

Welcome to Unit 4.2

Inpatient General Surgery, Plastic Surgery, and Burn Unit

Halifax Infirmary
4th floor - Unit 4.2
1796 Summer Street
Halifax, NS B3H 3A7

Phone:

› 902-473-7527

OR

› 902-473-7528



Welcome to Unit 4.2

Your room number is: _____

Your bed number is: _____

General information

- Unit 4.2 is an inpatient unit with 18 beds. This unit is for people who are having plastic surgery or general surgery. Sometimes patients with other conditions are cared for on this unit.
- Unit 4.2 has private rooms, semi-private rooms (2 beds in a room), and wards (4 beds in a room). You will likely share a room with other patients.
- Sometimes, we may need to move patients from one room to another. We try to do this as little as possible. We thank you in advance for your understanding.

Burn Unit

The Burn Unit is a 6-bed specialized unit that is separate from the 18 inpatient beds. It is used for patients recovering from major burns and other major surgeries. Patients in the Burn Unit need close observation and monitoring.

Your health care team

Doctors

A team of doctors will be caring for you. This team includes surgeons, residents, and clinical clerks or medical students. If you need emergency surgery at night or on the weekend, it may be done by the on-call surgeon. Your care for the first few days after surgery will be directed by the attending surgeon. Follow-up care will be given by the surgeon who did your surgery.

A resident is a doctor who is training to become a specialist. Residents usually do rounds early in the morning. If you would like to talk to the doctors at another time, please tell your nurse or the charge nurse.

Charge nurse

The charge nurse keeps the unit running smoothly. They deal with any issues that come up for staff, patients, and families. The charge nurse is on the unit from 6 a.m. to 6 p.m. every day.

Registered nurse (RN)

The RN assesses your needs and plans your care. They give you medication and treatments, work collaboratively with the care team assistant to look after your basic care (like meals, bathing, getting up, and walking), check for changes in your condition, and teach you about your care plan. They also help you learn how to plan for your discharge.

Care team assistant (CTA)

CTAs work collaboratively with the RN to help with basic patient care. They also check your temperature, pulse, blood pressure, and blood sugar, if needed.

Unit manager

The unit manager looks after the administration and leadership of the unit. They address concerns that are not able to be resolved on the unit.

Unit clerk

The unit 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 makes sure that staff have the supplies and equipment they need to care for you. They order supplies, restock rooms, and deliver water to patients.

Other members of your health care team may include:

- › Clinical nurse specialists
- › Dietitians
- › Home care coordinators
- › Occupational therapists
- › Pharmacists
- › Physiotherapists
- › Recreational therapists
- › Respiratory therapists
- › Social workers
- › Spiritual care staff
- › Therapeutic assistants

Communication

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

- We will only give personal details to your immediate family or other people you choose. We ask that you name one person to get and give details to the rest of your family. This will help to protect your privacy, avoid confusion, and let the health care team spend more time with you. The phone number for the unit is **902-473-7527**.
- We ask that your loved ones avoid calling from **6:45 to 7:45 a.m.** and from **6:45 to 7:45 p.m.** This is when shift changes happen.
- You will have a phone by your bed. To activate the phone, **call 499** and follow the instructions. Your loved ones can call **902-473-1510** to talk with you. They will be connected to an operator who will then connect them to your phone. Your loved ones can call your phone even if you do not activate the phone.

Interpreter

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

When can I have visitors?

We know that visitors are an important part of your healing. When you are not feeling well, we may ask your loved ones to keep visits short. Lots of rest will help you get better.

Visitors may be asked to wait in the family waiting room during certain procedures. The family waiting room and a visitor bathroom are close to the elevators.

Best times for visitors:

- › 11 a.m. to 2:30 p.m.
- › 3:30 to 8 p.m.

Rest period:

- › 2:30 to 3:30 p.m.

What will a normal day be like?

- 6:45 to 7:45 a.m.: Nursing shift change and doctors' rounds
- 8 a.m. to 5 p.m.: Visits from members of your health care team, bathing, exercise, tests, and procedures
- 6:45 to 7:45 p.m.: Nursing shift change
- 8:30 p.m.: Nurses will help get you ready for bed

When are meals served?

