



Patient & Family Guide
2018

Welcome to 7.2 Orthopaedics



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Welcome to 7.2 Orthopaedics

You or your family member have been admitted onto the Orthopaedic unit. This unit is for people who have had an orthopaedic injury or surgery.

Your health care team will be working with you and your family to create a plan of care during your hospital stay based on your individual health care needs. This plan helps guide the care for you or your family member during your stay in hospital.

To help us provide the best care possible, it is important for you to talk to us about your plan of care, the goals of your hospitalization, and what you and/or your family can do to work toward the plan.

We respect and value your privacy. Before taking photos or videos on the unit, please ask staff if it's OK. You are responsible for respecting the privacy and confidentiality of others, including patients, families, visitors, and staff. Please read our patient pamphlet, *Your Rights and Responsibilities*, for more information.

We have different levels of care to support your recovery and needs:

- Orthopaedic unit
- Orthopaedic Intermediate Care Unit (IMCU)

Orthopaedic unit

Most of our patients' recovery takes place on 7.2, where there are 28 orthopaedic beds.

Intermediate Care Unit (IMCU) on 7.2

Patients who need close observation and monitoring are cared for in our 4-bed IMCU. As you get better, you will move from the IMCU to the orthopaedic unit.

Moving from IMCU to the Orthopaedic unit

Moving out of the IMCU is an important step in your recovery. It means you are getting better. The nurse caring for you in the IMCU will talk to the nurse on the unit you are being transferred to about your treatment plans.

- As you get better, we do not need to check your vital signs (e.g. temperature, blood pressure) as often and you will not need to be connected to a monitor.

- Each nurse is assigned to provide care for several patients. You might also be cared for by other nursing staff if your nurse is not available.
- You will have a call bell to alert the nurse if you need anything, but please be patient.

Phoning the unit

- The unit can be reached at **902-473-2376**. We ask that your family avoid calling during nursing shift changes, from 6:45-7:45 a.m. and 6:45-7:45 p.m.

What is a usual day like on 7.2?

- 6 a.m. – Doctors’ rounds
- 6:45-7:45 a.m. – Nursing shift change
- 8 a.m.-5 p.m. – Visits from members of your health care team for bathing, exercise, walking, tests, and other procedures
- 6:45-7:45 p.m. – Nursing shift change
- 8:30 p.m. and onwards – Nurses assist patients to get ready for bed

When are meals served?

- › Breakfast: 8 a.m.
- › Lunch: noon
- › Dinner: 5 p.m.

Meal times are often busy with patients returning from the operating room (OR) or getting medications. Help with meal trays from your family or friends is greatly appreciated. Staff will help with meals as needed.

Please check with us before bringing food from home as there may be dietary restrictions that need to be followed while in the hospital.

Meals are ordered 2 days ahead from a menu. If you are unable to fill in the menu on your own, your family or friends can help.

Food trays are picked up 3 times a day, after each meal. If there is something you want to eat later, please put it aside so staff can still pick up your tray.

Communication

We understand that this may be an emotional and difficult time for you. We are here to talk with you and your family about your needs at any time.

Hooking up the phone

- If you would like to make outgoing calls, you must call **499** to have your phone hooked up. You must have a home phone number to use this service. Dial 7 to make a local call. Payment is made through Bell. **You and your family are responsible for calling Bell to disconnect your phone before you leave the unit by calling 499 again.**

How can people contact me?

- Your family and friends can contact you by calling **902-473-1510**. They can ask for a patient by name and the operator will connect them. Friends and family can call you whether or not you hook up your phone.

What is the whiteboard in my room used for?

- The whiteboard is used to give you, your family or caregiver, and your health care team information about:
 - › Your current mobility (how far you need to walk daily)
 - › Expected Date of Discharge (EDD)

Please check the whiteboard every day for helpful information.

Interpreters and translators

A qualified interpreter is available for patients and families who do not speak English or understand it fully. The service is available 24 hours a day. An interpreter can help you understand your medical condition and treatment plan, ask questions, and share information with the health care team.

Language Line is a phone service that provides instant and easy access to qualified interpreters in more than 240 languages. Please let us know if you need this service. Sign language is also available.

Diversity and inclusion

Nova Scotia Health Authority expects an equal level of respect among patients, staff, family members, visitors, doctors and volunteers, regardless of differences in culture, race, religion, age, sex, sexual orientation, gender, gender identity or ethnicity, in order to maintain a positive healing environment.

Staying safe in the hospital

You and your family are important and are encouraged to actively take part in your care. This includes taking part in every decision about your health care. Research shows that patients who are more involved with their care tend to get better results and heal faster.

Medicines

- Make sure that your doctors know about all of the medicines you are taking. This includes prescription and over-the-counter medicines, alcohol and other non-prescription pain medicines, vitamins and herbs.
- Please bring ALL of your medicines in their original bottles and a printout of your medicines from your pharmacy with you. Nurses give you all of the medication that you need while you are in the hospital.

What are your questions?

Please ask. We are here to help you.

