

Welcome to 8.2

Halifax Infirmary

Mailing address:

Halifax Infirmary
8th floor, Unit 8.2
1796 Summer Street
Halifax, NS B3H 3A7

To call a patient:

Phone: 902-473-1510

To call Unit 8.2 Nursing Desk:

Phone: 902-473-5400



Welcome to 8.2

We are a 37-bed medical teaching unit for people with a range of conditions. While you are with us, we will care for your health needs and help you get ready to go home.

We are always available to talk about your care needs with you and your loved ones.

Home First and discharge planning

- It is important to start planning for your discharge home as soon as you are admitted to the hospital. Right now, you may not feel ready to go home. Our team will work with you to make sure that you have the support you need to go home.
- We know that for most people, living at home is where they want to be. Home First is about:
 - › creating a discharge plan with the goal of getting you back home.
 - › providing the care you need to keep living at home.
- We know that it can be stressful to find and put in place all of the programs and services you need. **Please ask for a referral to Home First.** We can connect you to programs and services in your area.

- We can help you figure out the best next step for you if you meet one of these:
 - › 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 loved ones to find the best ways to support you at home.

These 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.

Family spokesperson

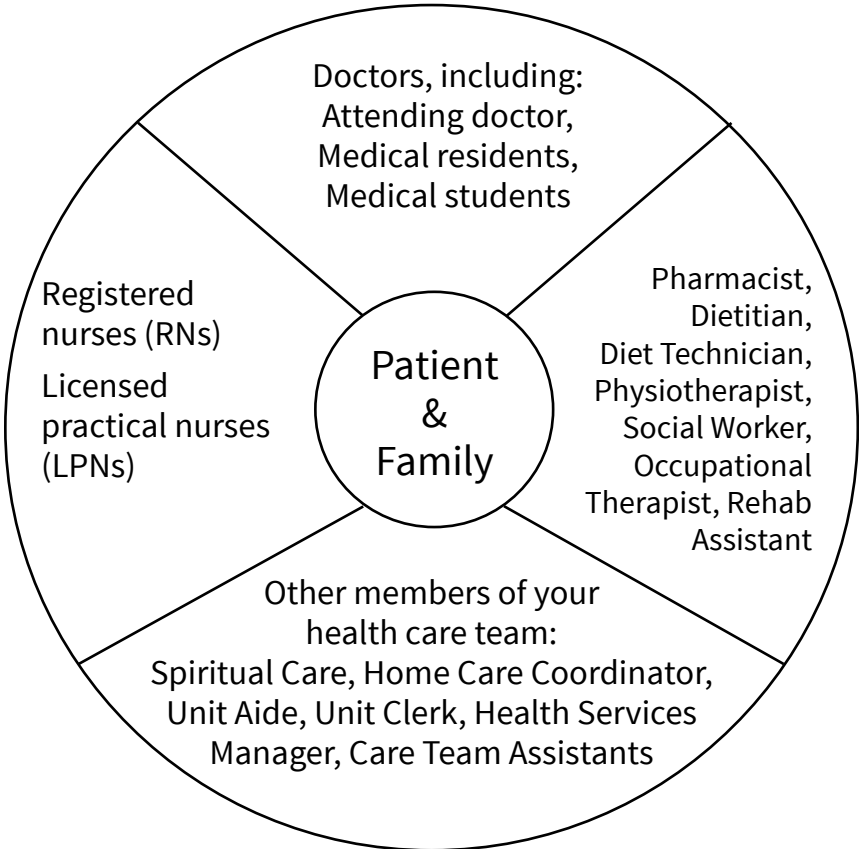
- Please name **one person** to be your spokesperson. Most of the time, this is an immediate family member.
- Your spokesperson will be the main person who talks with your health care team about your health and your care plan. We will update this person about your health. They will pass on the updates to your other loved ones and support persons.
- Having one spokesperson who keeps your other loved ones and support persons informed about your health helps to avoid confusion. It also gives your health care team more time to care for you.
- Your health care team will **only give personal information to a person that you choose.**

Your health care team

You and your support person(s)

The care, love, and support of your loved ones and support persons is very important. You and your loved ones and support persons know you best. If you have any concerns about your care, please tell your health care team.

