

Patient Handbook

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Who We Are

One of Canada's largest academic health organizations with a mandate of care, teaching and research, London Health Sciences Centre (LHSC) cares for the most critically ill patients in the region. Located in London, Ontario, Canada, LHSC encompasses:

- University Hospital
- Victoria Hospital
- Children's Hospital
- Byron Family Medical Centre
- Victoria Family Medical Centre
- Kidney Care Centre (at Westmount Shopping Centre)
- 54 Riverview Avenue site

LHSC is the home of:

- CSTAR (Canadian Surgical Technologies and Advanced Robotics)
- Fowler Kennedy Sport Medicine Clinic
- London Regional Cancer Program
- Children's Health Research Institute
- Lawson Health Research Institute
- Children's Health Foundation
- London Health Sciences Foundation

Patient feedback: Your feedback is important to us. The Patient Relations team is here to support you. Whether you have a complaint, a suggestion, a compliment or a good story to share, we'd like to hear from you. The Patient Relations team can be contacted at 519-685-8500 ext. 52036 or at patientrelations@lhsc.on.ca

Helpful phone numbers:

- Main Phone Line: 519-685-8500 (Dial 0 for Switchboard)
- Business Office: 519-663-3146
- Social Work Services: 519-663-3131
- Spiritual Care: 519-685-8500 ext. 58418
- Pharmacy Services: 519-685-8500
- Security: 519-685-8500 ext. 52281
- Kenkwite':ne Healing Space: 519-685-8500 ext. 77544
- Patient Relations: 519-685-8500 ext. 58230





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Welcome to LHSC

Finding your way around

LHSC is a large, complex organization. Both University and Victoria hospitals are organized into zones. Be sure to give yourself a little extra time to get to your appointment if you are not familiar with the hospital or clinic location. For the most up-to-date map and entrance information, please visit our website <https://www.lhsc.on.ca/about-lhsc/lhsc-maps-and-directions> or at:



How to read your room number

University Hospital and Victoria Hospital room numbers are in the following format: D2-503

What the letter and numbers mean:

Zone = D, Floor = 2, Room: 503

Therefore, room D2-503 is located in Zone D, on the second floor in room 503.

Volunteer information desks

These desks are located in several main entrances at both University and Victoria hospitals to provide directions for patients, families and visitors.

Patient Rights and Responsibilities

London Health Sciences Centre believes in and encourages a partnership between patients and their health care providers. LHSC is a teaching hospital with responsibility for educating physicians, nurses and other health care professionals. During your stay, you may be in contact with students and trainees. Patients have the right to decline student participation and observation in their care. Requests should generally be accommodated after discussing them with your care provider. There may be occasions where such a request may not be possible or may result in a delay of your care. Options will be discussed with you and your care team, but will not result in a refusal of care.

Patients have the right to:

Respect

- Be treated in a considerate and respectful manner.
- Know the full name and role of those involved in your care.

Privacy and Confidentiality

- Have your personal health information treated in confidence and used in a way that respects your wishes.
- View or receive a copy of your health record and request correction if you feel the record is inaccurate or incomplete.

Safe Care and Treatment

- Receive care in a welcoming and safe environment.
- Receive relevant information about your illness or health condition.
- Receive all information necessary to give informed consent or refusal to proposed treatment, including known risks, alternatives, and cost implications, if any.
- Be informed if unintended, unexpected and preventable events that result in harm occur during care.