You can order meals to eat in your room. To place your meal orders each day, call:

› 4777 from your hospital phone

OR

› 902-473-8545

- If you are not able to call, a diet technician will help you place your orders.
- Your family may help you during mealtimes. Staff will help with meals as needed. Please ask staff before bringing food from home.
- Food trays are picked up 3 times a day, after each meal. If there is something you want to eat later, put it aside so staff can still pick up your tray.

Personal belongings and valuables

- There is a closet in your room where you can keep personal belongings. Leave all valuables (like jewelry, money, and credit cards) at home. **The hospital is not responsible for the loss of any item.**
- If you have valuables with you, send them home with a loved one. You may also lock them up in the security department on the first floor.

What should I bring from home?

- There may be some personal care items (like toothbrushes, toothpaste, and shaving cream) available in limited quantities. Please ask your loved ones to bring personal items you may need. **All products must be scent-free.**
- It is important that you have non-slip shoes and/or rubber-soled slippers.
- Make sure you have your glasses and hearing aids, if needed.

TV

- Turn on the TV in your room and follow the on-screen instructions, or visit:
 - › <https://healthhubsolutions.ca/service-request/>
- There is a charge for the TV service. If your insurance covers a semi-private or private room, the cost of the TV will also be covered. If you do not have private insurance, you must pay for this service.

Parking

- There are a limited number of metered parking spaces at the Summer Street entrance. There is also a parking garage at the Robie Street entrance available at an hourly rate.
- If you have been in the hospital for more than 14 days, your family may apply for a lower parking rate. Forms are available from the unit clerk.

Accommodations for families

The hospital does **not** have rooms available for families and your family **cannot** stay overnight in your room. The following hotels are near the Halifax Infirmary:

Atlantica Hotel

www.atlantichotelhalifax.com

1980 Robie Street

Phone (toll-free): 1-888-810-7288

or 902-423-1161

Email: reservations@atlantichalifax.com

Cambridge Suites Hotel Halifax

www.cambridgesuiteshalifax.com

1583 Brunswick Street

Phone (toll-free): 1-800-565-1263

Email: askhalifax@cambridgesuiteshotel.com

Lord Nelson Hotel & Suites

<http://lordnelsonhotel.ca>

1515 South Park Street

Phone (toll-free): 1-800-565-2020

Email: ask@ldnelsonhotel.com

Point Pleasant Lodge

<https://pointpleasantlodge.com>

1121 South Park Street

Phone: 902-421-1599

Email: guestservices@pointpleasantlodge.com

The Prince George Hotel

www.princegeorgehotel.com

1725 Market Street

Phone (toll-free): 1-800-565-1567

Email: ask@princegeorgehotel.com

The Westin Nova Scotian

www.thewestinnovascotian.com

1181 Hollis Street

Phone (toll-free): 1-866-761-3513 or

902-421-1000

Email: reservations@westin.ns.ca

Hospital amenities

Bank machines	First floor (by Summer Street entrance) 4th floor (by Robie Street entrance)
Cafeteria	Second floor Weekdays: 7:30 a.m. to 7 p.m. Weekends and holidays: 8 a.m. to 7 p.m.
Chapel	First floor
Family room	Next to the unit entrance, by the kitchenette There is a TV and a phone available for patient and family use. Please dial 9 to call out.
Kitchenette	Next to the unit entrance, by the family room
Library	Second floor Weekdays only: 8:30 a.m. to 4:30 p.m. Weekends and holidays: Closed Computers and free wi-fi are available for public use.

Shoppers Drug Mart	4th floor (by Robie Street entrance) Weekdays: 8:30 a.m. to 5 p.m. Weekends and holidays: Closed
Washroom	Just before the unit entrance
Wi-Fi	Free (network name: QEII_wifi) You do not need a password.

Wheelchairs

This unit does not have wheelchairs. If you need a wheelchair when you are being discharged, we will ask a porter to take you by wheelchair to the hospital entrance. This may take up to half an hour depending on how busy Porter Services is. You can also borrow a wheelchair at the following locations:

- › First floor (by Summer Street entrance)
- › 4th floor (by Robie Street entrance)

Infection control

Keeping your hands clean is the best way to prevent infections. Remember to wash your hands with soap and water after using the washroom, after touching objects or surfaces in your room, and ALWAYS before eating. If soap and water are not available, use alcohol-based hand sanitizer and rub all parts of your hands for at least 15 seconds.