Infection control and safety

- Washing your hands is the best way to prevent infections. Remember to clean your hands after using the washroom, after touching objects or surfaces in your room, and **ALWAYS** before eating.



- Please feel free to ask your health care team members if they have washed their hands before they provide any care to you.
- To help decrease the chance of falling or slipping, it is important to:
 - › wear footwear with non-slip soles and enclosed heels
 - › put your footwear on before standing up
 - › ask for help if you feel dizzy, weak, or unsafe
 - › use the call bell at your bedside or in the bathroom if you need help

Visitors

- We know that visitors are an important part of your healing.
- Rest is also important.
- When you are not feeling well, we may ask your family and friends to keep visits short.
- Visitors may be asked to wait in the family waiting room during certain procedures. The family waiting room is located close to the elevators.
- Family and friends should not visit if they are unwell. Even a cold can be serious for a patient in hospital.
- Visitors should clean their hands both before and after visiting.
- Visitors should clean their hands between visiting patients in the same room.
- Visitors should not use patient bathrooms or sit on the beds while visiting.
- Chairs should be available in each patient room for visitors. If you need more chairs, check with a nurse.
- Bathrooms for visitors are located near the entrance of each unit.
- Visitors should follow special precaution signs as posted. If you have questions, please ask staff.

Your team members

You and your family

The care, love, and support of family and friends are some of the best medicines. It is important that you and your family take an active role in your care and recovery. This includes asking questions and being involved in making decisions about your care. A team conference may be arranged to help answer your family's questions and concerns, if needed.

We encourage your family to help with your care. Families can help with tasks such as feeding. Check with your nurse or physiotherapist if it is OK for your family to help you get up for a walk or do your exercises.

Doctors

A team of doctors will be caring for you. This team includes orthopaedic surgeons, residents, clinical clerks or medical students, and clinical associates.

Your care will be directed by the surgeon in charge at the Halifax Infirmary. Followup care will be given by the surgeon who did your surgery.

A resident is a fully qualified medical doctor who is training to become a specialist. Residents typically do rounds early in the morning before going to the operating room (OR). A clinical associate is a licensed medical doctor who provides care within the hospital.

If you would like to talk with your doctors, please tell your nurse or the charge nurse and they will help arrange this.

Nurses

Our nurses have special knowledge in orthopaedic nursing. The nurses assess your individual needs. This may include giving you medications and treatments, helping you with personal care, teaching you and your family about your care, watching for changes in your condition, and coordinating your care with other team members.

Charge Nurse

The charge nurse is responsible for the general coordination of care and patient movement on the unit. They are also a resource and support for staff, patients, and families. The charge nurse keeps the unit running smoothly. They are the “go to” person for dealing with staff, patients’, and families’ concerns.

Nurse Practitioner (NP)

The NP is a Registered Nurse (RN) with advanced knowledge, skills, and education in orthopaedics. The NP works closely with you, your family, and other health care professionals to address complex health needs and manage acute (short-term) and chronic (ongoing) illnesses.

Occupational Therapist (OT)/Occupational Therapy Assistant (OTA)

The OT assesses your ability to do daily activities on your own, such as washing, dressing, eating, and kitchen tasks. The OT also works with an OTA. Together the OT team works with you and your family to suggest needed equipment to make your return home as safe and easy as possible.

Physiotherapist (PT)/Physiotherapy Assistant (PTA)

The PT team consists of a physiotherapist and a physiotherapy assistant who will work with you on your strength, range of motion, transfers (e.g. moving from bed to a chair), and walking so that you are as independent as possible for your return home.

If the PT team says it is safe, your family and friends can also help by working with you on your exercises and helping you get out of bed more often.

Unit Manager

The unit manager looks after the administration and leadership of the unit. They are available if you have questions or concerns after talking to other team members. They also appreciate hearing about positive experiences.

Ward Clerk

The ward clerk keeps patient charts in order, answers the phone, orders meals, and makes appointments for tests. They can often help you with general questions.

Unit Aide

The unit aide takes care of ordering and re-stocking supplies. They may also help to set up meal trays.

Dietitian

The dietitian sees patients who are at risk of poor nutrition, to help improve food intake and prevent weight loss.

Continuing Care Coordinator

The coordinator helps with organizing services that may be needed when you return home.

Spiritual Care

Chaplains respond to the spiritual and religious needs of patients and families. They provide support, whether or not patients/families have a formal faith tradition, while respecting diversity in an effort to meet your needs.

Social Worker

The social worker can help you and your family cope with the stress and hard decisions that often come with illness and being in the hospital. They can also help with financial concerns, and work with the rest of the team to find the resources that you will need during your stay and after you go home.

Day of discharge

Your health care team will work with you and your family from the beginning of your hospital stay to help you prepare for discharge and determine the date you will go home.

On the day you go home, you are expected to leave the hospital **no later than 11 a.m.** This lets us get your room and bed ready for the next patient.

You will receive a survey about your hospital stay. We are very interested in your opinion of your stay on our unit, as it will help us improve care for future patients. Your response is voluntary and confidential. We would appreciate if you would complete this survey and return it to the desk, or mail it using the self-addressed envelope.