Our commitment to patients

- To provide care in a welcoming and safe environment.
- To provide care by an integrated multidisciplinary team, whose members respect the values, preferences, and expressed needs of patients and families.
- To develop an effective relationship between patients, families and health care practitioners based on mutual respect, confidentiality and accountability.
- To provide quality care consistent with legislative and professional standards
- To provide information outlining the patient's health condition, proposed treatment and procedures along with the risks and benefits, and any alternate courses of treatment in terms and language that can be understood

- To inform patients of the health risks associated with the refusal of consent for proposed treatment

Access to the Complaints Resolution Process

- Ask questions and express concerns about hospital health care and services

You can also view **Patient Rights and Responsibilities** online <https://www.lhsc.on.ca/patients-visitors/patient-rights-and-responsibilities> or at:



Patients are responsible for:

Active Partnering in Care

- Providing information about past illnesses, allergic reactions to medication or food, and current health.
- Bringing in all home medications, including vitamins and herbal supplements, when admitted to hospital to ensure that an accurate and complete list is obtained for writing medication orders.
- Recognizing the risks and consequences of refusing treatment and/or leaving the hospital against medical advice.

Courtesy and Respect

- Treating others in the hospital with consideration and respect.
- Observing applicable hospital rules, regulations, and policies that have been communicated, such as:
 - Infection control measures (e.g., hand washing).
 - Safety, security and emergency measures.
 - Discharge planning.

Using Health Care Resources Wisely

- Contact the hospital at least 24 hours in advance if unable to keep an appointment.
- Arrive at appointments on time.
- Make arrangements for timely discharge.

Personal Property and Financial Obligations

- All financial costs associated with your care not covered by OHIP or private insurance.
- The safekeeping of personal property, valuables and own medications while in hospital.

Parking

For detailed site maps please visit <https://www.lhsc.on.ca/about-lhsc/parking> or at:



Visitor lot locations

University Hospital

The visitor lot (P3) and visitor parking garage (P4) are located north of University Hospital (west off of Perth Drive).

Victoria Hospital and Children's Hospital

- Parking lots P1 and P2 – off Commissioners Road across from Zones A, C and D
- Parking lot P3 – off of Commissioners Road, south of Zone E
- Parking lot P7 – off of Baseline Road, north of Zone E
- Parking lot P8 (garage) – off Baseline Road, Dagnone Drive, west of Zone B

Paying for parking

When entering the lot, take a ticket from the machine at the gate and keep it until you are ready to leave the hospital. You will need to retain the validated ticket to raise the gate to exit the parking lot. Pay for your ticket at parking booths or the Parking Office at each hospital. Parking costs \$4 for the first hour, \$2 for each consecutive half hour (or portion of), and up to a maximum of \$12 (no in-and-out privileges). See below for other parking pass options. Payment can be made by Visa, MasterCard, or with cash at parking booths or at the parking offices.

Parking booths and offices

University Hospital

At University Hospital, visitor lot P3 and the P4 parking garage have automated pay stations. You can pay on the ground floor of the parking garage by the elevators, or at the automated pay station as you are driving out of the lot. At University Hospital, the Parking Office is located in Visitor Parking Garage P4, Level 1, and is open 24 hours a day, seven days a week.

Victoria Hospital and Children's Hospital

At Victoria Hospital, visitor lots P1, P2, P3 and P7 have a parking attendant at the parking booth where you can pay for your ticket as you are driving out of the lot. Payment is automated when the parking booths are not staffed. If you are parked in the P8 garage, you can pay for your ticket at automated pay stations located at the elevators on the second floor of the parking garage and ground level. At Victoria Hospital, the Parking Office is located in Visitor Parking Garage P8, Level 1 beside the elevators, and is open Monday to Friday, 7:30 a.m. – 8:00 p.m. (closed weekends and statutory holidays).

NOTE: Express payment is available at all visitor lots and garages. Insert credit card at entrance terminal and again at exit terminal. No need to take a ticket. Receipt will be issued at the exit.

Parking passes

Passes (with in-and-out privileges) are available from the Parking Office at both hospitals and from Parking Booths at Victoria and University Hospitals. All passes are valid for use at both hospitals. **Passes can be used on non-consecutive days within one year from date of purchase.**

- Daily maximum of \$14 (with in-and-out privileges and valid for 24 hours from the time of purchase)
- 7-day: \$45
- 14-day: \$65
- 30-day: \$75
- 5- and 10-day passes are also available upon request

Bus stops

London Transit bus stops at University Hospital are located in front of the hospital on Perth Drive. At Victoria Hospital, there are several London Transit stops. Please see London Transit maps and schedules online for specific stop locations.