Members of your health care team include:



Doctors

- Your health care team is led by a team of doctors. This includes:
 - › Attending doctor: The doctor who is in charge of your medical care while you are admitted to the unit
 - › Medical residents: Doctors who are studying to be specialists in one area of medicine
 - › Medical students: Student doctors in their last year of medical school
- The doctors, residents, and students on the unit will change every few weeks. This means the doctor caring for you may change during your stay.

Nursing staff

- Registered nurses (RNs) and licensed practical nurses (LPNs): RNs and LPNs will care for you during your stay.
- Charge nurse: The charge nurse plans patient care on the unit with input from the health care team. They are a resource and support for staff and patients. If you have any questions about your care plan, please talk to the charge nurse. There is a charge nurse on duty every day.

- Care team assistants (CTAs): CTAs help with basic patient care (like bathing, dressing, feeding, and answering call bells).

Health services manager

- The health services manager looks after the administration and leadership of the unit. They appreciate all feedback. Please remember to fill out the patient satisfaction survey you were given when you were admitted. This will help us understand the areas where we are doing well and the areas that we need to improve on.

Unit aide

- The unit aide orders and restocks supplies and cleaning equipment. They may also feed people, if needed.

Unit clerk

- The unit clerk keeps patient charts in order, answers the phone, orders meals, and arranges test appointments. They can often help with general questions.

Your care needs may also be met by other members of the team, like:

Dietitian

- Dietitians help people who are at risk of malnutrition (not eating enough or not getting enough nutrients). They also help people with special dietary needs and teach people about nutrition.

Diet technician

- Diet technicians help with menus, food allergies, and dietary needs.

Occupational therapist (OT) and rehab assistant

- The occupational therapy team will help you with daily tasks (like bathing, dressing, and eating). This may involve practicing techniques or using equipment to help you be as safe as possible.

Physiotherapist (PT) and PT assistant

- Physiotherapy staff work with you and your loved ones and support persons to help with mobility (movement), strength, and balance. They will:
 - › teach you how to use a walking aid, if needed.
 - › teach you how to get around on your own or with help.

Pharmacist

- The pharmacist will review your medications and help your health care team decide on any medication changes you may need during your stay. If you have any questions about your medications, please ask the pharmacist.
- After we go over your medications, we suggest asking a support person to take home all medications you will not need during your stay.

Social worker

- A social worker can help you and your loved ones and support persons cope with the stress and decisions that can come with being sick in the hospital.
- They can also help with discharge planning, financial (money) concerns, and connecting you with resources in your community.

Spiritual care

- Spiritual care providers offer spiritual and emotional support. They are available to everyone, even if you are not religious. If you would like to talk to a spiritual care provider, please tell a member of your health care team.

Continuing Care Coordinator

- A continuing care coordinator helps arrange for services you may need when you go home. Please read the pamphlet *Continuing Care: Important Information for You* for more information:
 - › www.nshealth.ca/sites/nshealth.ca/files/patientinformation/2120.pdf

Planning for going home

- Planning for your discharge starts when you are admitted to the hospital. Our goal is to help you get ready for going home.
- During your stay, you may be moved to another unit, building, or hospital to meet your care needs.
- You will be discharged as early in the day as possible, but there may be delays. You must have a safe discharge plan in place before you leave.

Visitors

- Visitors are an important part of your healing. Please try to have only 2 visitors at a time.
- The best times for visitors are:
 - › 11 a.m. to 2:30 p.m.
 - › 3:30 to 8:30 p.m.

Important times

Nursing shift change

- › 7 to 8 a.m.

Nursing rounds: This is when nurses take vital signs, give medications, and bathe patients.

- › 8 to 10 a.m.

Doctors' rounds: Your doctors will see you at least once a day. Please ask any questions you have while they are in your room.

- › 9 a.m.

The health care team meets to talk about each patient's needs.

- › 2 p.m.

Rest period

- › 2:30 to 3:30 p.m.

Nursing shift change

- › 7 to 8 p.m.

Nursing rounds: Nurses take vital signs, give medications, and give evening care.

- › 8 to 10 p.m.

