



Patient & Family Guide
2022

The Cardiology Service at the QEII



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The Cardiology Service at the QEII

We understand that this is a very stressful time for you and your support person(s). We hope the information in this pamphlet will make you feel more comfortable. **Please feel free to ask questions.**

- The Cardiology Service at the Queen Elizabeth II Health Sciences Centre (QEII) serves people from Nova Scotia, Prince Edward Island, and New Brunswick.
- Patients may be admitted to the Cardiology Service in 2 ways:
 - › directly to one of the cardiology units
 - › through a system called the 24-hour Transfer Service. The goal of the 24-hour Transfer Service is to shorten your wait time at your local hospital to have procedures done in the Cardiac Catheterization Lab (Cath Lab).
- Your primary health care provider has decided that you need the care of a cardiologist (heart doctor), and tests or procedures offered by the Cardiology Service. If you are waiting at your local hospital, we will call when a bed is ready and you will then be transferred to the QEII.

Note: You may need someone to drive you back to your local hospital. An ambulance transfer to the QEII does not guarantee an ambulance transfer back to your local hospital.

Cardiology nursing units

The cardiology nursing units are on Level 6 of the Halifax Infirmary (HI). There are signs to help you find your way. If you need more information, there are information booths at the Robie and Summer Street entrances.

You may stay in one of the following 3 units:

Coronary Care Unit 6.4 (CCU)

- › Phone: 902-473-8981 or 902-473-3422
- This is a critical care unit for patients who need close monitoring.
- Each patient is connected to a heart monitor, so that a nurse can check their heart rhythm at all times.
- Other equipment may also be used. Please ask the nurse any questions you have about the equipment.

Cardiology Intermediate Care Unit 6.1 (IMCU)

- › Phone: 902-473-6515 or 902-473-6520
- This unit is for patients who need close observation and monitoring.
- You may share a room with a person of another gender.
- Each patient is connected to a heart monitor, so that a nurse can check their heart rhythm at all times.

Cardiology Inpatient Unit 6.2

- › Phone: 902-473-6560 or 902-473-6561
- This is a 37-bed unit.
- You may share a room with a person of another gender.
- You may be attached to a heart monitor called telemetry.
- Your nurse will tell you if you are allowed to walk around the unit.
- **Do not** leave the unit if you are wearing a portable telemetry monitor.

If you are having chest discomfort or pain similar to your heart pain, please tell a member of your health care team right away.

Your health care team

While you are in a Cardiology unit, you will be cared for by a health care team. Members of the team include:

You and your support person(s)

You and your support person(s) are the most important members of your team. Please tell us if you have any concerns.

Nurses

Registered Nurses (RNs) will care for you.

Nurse practitioners

These RNs have further education and specialize in caring for cardiac patients. They work with cardiologists and other team members to give nursing and medical care. They are involved with admissions, discharge planning (planning for when you leave the hospital), and managing your treatment.

Staff cardiologist

A cardiologist will direct your care. Cardiologists rotate to other areas of the cardiology department. This means you may be under the care of more than one cardiologist during your stay. You may have a different cardiologist on the weekend than during the week.

Resident doctors and clinical associates

These doctors are doing special training in cardiology. They will help the cardiologist with your care. They are available 24 hours a day.

Patient/Family feedback

Patient relations is available to patients and their loved ones who have concerns about any part of hospital care.

- › Phone (toll-free): 1-844-884-4177
- › Email: healthcareexperience@nshealth.ca

Other health care team members include spiritual care, dietitians, pharmacists, physiotherapists, respiratory therapists, research nurses, social workers, technicians, patient aides, care team assistants, unit clerks, unit aides, and others, as needed.

Personal belongings and valuables

Please leave all valuables at home. The hospital is not responsible for the loss of any item. If needed, valuables may be locked in the safe in the hospital business office.

Other information

Halifax Infirmary

The HI site at the QEII has 2 main entrances: one on Summer Street and the other on Robie Street.

Parking

- There are parking meters by the Summer Street entrance.
- Hourly and daily parking is available in the parking lot at the Robie Street entrance.

Visitors

- Your support person(s) is an important part of your care. You and your support person(s), together with your nurse, will decide who visits. Please ask your nurse about visitor guidelines.
- Please do not use patient washrooms. Please ask staff on the unit where the public washrooms are.

Phone

- Patients on 6.1 IMCU and 6.2 can receive phone calls.

To call a patient:

- › Call the patient switchboard at 902-473-1510 and ask to be connected to the patient.
- › Since patients may be moved to different rooms, it is best to ask for the patient by name instead of room number.
- There is a bedside phone that can be connected to make outgoing calls for a daily charge.

TV service

- 6.2 is the only unit that has bedside TVs.
- If you have insurance coverage for a semi-private or private room, and you are given such a room, the cost of TV service is included. In all other cases, there is a charge for TV service.

Services

Summer Savory Restaurant – 2nd floor

- › Weekdays: 7:30 a.m. to 7 p.m.
- › Weekends and holidays: 8 a.m. to 7 p.m.

Shoppers Drug Mart – Robie Street entrance

- › Monday to Friday: 8:30 a.m. to 5 p.m.

Bank machines – Summer Street and Robie Street entrances

Smoking

Nova Scotia Health is smoke-free and vape-free. Ask a member of your health care team about the Smoking Cessation Program if you would like help to quit smoking.

Scent-free

Nova Scotia Health is scent-free. Please do not use any scented items in the hospital.

Accommodations

- We do not have rooms at the hospital where your support person(s) can sleep. Please see the list of places to stay near the HI on the next page. Ask the unit clerk if you would like more information. Your support person(s) must make their own arrangements.
- When you call to book a room, tell the reservation clerk that you are a support person of a patient at the QEII.

Accommodations

Point Pleasant Lodge

www.pointpleasantlodge.com

1121 South Park Street

Phone: 902-421-1599

Atlantica Hotel

www.atlanticahotelhalifax.com

1980 Robie Street

Phone: 902-423-1161 or 1-888-810-7288

Lord Nelson Hotel

<https://lordnelsonhotel.ca>

1515 South Park Street

Phone: 902-423-6331 or 1-800-565-2020

The Westin

www.thewestinnovascotian.com

1181 Hollis Street

Phone: 902-421-1000 or 1-866-761-3513

Parking

Special parking rates are available for support persons of patients who have been in the hospital for at least 14 days (2 weeks). These rates are available after the patient's 14th consecutive (back to back) day in hospital. Please ask staff at the nursing station or clinic registration desk for details.

Sharing information with your support person(s)

- Following the Personal Health Information Act (PHIA), we are only able to give information to your next of kin (closest family member) or substitute decision maker, unless you tell us otherwise. This means that, by law, we can only give information about your care to a family member or the person you have chosen to receive this information.
- Frequent phone calls can take us away from patient care. We ask that you choose one support person to receive information and share it with others. This will help everyone in your support team to receive the same information.

We hope this information is helpful. Please use the space below to write down any questions you have.

This pamphlet is just a guide. If you have questions, please talk to your health care provider. We are here to help you.

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 promotes a smoke-free, vape-free, and scent-free environment.

Please do not use perfumed products. Thank you!

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Prepared by: Cardiology Service, QEII

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The information in this pamphlet 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.