Accessibility at LHSC

LHSC is committed to providing accessible care that respects the dignity and independence of individuals with disabilities. LHSC strives to prevent, identify and remove accessibility barriers to ensure everyone has equal opportunity to access, use, and benefit from programs and services offered. We are guided by the standards outlined in the province's Accessibility for Ontarians with Disabilities Act (AODA). For more information about accessibility, including Interpretation Services, Sign Language Interpreters, Service Animals, Temporary Disruptions, and Accessible Formats please contact the Office of Inclusion & Social Accountability at 519-685-8500 extension 77541.

Feedback

We welcome your feedback and invite you to submit your comments or concerns to the Patient Relations office. You can contact the office in several ways:

- Telephone: 519-685-8500 extension 58230
- Email: patientrelations@lhsc.on.ca
- Mail:

c/o London Health Sciences Centre
339 Windermere Road, Room: PDC – D5-120
London, Ontario
N6A 5A5

Wheelchairs

Wheelchairs are often available inside hospital entrances. If you require use of a wheelchair and cannot find one at an entrance, please ask a staff member or volunteer for assistance.

Drop-off points

If someone is driving you to the hospital, ask them to let you out at the entrance drop-off point closest to your destination. There will be seating for you inside while you wait for them to park the car. Use the location of the building/zone you are provided through your physician's office as a starting point to determine which entrance and patient drop-off point is closest to your destination, and the associated patient and visitor parking lot.

TTY Phones (Telephone Teletypes)

TTY phones are available at both Victoria Hospital and University Hospital. At Victoria Hospital, there is a phone located at the emergency desk, please ask Nursing staff for assistance. TTY phones are available for patient use through Hospitality Network, in zones C5, C6, C7, D5, D6 and D7. Please dial ext. 58183 for requests.

At University Hospital, TTY phones are available through Hospitality Network, ext. 33657.

Interpretation Services

LHSC offers free interpretation services for patients. We know how important it is for you to be understood by your health care team and to be able to communicate in a language that you are most comfortable with. Having access to professional interpretation also ensures:

- You get the correct information from us and we get the correct information from you.
- To make sure that you clearly know your diagnosis and can take part in your treatment plan.
- To help you understand what health care you wish to receive.

Ask for an interpreter if:

- English is not your first language.
- You are deaf, deafened or hard of hearing.

For more information, please visit our website <https://www.lhsc.on.ca/patients-visitors/interpretation-services> or at:



Privacy and Confidentiality

LHSC is responsible for personal health information and is committed to protecting patient privacy. The hospital has adopted the principles set out in the *Personal Health Information Protection Act, 2004 (PHIPA)*. At LHSC, we respect our patient's rights regarding their health information, including the right to:

- Consent or refuse collection, use and disclosure of personal health information (PHI)
- Access your PHI and make requests to correct your PHI
- Notification if your PHI is accessed inappropriately and request an audit
- Know to whom your PHI has been disclosed
- Challenge the hospital's compliance with privacy laws

LHSC's Privacy Office was established to be a resource for privacy issues and it provides the following services:

- Advocate for patient and staff privacy within the organization
- Act as the privacy experts
- Facilitate implementation of privacy laws and principles
- Conduct internal audits of health records and the organization's processes to ensure compliance
- Develop privacy related policies and processes

Privacy Office contact information

If you have any questions or concerns about how we collect and share your personal or health information, contact us:

Telephone: 519-685-8500 ext. 32996

E-mail: Privacy@lhsc.on.ca

Website: <https://www.lhsc.on.ca/privacy/privacy-policy>



Patient information

To locate a patient room and telephone number call the Patient Information Desk at 519-663-3163.

Lost and found

Patients are responsible for ensuring that all belongings are collected before leaving the hospital. If you have forgotten something, immediately call the unit where you were a patient.