Health records

When you are being discharged, your nurse will give you discharge instructions and medication prescriptions. A brief summary about your hospital stay will be sent to your family doctor (if you have one).

Unfortunately, the unit cannot give you a copy of your detailed health record. You may request a copy through the hospital's health records department. Please ask your nurse for more information. You can contact Access to Personal Health Information at 902-473-5512 or aphi@cdha.nshealth.ca.

Helpful hints

Parking

The parking lot on Robie Street charges an hourly rate to a maximum daily rate. If you have been in the hospital for 2 weeks, the unit clerk can give your family a form to apply for a discounted rate. There is metered parking on Summer Street. There is also 1- and 2-hour parking on the streets around the hospital.

Please note that these times are strictly enforced and if the meter runs out you may get a parking ticket.

Personal belongings

Each patient has a closet for personal belongings in their hospital room. However, we strongly encourage you to leave all valuables (such as jewelry, cash, and credit cards) at home.

The hospital and staff are not responsible for the loss of any items. If you have valuables with you, please send them home with a family member or friend. If you are unable to send your valuables home, please talk with your nurse about other options.

What should I bring?

Bring personal items you may need or have your family or friends bring them. All products must be scent-free.* It is important to have non-slip shoes and/or full slippers with backs. Make sure you have your glasses and hearing aids, and batteries, if needed. Some small personal care items may be available at the hospital in limited quantities, such as toothbrushes, toothpaste, and shaving cream.

*NSHA is scent-free and smoke-free.

Private and semi-private rooms

- If you request a semi-private or private room, the unit will try to accommodate your request, but this is not always possible. Please check with your nurse or unit clerk.
- You may need to share a room with a person of a different gender.

- While you are in hospital, you may be moved to another room, unit, building or hospital in order to meet the needs of the units or your health needs.

Television

Television service is available on the floor. Televisions are provided by the Hospitality Network. You must pay for this service. If you are interested in this service, turn on the TV in your room and follow the on-screen guidelines. Written information is also available on the unit.

Accommodation for out of town family

We do not encourage visitors to stay overnight at the hospital. Leaving the hospital to rest and take care of personal matters will allow your family to optimize their role as part of the health care team.

If your family members need a place to stay, there are not-for-profit lodgings near the QEII that have rooms for patients and families. Local hotels may also have discounted rates for families. Ask about this when you book your room.

Halifax Haven Guest Home

Email: halifaxhaven@gmail.com

5897 Inglis Street

Phone: 902-421-1650

Point Pleasant Lodge

www.pointpleasantlodge.com

1121 South Park Street

Phone: 902-421-1599

The Dr. Susan K. Roberts Lodge That Gives Canadian Cancer Society

www.cancer.ca

5826 South Street

Phone: 1-800-639-0222 or 902-420-1849

In order to stay at the Lodge that Gives:

- › the patient must have cancer
- › the family must live at least 50 km away
- › a referral from a member of the health care team is needed

Ronald McDonald House

(for parents/guardians of a child under 19)

<http://rmhatlantic.com>

1133 Tower Road

Phone: 902-429-4044

A social work referral is required.

Hospital amenities

Bank machines	1st floor, Summer Street entrance 4th floor by Robie Street entrance
Cafeteria/ Café	Cafeteria: <ul style="list-style-type: none">• 2nd floor; signs will direct you• Weekdays: 7:30 a.m.-7 p.m.• Weekends and holidays: 8 a.m.-7 p.m. Starbucks: <ul style="list-style-type: none">• 4th floor, Robie Street entrance• Weekdays: 6:30 a.m.-1 a.m.• Weekends and holidays: 7 a.m.-1 a.m.
Kitchenette	Next to the unit entrance.
Family/ Crisis room	Next to the unit kitchenette. There is a telephone available for patient and family use. Please dial 9 to call out. Please note: this room may not be available at times.

Chapel/ quiet prayer space	1st floors; signs will direct you
Hairstylist	There is a hairstylist who provides hair care for patients at a cost. Please talk with your nurse for more information.
Library	2nd floor Weekdays: 8:30 a.m.-4:30 p.m. Weekends/holidays: Closed Computers and free wi-fi are available for public use.
Pharmacy	Shoppers Drug Mart: 4th floor, Robie Street entrance Weekdays: 8:30 a.m.- 5 p.m. Weekends/holidays: Closed
Washroom	Just before the unit entrance.
Waiting room	Between units 7.2 and 7.3.
Wi-Fi	Free (network name: QEII wifi). You do not need a password.

Questions?

If you have any questions about your care, please talk with your nurse. If you still have concerns after talking with your nurse, please contact the charge nurse. The charge nurse can put you in contact with the unit manager, administrative coordinator, and patient representative.

Important Phone Numbers

- › 7.2 Nurses' Station: 902-473-2376
- › QEII Patient Line: 902-473-1510

Patient Relations

This service is available to patients and families who have concerns or compliments about any part of hospital care. You can call the patient representative at: 902-473-2133 or toll free at: 1-844-884-4177, or email: healthcareexperience@nshealth.ca.

Looking for more health information?

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

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!

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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.