

Welcome to the Medical Day Unit (MDU)

Victoria General Hospital

If you need to cancel an appointment
or if you have any questions about your
appointment, please call: 902-473-5491.

Please bring this booklet with
you to your appointment.

Welcome to the MDU: Victoria General Hospital

Welcome to the Medical Day Unit

You have been referred to the Medical Day Unit (MDU) for treatment. Many services are done in the MDU, such as intravenous (IV) therapies, cancer treatment, stem cell collection, biopsies, and other procedures. This pamphlet will help you get ready for your visit. Please review it and ask your nurse if you have any questions.

Our goal is to make your visit a positive experience. 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 talk with your nurse. We look forward to meeting you.

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 on that day.

- Please arrive on time for your scheduled appointment. This helps us to avoid long wait times or cancellations. **If you arrive late, we may not be able to see you. If you are more than 30 minutes late, we will likely rebook your appointment.**
- We understand that things happen. **If you must cancel an appointment, call the booking clerk as soon as possible.** This allows us to book another patient in your timeslot. **Do not come to the booking clerks' office.**
- **If you need to cancel or change an appointment, call 902-473-5491. If there is no answer, leave a message with the following info:**
 - › Full Name
 - › Date of Birth
 - › Provincial Health Card Number

Note: We may not be able to accommodate 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 — urgent cases are booked first.

Where is the MDU?

- The MDU is located on the 4th floor of the Victoria Building at the Victoria General Hospital 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. The clerk will greet you and register you for your appointment. They will direct you to the waiting room or to a treatment room.

Note: There is no registration clerk on weekends and holidays. When you arrive in the MDU, go to treatment room 3. Staff will direct you to the waiting room or to a treatment chair.

- We do our best to see patients at their assigned appointment times, 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.
- **On your first visit, please arrive 15 minutes before your scheduled appointment time** to allow for registration. Give yourself time to find a parking space, as parking is often limited.

Hours

- › Monday to Friday: 7:30 a.m. to 5 p.m.
- › Saturday, Sunday, and holidays:
7:30 a.m. to 3:30 p.m.
- On weekends and holidays, use the Dickson Building entrance, as all other entrances are locked.
- **Weekend and holiday hours are reserved for scheduled urgent/emergent treatments, such as chemotherapy and transplant patients.**
- If you have a non-urgent medical question about your MDU care outside of unit hours, call 902-473-5491 and leave a message on our voicemail.

Note: 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.
Do not call the MDU.**

How do I get ready for my appointment?

- If you need blood work for your care in MDU, it should be done at least 1 day before your appointment, unless you are told otherwise. Visit www.nshealth.ca/blood-collection for the locations and hours of Blood Collection Centres.
- **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, call 902-473-5491 to let us know.** We will help you plan for your appointment.

What will happen at my appointment?

- Our treatment area is not safe for children of any age. **Do not bring children with you to your appointment.**
- Bring your Provincial Health Card with you.
- Wear casual, comfortable clothing and shoes. Bring a sweater in case you are cold.
- **Cell phones are not to be used in 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 the original packaging. This is important for your care and lets you take any medications you need during your stay with us. **We DO NOT have access to medications for you** (for example, insulin, blood pressure pills, or pain medications).
- Bring items that may help you pass the time (such as books, magazines, cell phone, or tablet). If you plan to watch a movie or listen to music, make sure you have headphones so as not to disturb others on the unit. Please remember to take all of your belongings with you when you leave.
- Do not bring any valuables to the hospital (such as jewelry, large sums of money, or credit cards). **You are responsible for your belongings during your stay at the MDU.** 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 is identified as part of your plan of care to your first appointment. Please tell MDU staff in advance if you plan to bring a support person.

- If you have a cognitive, emotional, or physical disability that affects your ability to attend alone, you may bring 1 support person who is identified as part of your plan of care to each of your appointments.
- Due to patient privacy and space, visitors other than your support person are not allowed in the waiting room. Please ask staff if you have any questions.

What resources are available on the MDU?

- We have pamphlets available to help you learn about your illness. Please ask your nurse if you would like a pamphlet. These pamphlets are also available online:
 - › www.nshealth.ca/patientinformation
- There is a kitchen in the unit. It has a fridge, microwave, and toaster. A volunteer may be available to offer sandwiches and snacks between 10 a.m. to 1 p.m., Monday to Friday. Staff are available to get you food and drinks.
- If you have dietary restrictions or allergies, we encourage you to bring your own food.
- There is a cafeteria on the first floor of the Victoria Building if you wish to buy food and drinks. Please buy items before your appointment, as **you are not able to leave the unit once your treatment begins.**

- Bottled water and drinks are available in the kitchen fridge. For your safety, **DO NOT DRINK TAP WATER from any faucet or use the ice machine in the kitchen.** You may use the ice cubes in the kitchen freezer. If you have any questions, please ask your nurse.
- Language interpreters are available to make sure everyone understands each other and no important details about your care are missed. We can arrange for help with most languages, including sign language (ASL). Please tell a member of your team if this is something you and your family need.

Your health care team

You are the most important member of your health care team.

- Your MDU health care team is made up of many people working together. Your nurses, pharmacists, and doctors will give you information about your treatment. It is important for you to feel comfortable with your treatment plan. If you have any questions or concerns about your treatment or progress, please ask any member of the team.

Your health care team is made up of:

Doctors

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

Clerks

- Clerks arrange your MDU appointments and prepare your chart. They greet you at the registration desk and direct you to your treatment room. They are also available to direct your questions to the right member of your health care team.

Nurses

- Nurses assess, plan, and implement your care based on your needs. They aim to provide you and your family with the best care and support during your treatment. Nurses in the MDU have specialized ongoing education and training.

Social Worker

- A social worker is available to talk with you and your family about your care at home or in the community. They can also talk with you about any emotional needs you may have.
- If you would like to talk with a social worker, please ask your nurse. A social worker will usually call within 2 to 3 days. If your needs are urgent, the nurse can contact the social work team during your visit.

Spiritual Care

- Spiritual Care offers support to patients, their family, and friends. They are available to help with understanding suffering, healing, and the recovery process. They support all cultural backgrounds, beliefs, and religious affiliations. Spiritual Care can help you connect with clergy, denominational chaplains, and support persons, as available.
- If you would like the support of Spiritual Care, please ask your nurse.

Pharmacists

- Pharmacists focus on medication therapy. This includes:
 - › checking orders.
 - › preparing medication.
 - › reviewing medication calendars.
 - › counselling patients about their medication.
 - › answering medication questions.
- You may or may not see a pharmacist during your visit, depending on your treatment. Please tell your nurse if you would like to talk with a pharmacist.

Notes:

Looking for more health information?

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

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

Prepared by: MDU Staff, VGH

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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.