Valuable items left behind will be held by Security for 180 days. Inquiries may be directed to Security 519-685-8500 ext. 52281.

Business Office

The Business Office can give you information on daily hospital rates and finance inquiries related to patient accounts. The Business Office is open between 8:00 a.m. – 11:00 a.m. and 12:00 p.m. – 3:00 p.m. There is no service between 11:00 a.m. and 12:00 p.m. The Business Office can be contacted at 519-663-3146.

Social Work services

Social Workers provide emotional support, advocacy and information to patients and their families, as they cope with the challenges brought on by illness, hospitalization and treatment. They provide information about the hospital system and supports in your community and for your home. They also can work with you and your family to access services.

Social Workers also assist with:

- Communication with your health-care team.
- Making decisions around your treatment and care planning.
- Planning for your discharge from hospital.

You can ask to meet with a social worker by asking any member of your health-care team or by calling the Social Work Office directly at 519-663-3131.

Prescription Centres

Before you leave LHSC you may take your prescription to one of the following retail pharmacies:

University Hospital Prescription Centre

- Main lobby
Hours: 9:00 a.m. – 5:00 p.m. Monday to Friday (closed holidays and weekends)
Phone: 519-663-3231

Victoria Hospital North Tower Prescription Centre

- First floor, Zone B, Victoria Hospital
Hours: 8:30 a.m. – 6:00 p.m. Monday to Friday (closed holidays and weekends)
Phone: 519-685-8082

Victoria Hospital Prescription Centre

- Second floor adjacent to Zone C elevators
Hours: 9:00 a.m. – 5:00 p.m. Monday to Friday (closed holidays and weekends)
Phone: 519-685-8172

Banking services

Banking/ATM machines are available near the cafeterias at both hospitals, as well as the main lobby at University Hospital, the main lobby of the B Zone at Victoria Hospital, and outside of the E Zone Tim Hortons at Victoria Hospital.

Clinical ethics

During your stay, you may be confronted with a decision to which there is no good or 'right' answer. These decisions are sometimes considered 'ethical decisions' because they require us to think about what values are most important and how we make decisions based on values. Clinical ethicists are trained to assist patients, families, and teams when values-based decision making becomes difficult. If you would like to speak with an ethicist, or request that an ethicist be involved in a difficult decision, you can reach the Ethics Office at 519-685-8500 ext. 75112.

Patient concerns and the Patient Relations Office

If you have concerns which require immediate attention, please speak with a member of your health care team. Be assured that LHSC has a legal and ethical obligation to discuss safety incidents or adverse events that involve patients. LHSC's Patient Relations Specialists are available to assist patients and families with access to and knowledge of their rights and responsibilities. The Patient Relations Specialists will facilitate compliments, complaints and conflicts to a reasonable outcome as a mediator between the patient/family and the health care team.

A Patient Relations Specialist can be contacted by calling 519-685-8500 ext. 58230 or by email at patientrelations@lhsc.on.ca.

Patient registration

At University Hospital, Patient Registration is located right through the main entrance on the right-hand side.

At Victoria Hospital, Patient Registration is located on the second floor of Zone B, above the main entrance. Admitting times are assigned in relation to your procedure.

Hospital rooms

Every effort is made to provide your requested accommodation. If your choice is not available on admission, you will be notified when a suitable bed becomes vacant.

Insured residents of Canada

The cost of a standard ward bed (four-bed room) is covered by the Provincial Health Plan. Private or semi-private accommodation is not covered. With your authorization, the hospital will invoice your supplementary insurance company directly for the private or semi-private room occupied.

If you are placed in a private room for infection control measures, or if a bed in a ward room is not available, you will not be billed for the difference if you have standard coverage. Many supplementary insurances do not cover preferred accommodation for stays related to Workplace Safety and Insurance Board claims.

Uninsured/non-residents of Canada

You will be charged for the hospital's services and specific information related to your financial responsibility is available through the Business Office. Additional registration paperwork is required for inpatient admissions. If possible, contact the Business Office prior to your stay to complete the forms.