- Your loved ones should not visit if they are not well. Even a cold can be serious for a patient in the hospital.
- Visitors should clean their hands 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.
- Visitors should follow special precaution signs as posted. If you have questions, please ask staff.

Health records

When you are being discharged, your nurse will give you discharge instructions and medication prescriptions. A short summary about your hospital stay will be sent to your primary health care provider (family doctor or nurse practitioner).

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 nurse manager, administrative coordinator, and patient representative.

The patient representative is available to patients and loved ones who have concerns about any part of hospital care. The patient representative's office is on the 4th floor.

› Phone: 902-473-2133

There is a space on the last page of this pamphlet for you to write down any questions you have.

If you have questions after leaving the hospital:

- Call your primary health care provider.

OR

- Call 811 to talk with a registered nurse about your health care questions 24/7.

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

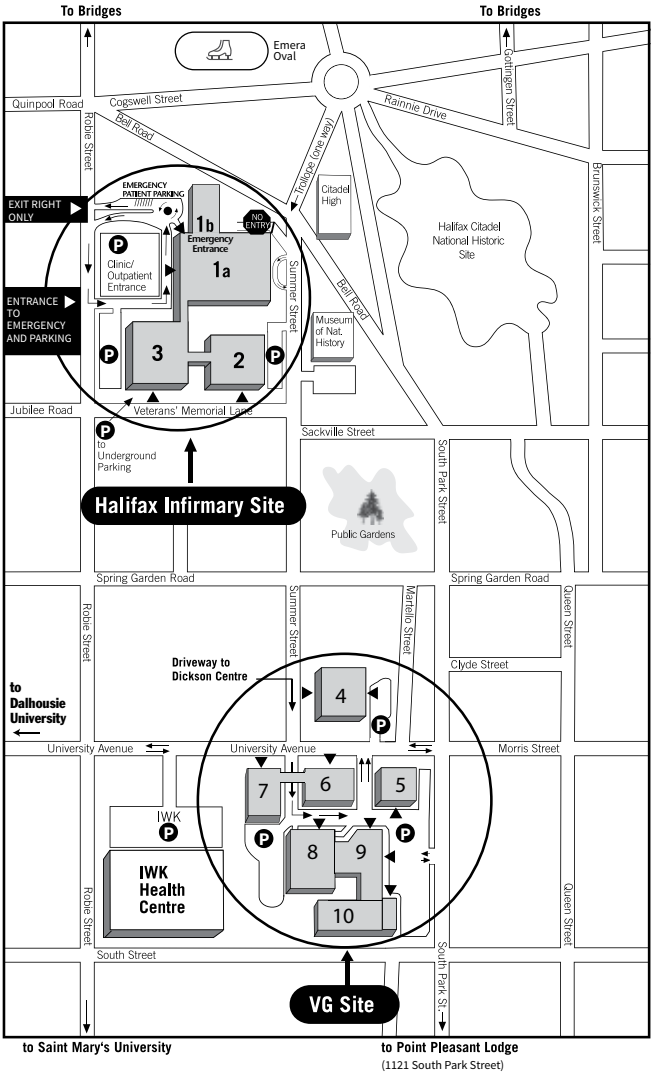
QEII Health Sciences Centre

is made up of 10 buildings located on two sites

- | Halifax Infirmary Site | |
|------------------------|---------------------------------------|
| 1a. | Halifax Infirmary |
| 1b. | Emergency Dept. |
| 2. | Abbie J. Lane Memorial Building |
| 3. | Camp Hill Veterans' Memorial Building |
| VG Site | |
| 4. | Nova Scotia Rehabilitation Centre |
| 5. | Bethune Building |
| 6. | Mackenzie Building Laboratories |
| 7. | Centre for Clinical Research |
| 8. | Dickson Building |
| 9. | Victoria Building |
| 10. | Centennial Building |

- P** Patient Parking
- ▶** Entrance Doors

Please do not wear scented products when you come to the QEII.



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!

www.nshealth.ca

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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.