

# Welcome to MICs Group of Health Services



## Patient & Visitor Information Booklet

(revised April 2018)

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# General Information

## PARKING

Limited parking space is available for our Team Members, visitors and patients. Visitors are asked to park at the front of the hospital. Patients who are being admitted are requested to leave their vehicle at home if possible.

## TELEPHONE CALLS

Local Calls: Dial "8" + number

Long Distance calls: Patients and guests are encouraged to use standard billing options such as a calling card, third party or collect. If this is not possible, long distance calls may be put through the local receptionist by dialing "0" and providing the number. Please note that patients will be billed for long distance calls.

**Note:** Patient rooms do not have access to incoming calls after 9:00 p.m.

## WiFi

Patients/Residents and guests can access the Internet via the high-speed wireless network which is available from various patient care areas at each MICs facility.

## USE OF CELLPHONES, PHOTOS AND VIDEOS

The usage of the camera feature of any device is strictly prohibited.

## TELEVISION RENTALS

Televisions are available for rent at Anson General Hospital and Lady Minto Hospital through the Hospital Reception Desk.

## GIFT SHOP

Our gift shop hours may vary as they depend on volunteers and therefore they may not be open every day.

Anson General Hospital's Gift Shop is open daily from 10:00 a.m. to 4:00 p.m.

Lady Minto Hospital's Gift Shop is open daily from 10:00 a.m. to 12:00 p.m., 2:00 p.m. to 4:00 p.m. and 7:00 p.m. to 8:30 p.m. Vending machines are available in the waiting room area.

## **PATIENT CONCERNS AND COMPLIMENTS**

Any worries or concerns the patient or families may have in regards to care should be brought to the attention of one of the following Team Members:

Patient Care Manager – AGH ..... ext. 3301

Patient Care Manager – BMH ..... ext. 1152

Patient Care Manager – LMH ..... ext. 2240

Please note that you may also submit feedback by accessing the feedback page on the MICs website [www.micsgroup.com](http://www.micsgroup.com).

## **SMOKING**

The MICs Group of Health Services promotes a healthy lifestyle and is a smoke free facility by law. Smoking is NOT permitted anywhere in the hospital or on hospital grounds. If you smoke, you must leave the hospital property. The hospital assumes no responsibility for any injuries that may occur as a result of your decision to smoke while a patient at the hospital.

For individuals who are restricted to the unit because of concerns for their safety, nicotine replacement therapy may be offered at the physician's discretion. Smoking cessation counselling is also available.

## **HAND HYGIENE**

### **Clean Hands Protect Lives**

Hand cleaning is one of the best ways you and your health care team can prevent infection from spreading.

We are committed to good hand hygiene and we promise to work hard to protect you from germs that can spread in a hospital setting. Everyone will be washing their hands before entering and after leaving your room, touching your belongings or person.

We ask that you and your visitors also take the opportunity to prevent the spread of germs that can make you sick by using the hand washing stations or hand sanitizers located on the unit.

## **FRAGRANCE/ALLERGEN FREE ENVIRONMENT**

Please do not wear or bring in any of the following SCENTED items:

- Perfume
- Aftershave
- Conditioner
- Cologne
- Shampoo
- Fabric Softener
- Cosmetics
- Deodorant
- Laundry Detergent

Scented products linger long after an individual leaves an area. This can cause allergic reactions and respiratory distress for patients, visitors and Team Members.

- If you wish to bring in flowers, please check with our local florists for a list of flowers/plants that are fragrant free.
- Food also has the potential to cause allergic reactions to those individuals that may be seriously allergic and/or ill. Please check with your caregiver before having family bring foods in from outside that are not designated hospital food.

## **VIOLENCE FREE ENVIRONMENT**

The MICs Group of Health Services is committed to providing a safe, healthy and supportive working environment by treating our Team Members, clients, physicians, volunteers, students and contract workers with respect, fairness and sensitivity. Violence in the workplace can have devastating effects on the quality of life for our Team Members and on the productivity of the organization. We want to ensure that everyone will do their part to help us maintain a “Violence Free” environment.

## **USE OF SERVICE ANIMALS**

MICs Group of Health Services welcomes your service animal during your inpatient or outpatient visit to any of our facilities. However if the service animal poses a health risk, is not housebroken or is out of control, we may ask you to make other arrangements.

## **Fire Drills and Safety**

Every effort has been made to protect the hospital against fire. We have been trained in fire prevention and control and can evacuate the hospital if necessary. When the fire alarm rings, all automatic doors will close. Do not be alarmed if you hear a fire bell or doors closing. You will be informed

shortly and, if necessary, assisted to a safe area. Team Members participate in fire drills on a regular basis.

## Patient Rooms

Some rooms are subject to a semi-private differential rate. If you have semi-private coverage, ensure that this information is given to the Receptionist. The hospital also has a number of private rooms. Although these are usually kept available for special cases, if a private room is available and a patient requests this, again, a differential charge is billed to the patient. Differential rates vary, so please feel free to discuss these rates with the Receptionist. **Note:** You may be moved during your stay due to patient care.

## Meals

Meals are served at approximately 8:00 a.m., 12:00 noon and 4:30 p.m.

If you miss a meal because of fasting or a test, a late meal may be available when you are finished.

## What to Bring with You

### MEDICATIONS

- Bring all medications that you are currently taking in their original containers. This includes prescription and over the counter drugs.
- If your doctor wishes you to continue with a medication that the hospital does not normally supply, you may be asked to use your own. This may include inhalers, supplements, eye drops, etc.
- Medications are not permitted at the bedside unless ordered by the physician.

### PERSONAL ITEMS

- You may bring your own nightgown, pajamas, robe, shoes/slippers and toiletries such as toothbrush and toothpaste, shampoo, etc.
- No electrical appliances except razors and hair dryers are permitted in the hospitals. These are to be checked by a Building Services Team Member before use.

- Do not bring jewelry or money except for small change as the hospital cannot accept responsibility for loss or damage to personal articles left in your room.

## Confidentiality

Employees of the hospital shall respect your confidentiality.

Patients are also requested to respect confidentiality in regards to information they may hear while at the hospital. **What You Hear and See Here, Stays Here!**

## Visitors' Information

Although patients can receive visitors at any time during the day, the nurse may ask you to step out of the room temporarily in order to care for the patient. Visiting must not conflict with nursing care, patient's rest or care related programs.

## Other Services and Programs

- Diagnostic Imaging
- Laboratory
- Clinics
- Diabetes Program
- Surgery
- Ontario Telemedicine Network (OTN)
- Pharmacy
- Physiotherapy
- Emergency Department
- Dietitian
- Oncology