Telephone: 519-685-8500 ext. 32996

E-mail: Privacy@lhsc.on.ca

Preparing for your visit

Clinic appointments:

What to bring:

- Health Card
- List of medications you are taking
- Any instructions provided by the physician's office (physician's name, clinic name, room/floor number, what to bring/do in preparation for the visit)
- A friend/family member for support and if you need help getting to and from the hospital
- Money or credit card for parking and other available items, if needed
- A list of questions: you may want to write them down to ensure they all get answered

Inpatient care:

What to bring and what not to bring

What to bring:

- Health Card
- Supplementary insurance information (if you have extra coverage)
- London Health Sciences Centre hospital card (if you have one)
- CareWish (e.g., Advanced Directive for Personal Care, Living Will, Power of Attorney, etc.) document if one is written
- Personal toiletries (e.g., toothbrush, toothpaste, comb, brush, period care products, shaving supplies, facial tissue, soap, shampoo, denture cup, hearing aid batteries, sleepwear and slippers)
- Electric razor (may be used if plugged into appropriate outlet)
- Eyeglasses, and other aids such as walkers, if required
- All medications you are currently taking, or a list of the medications along with your Pharmacy's phone number, including non-prescription medications or over-the-counter medication. This may include herbal products, creams, and tea preparations
- Small amount of money for incidentals (e.g., newspaper, TV rental, snacks)

Bring your personal device to hospital

- You may want to bring your own device (smartphone, tablet, laptop).
- Accessories (headphones, charger, charge cables, etc.) to use during your hospital visit.
- Free internet access is available to all patients through our public Wi-Fi (LHSC Guest). For more information on how to access LHSC's Wi-Fi please go to page 20.

Rogers TV streaming is available for free at <https://www.lhsc.on.ca/patient-entertainment>, or at:



Charging your device

- A USB charging port is available on some of our beds.
- Use your device's charging cable with this portlet to connect your device when it's in the device holder.
- If your bed does not have a charging port, you can use your own wall adapter plug and extension cable.
- Please be mindful about ensuring the cable does not get tangled in your bed or other equipment, and ensure it isn't a tripping hazard.

Using your personal device at LHSC

- Use the original charging cable provided with your device. If the cable is broken or frayed, please do not use it in your room.
- Your device is your responsibility.
- When you're not in your room, please consider securing your device in a drawer, out of sight.
- The hospital is not responsible for lost or damaged devices. London Health Sciences Centre cannot assume responsibility for money, electronics, valuables or clothing kept in your room or on your person.

Medication information

We want to ensure every patient brings a complete and accurate list of medications they use at home or brings all their medications to the hospital. It is important to tell your health care team about all of the medications you are taking, including:

- Prescription medications
- Over-the-counter medications such as acetaminophen and ibuprofen
- Herbal and natural health products
- Alcohol and any other recreational drugs

How to create a medication list

1. Indicate your name, address, phone number, date of birth and allergies.
2. Indicate your family physician, pharmacy name and pharmacy phone number.
3. List all your prescription medications. Include the date you started taking the medication, the name of the medication, the dose, as well as when and how you take the medication.
4. Update your list when changes are made, cross off medications you are no longer taking, and add new medications when they are prescribed. Record the date when changes occurred.

Medications prescribed and approved for use at LHSC will be supplied while in hospital. Before you leave the hospital, make sure you understand why and how to take all new medications you started while in hospital.

Medication tips

- Inform your nurse and physician of any food, medication and environmental allergies, or any other adverse reactions.
- Inform your nurse or physician of any drugs which have recently been stopped, or if you have recently missed a dose of a home medication.
- Inform your nurse or physician of any medications taken at home including eye drops, study drugs, ointment and cream.
- If you receive a list of medications when you are discharged from the hospital, ensure this list is shared with your family physician or Nurse Practitioner, as well as your home pharmacy.