Note: Test and procedure times will vary. Your nurse will tell you the times of your tests and procedures, as needed.

Meal times

- › Breakfast: 7:45 to 8 a.m.
- › Lunch: 11:45 a.m. to noon
- › Supper: 4:45 to 5 p.m.

Help from your support persons

- We encourage your loved ones and support persons to help during meal times, as needed and with support from your health care team.
- If you would like your loved ones and support persons to bring food from home, your nurse will help you store it. **Ask your nurse about your meal plan before bringing in food.**
- We encourage your loved ones and support persons to take part in your care at any time (like helping you walk).
- It is important for you to build up your strength while you are in the hospital. Try to do as much for yourself as you can (as safely as possible). This includes any physical activity or movement that you can do safely. Practice moving around and walking to help get ready to go home.

Where can visitors sleep?

- We **do not** have a room at the hospital where loved ones and support persons can sleep. Ask the unit clerk for information about places close to the Halifax Infirmary that offer lower rates for loved ones of QEII patients. When your loved ones call to book a room, be sure they tell the reservation clerk that they are a loved one of a QEII patient.

Personal belongings and valuables

- Please leave all valuables (like jewelry, money, credit cards, cheque books) at home. The hospital and staff are not responsible for the loss of any items. If you have valuables with you, send them home with a loved one or a support person.
- If you are not able to send your valuables home, please talk with your nurse about your options.

Parking

- The Halifax Infirmary has a parking garage with an entrance on Robie Street. Before you leave, you can pay for parking at the machines inside the hospital. The machines accept cash and credit cards.
- Parking costs:
 - › \$3 per hour for the first 2 hours
 - › \$2.50 for the third hour
 - › \$2 for each additional hour
- The maximum daily rate is \$14.50.
- If you are in the hospital for more than 14 days (2 weeks), your loved ones and support persons can apply for a lower parking rate. Ask the unit clerk for a form. There is also on-street paid parking on Summer Street.

Family room

- There is a family room on the unit for your comfort.

Washrooms

- Visitors may use the washrooms outside the unit (near the unit doors). **Please do not use patient washrooms.** This can be a health risk.

Kitchen on the unit

- The kitchen is for patient and support persons use only. Your support persons may bring in food or drinks to store. These items must be clearly labelled. Ask the unit clerk for labels.

Summer Savory Restaurant

- › 2nd floor (Summer Street entrance)
- › Weekdays: 7 a.m. to 7 p.m.
- › Weekends and holidays: 8 a.m. to 7 p.m.

Coffee shop on Robie

- › 4th floor (Robie Street entrance)
- › Weekdays: 6:30 a.m. to 1 a.m.
- › Weekends and holidays: 7 a.m. to 1 a.m.

Drugstore

- › 4th floor (Robie Street entrance)
- › Weekdays: 9 a.m. to 5 p.m.

Bank machines

- › 1st and 4th floor entrances

Vending machines

- › 4th floor hallways, in Summer Savoury Restaurant, and throughout the building

Chapel

- › 2nd floor, Room 2202

The chapel is open 24 hours a day for anyone looking for a place of peace and tranquility.

Smoke-free, vape-free, and scent-free

- Nova Scotia Health promotes a smoke-free, vape-free, and scent-free environment.
Please do not use perfumed products.
- If you smoke and are interested in helping your cravings and withdrawal symptoms during your stay, ask your health care team about free nicotine replacement therapy (NRT). If you are interested in quitting smoking, ask your nurse about our stop smoking program.

Interpreter services

- Interpreter services are available for patients, loved ones, and staff. If you need an interpreter, please ask your nurse.

Patient representative

- To talk to a patient representative:
 - › Email: healthcareexperience@nshealth.ca
 - › Phone: 902-473-2133
 - › Phone (toll-free): 1-855-799-0990

Phone set-up

- Call 499 from your bedside phone, then say the unit number (8.2), the patient's name, and their room number. There is a fee to hook up your phone for outgoing calls. Incoming calls are free.
- Before you are discharged, call 499 or (toll-free) 1-800-760-8969 to cancel your phone.

