includes medication that makes you drowsy, someone must drive you home.** Make sure to arrange this before your visit.
- **If you need help walking and/or going to the washroom, please tell us before your appointment:**
 - › Phone: 902-473-5491

What will happen at my appointment?

- Our treatment area is not safe for children of any age. **Do not bring children to your appointment. If you do, we will not be able to provide treatment.**
- Bring your provincial health card with you.
- Wear casual, comfortable clothing and shoes. Bring a sweater in case you are cold.
- **Do not use a cell phone in the treatment or waiting rooms unless it is urgent.** If you would like to use a device with sound (like a laptop) during your treatment, you must bring your own headphones.
- Bring **all** of your current medications in their original packages. Take any medications you may need during your appointment. **We do not** have access to medications for you (like insulin, blood pressure pills, or pain medications).
- Bring items that may help you pass the time (like books, magazines, a cell phone, or a tablet). If you plan to watch a movie or listen to music, make sure you have headphones so the sound does not disturb others. Remember to take all of your belongings with you when you leave.