What not to bring:

The hospital is not responsible for lost or damaged devices.

- **Valuables** (e.g. jewelry, credit cards, money) should be left at home. Valuables can be sent home with a family member or a friend. If they are brought to the hospital and cannot be sent home with family or friends, valuables should be deposited in the Business Office for safekeeping. You can pick up your valuables from the Business Office during business hours (information on page 12).
- **Electrical appliances** (in accordance with hospital electrical and fire safety standards). The use of your own electrical appliances, except electric razors, is forbidden within the hospital.
- **Perfumes and other fragrances.** Please do not use any scented products, such as perfume, cologne, aftershave, or richly scented body sprays, lotions, or powders, hair sprays, gels, mousse, hair conditioners or shampoos, or deodorants/anti-perspirants during your stay at LHSC, and ask your visitors to do the same.
- **Non-essential items.** Clutter can present a trip and fall hazard. While we want you to be comfortable throughout your hospital stay, excessive personal items may be sent home with your visitors.

Smoking

In compliance with the Smoke-Free Ontario Act, LHSC is a completely smoke-free facility. This applies to all buildings, grounds, parking lots, and includes smoking in cars. LHSC's smoke-free policy includes cigarettes, e-cigarettes, cigars or pipes containing burning tobacco, or any other substance (such as marijuana) that can be smoked in any other manner. During your hospital stay, smoking cessation support is available from your health care team.

Exemption - Traditional Use of Tobacco by Indigenous Persons

As per the Smoke-Free Ontario Act's Exemption for Traditional Use of Tobacco by Indigenous Persons, LHSC provides a space for Indigenous People to use tobacco for traditional, cultural or spiritual purposes. Please see page 24 for more information regarding the Traditional Use of Tobacco by Indigenous Persons at LHSC.

Your stay at LHSC

Patient safety tips

We encourage you to be involved in your health care and offer the following five tips to guide you:

1. Be actively involved in every decision about your health care. Ask questions and voice concerns at any stage in your care.
2. Tell your health care professional about your health information. This includes prior illnesses and your current health condition.
3. Bring all of your medicines with you when you go to the hospital. This includes prescription and non-prescription medications (over-the-counter medications), vitamins, and herbal remedies.
4. Tell your health care professional if you are allergic to any medications, food or environmental irritants or if you have ever had a bad reaction to medications.
5. Make sure you understand what to do when you go home from the hospital or from your medical appointment.

Patient identification

While you are receiving care at LHSC, you will be asked questions to help us know who you are. Staff are required to do this, even if they know you, to be sure you are receiving the correct care and treatment. This will happen many times over the course of your care because it is essential for your safety.

When you are admitted to hospital or are in for a procedure, you will be given an identification armband which contains important information and must be worn until you leave the hospital. If you lose or damage your armband, please ask your health care provider for a replacement. Check that the information on your armband is correct.

Expect your health care team to check this information before giving you medications or blood transfusions, taking blood samples or other tests, or performing procedures. They will also ask you to tell them your name or birth date. Do not hesitate to tell the person providing your care if you think they have confused you with another person.

At LHSC, we are committed to providing you with safe, high-quality care and confirming your identity is an important part of that promise.

Substitute Decision-Maker

Patients who are very ill and are unable to make treatment decisions will require a close family member or friend to be designated as the Substitute Decision-Maker (SDM), guided by the Health Care Consent Act. The SDM must make decisions based on prior expressed wishes of the patient. If the SDM does not know of a wish applicable in the situation, or it is impossible to follow the wish, the SDM must act in the patient's best interests. Please ask a member of the health care team for more information.

Using your personal device at LHSC

While in hospital at LHSC, the following connectivity and entertainment services are available to patients:

- Free WiFi service to stay connected with family and friends from your own device(s).
- Access to your streaming services via our free WIFI.
- Free Rogers TV streaming to your device while in hospital.
- Patient education and resources.

Please plan to bring your mobile phone, tablet, laptop and accessories to use during your stay. Please note that devices are the responsibility of patients and their care partners. The hospital is not responsible for lost or damaged devices.