TV set-up

- Turn on the TV in your room and follow the on-screen instructions.
- The Hospitality Network has free patient education. See channel 75 for the schedule. You **do not** need earphones, just turn up the volume and enjoy.
- Before you are discharged, call 2999 or (toll-free) 1-866-223-3686 to cancel your TV service.

Medication safety in the hospital

- The best way to help prevent errors is to be an active member of your health care team. **Always** ask your health care team any questions you have about your medication.
- Your medication may change during your hospital stay.
- **Make sure that all of the members of your health care team know every medication you are taking.** This includes prescription and over-the-counter medications, vitamins, and herbal supplements.
- **Do not take over-the-counter medications during your hospital stay without telling your health care team.** It could interact with other medications you are taking.

Medication safety at home

- Bring a list of **all** of your medications to your appointments with your primary health care provider (family doctor or nurse practitioner). This can help them find any problems. It can also help them keep your records up to date and give you better care.
- Make sure your primary health care provider knows about any allergies or bad reactions you have had to any medications. This can help you avoid getting medications that could hurt you.

- If your health care provider writes a prescription for you, make sure you can read it. If you cannot read it, ask them to write it again or spell out the name of the medication so you can write it down.
- Ask your health care providers for information about your medication in words you can understand. **Ask for this information when the medication is prescribed. Ask again when you get the medication.**
- Some questions to ask are:
 - › What is this medication for?
 - › How do I take it and for how long?
 - › What side effects are likely?
 - › What do I do if I have side effects?
 - › Is this medication safe to take with other prescription medications, over-the-counter medications, vitamins, or herbal supplements that I am taking?
 - › What food, drinks, or activities should I avoid while taking this medication?

- Ask your pharmacist for the best way to measure your doses of liquid medication. For example, **do not** use a baking or cooking teaspoon to measure your medication. Most of the time, these spoons do not hold a true teaspoon of liquid.
- Special tools, like marked syringes, can help you measure the right dose.
- Ask for written information about the side effects your medication could cause. If you know what might happen, you will be better prepared if it does, or if something unexpected happens.

Infection control

- **Washing your hands is the best way to prevent infections.**
- Always clean your hands (with soap and water or alcohol-based hand rub):
 - › after using the washroom, or touching objects or surfaces in your room.
 - › before eating.
- **Do not visit if you are sick.** Even a cold can be serious for a patient.
- Visitors should clean their hands:
 - › Before and after visiting
 - › Between visiting patients in the same room

- Some patients are placed on special precautions during their stay. This may include having staff, visitors, and patients wear gloves, gowns, and masks. Follow special precaution signs as posted. If you have questions, ask your nurse or a member of the Infection Prevention and Control Department.
- At times, visiting may be restricted (like during a flu outbreak). This is done for the health and safety of patients and visitors.

What you can do to prevent an infection while in the hospital

- Cleaning your hands is the best way to prevent the spread of germs.
- All staff should clean their hands before caring for you. If you have not seen a staff member clean their hands, feel free to ask if they have cleaned them.
- Cover your cough with a fresh tissue.
- Try to keep your hands away from your face. Germs can enter your body through your eyes, nose, and mouth.
- Tell your nurse if your gown or bed linens are dirty, or if you need tissues or any other cleaning supplies.

- Try to keep the area around your bed free of clutter. This helps housekeeping staff keep the area clean. It also helps prevent accidents.
- If any of your dressings are loose or look like they have more drainage than usual, tell your nurse. They will check for signs of infection.
- Intravenous (IV) tubes and drains can be places for infections to enter. If your IV dressing is loose or the area gets red or sore, tell your nurse. They will check for signs of infection.
- Follow your health care team's instructions about breathing exercises and getting out of bed. Moving can help prevent a lung infection (like pneumonia).

Once you are home:

- › Follow all discharge instructions given to you by your health care team.
- › Make sure you go to all follow-up appointments.

Patient and Family Advisors

- Your opinions, feedback, and suggestions are very important to us. They help us to provide high quality, safe, and person-centered care.
- We are looking for volunteers who may be interested in a patient or family advisor role on 8.2. Please contact the Health Services Manager if you are interested.
 - › Phone: 902-473-2304

What are your questions?

Please ask. We are here to help you.