If you do not have access to a personal device for the duration of your stay at LHSC, please speak with the staff on your unit about alternatives.

For more information about LHSC's patient entertainment services, please visit our website <https://www.lhsc.on.ca/patient-entertainment> or at:



Wireless internet (WiFi)

LHSC is pleased to offer free wireless (WiFi) service to all patients and visitors.

To access the internet:

- On your device, connect to the 'LHSC Guest' wireless network.
- Open a web browser.
- Tap "Accept" to agree to Terms and Conditions.

Charging your device

A USB charging port is available on some of our beds. Use your device's charging cable with this portlet to connect your device when it is in the device holder. If your bed does not have a charging port, you can use your own wall adapter plug and extension cable. Please be mindful about ensuring the cable does not get tangled in your bed or other equipment, and ensure it is not a tripping hazard. Use the original charging cable provided with your device. If the cable is broken or frayed, please do not use it in your room.

Your device is your responsibility

As a patient, your device is your responsibility. When you are not in your room, please consider securing your device in a drawer, out of sight.

Cell phones, mobile phones, transmitting devices and wireless internet

London Health Sciences Centre permits the use of cellular phones and other wireless devices on hospital property except in prohibited areas.

Signs indicating where cellular phones/wireless devices cannot be used are posted in prohibited areas of the hospital. For the safety of patients using medical devices, cellular phones and other wireless devices require a minimum distance of one meter from any medical devices.

Using a cellular phone or other wireless technology to photograph, videotape or sound record another person on hospital premises without his or her consent is strictly prohibited.

Falls prevention

LHSC is committed to preventing falls and has fall prevention measures in place to ensure the safety of our patients.

People fall for a variety of reasons, including:

- Physical health
- Weakness
- Dizziness
- Medications
- Health changes that may alter thinking

Your health care team will assess your risk for falling and design a care plan based on your needs.

Falls prevention tips

- Use your call bell and do not attempt to get out of bed alone if you feel weak, dizzy, or unsteady on your feet.
- Wear secure, non-slip footwear. Keep footwear laced.

Inform your nurse if you:

- Feel dizzy or faint when you get up.
- Have fallen recently at home.
- Use a cane or walker at home and need one while you are in the hospital.
- Have a fear of walking.

Together with your health care team, it is important that:

- Your call bell is within reach.
- Items such as glasses are within reach.
- Your bed is at the appropriate height.
- The environment is clean and clear of obstacles.
- You receive the assistance you need when walking to the bathroom.

Patient Food Services

Physicians prescribe a variety of diets based on your care needs, ranging from a normal diet to no food by mouth for a designated amount of time.

Patient Food Services will offer a menu based on your prescribed diet.

A form will be placed on your breakfast tray with a selection of food for the next day. If you have dietary concerns, please consult a member of your health care team.

Indigenous Health

Indigenous Health works alongside The Office of Inclusion & Social Accountability, and is committed to advancing the health and wellbeing of Indigenous People and communities with the understanding there is work to do to address the health inequities faced by Indigenous People.

General inquiries: indigenoushealth@lhsc.on.ca or 519-685-8500 ext. 75908

Indigenous Health Team

The Indigenous Health Team provides services to Indigenous patients and families who are seeking services at LHSC. The team is comprised of:

Indigenous Health Navigator

(Victoria Hospital Emergency Department)

The Indigenous Health Navigator (IHN) is available to assist Indigenous community members in accessing services within LHSC's Victoria Hospital Emergency Department. The Navigator addresses care from a holistic approach, weaving in traditional wellness practices with Western medicine. The goal is to implement culturally appropriate support and to complement the inter/multidisciplinary teams' knowledge of Indigenous health services. Please contact

Andrea.Racette@lhsc.on.ca or at 519-685-8500 ext. 55884. Or for general inquiries, contact Indigenoushealth@lhsc.on.ca.

Youth Wellness Consultant

The Youth Indigenous Wellness Consultant works with youth in a supportive role surrounding mental wellness throughout all areas of Children's Hospital ages 0-18. The consultant bridges Traditional Ways of Knowing and Western approaches to healing. The role also supports advocacy, self-determination, connection to the healing space and community resources supporting mental health. Contact Nicole Yawney at: Nicole.Yawney@lhsc.on.ca (519-685-8500 ext. 52242)

Healing Services Manager

The Indigenous Healing Services Advisor is the organizer of the Healing Space located onsite at Victoria Hospital in Building E1 room 005. This space provides culturally safe and sensitive care for all Indigenous community members accessing services. This space provides culturally safe and sensitive care within the walls of LHSC for all urban and rural Indigenous community members accessing services.

- **Ceremony**

The Kenkwite'ne Healing Space can be used for traditional ceremony, circle, end of life care, community members and families, the Indigenous health team and circle of care medical team.

- **Community**

The Healing Services Manager assists and works closely together with the Indigenous Health team members to link community and supports for Indigenous peoples accessing care within LHSC.

Contact Dylan White at: Dylan.White@lhsc.on.ca (519-685-8500 ext. 77544)

Indigenous Patient Navigators

The Navigators provide support and advocacy for First Nations, Inuit, Métis and urban Indigenous patients and families by: facilitating and coordinating access to cancer and health related services, addressing cultural and spiritual needs, networking with Indigenous and non-Indigenous partners to make the journey a culturally safe and responsive experience.

Under the direction of the Indigenous Cancer Control Unit at Ontario Health and the South West Regional Cancer Program, the Navigator works across Southwestern Ontario.

Contact Rachel Sutherland (Cancer Care) at: Rachel.Sutherland@lhsc.on.ca (519-685-8500 ext. 54043)

The Indigenous Renal Navigator provides prevention and screening support to the Kidney Care Centre at Westmount Mall. For more information, please contact Heather.Talbot@lhsc.on.ca or ext. 75939.

Indigenous Patient Navigator Kiona Antone (Greene) provides assistance to First Nations, Inuit, Metis, Urban Indigenous patients who need help to find their way

through the complex hospital system. She also works with health care providers as a member of the care team. For more information please contact kgreene@soahac.on.ca.

Traditional Use of Tobacco

As per the Smoke-Free Ontario Act's Exemption for Traditional Use of Tobacco by Indigenous Persons, LHSC provides a space for Indigenous people to use tobacco for traditional, cultural or spiritual purposes.

Please contact the Indigenous Healing Services Advisor about your need for space to practice traditional use of tobacco at 519-685-8500 extension 77544 or at Dylan.White@lhsc.on.ca.

There are Sanctuary spaces available 24/7 at University Hospital and Victoria Hospital. Each offers a secluded and peaceful wheelchair accessible safe space available for the use of tobacco for traditional, cultural, or spiritual practice when the Indigenous Healing Space is not available at Victoria Hospital or as needed at University Hospital. For individual smudging needs, or to schedule a ceremony when the Indigenous Health Team is not available, please have Switchboard contact Spiritual Care. A Traditional Knowledge Keeper will be contacted to provide support, when available.

Please note: A scheduled ceremony does not reserve either sanctuary space for exclusive use. All users are expected to share the space with and respect the needs of others.

- University Hospital Sanctuary - Located on the first floor, just off of the main lobby, beside the main elevators, room A1-502.
- Victoria Hospital Sanctuary – Located on the third floor, between the C Zone elevators and the cafeteria, Faye's Café, room C3-402.

Spiritual Care

LHSC recognizes spiritual and religious need as a significant element in the holistic care of patients and families. Our Spiritual Care Practitioners are members of the health care team and are certified by the Canadian Association for Spiritual Care and offer spiritual caring through active listening, needs assessment, supportive presence, compassionate care and advocacy.

Urgent referrals for Spiritual Care

Urgent Spiritual Care referrals can be facilitated 24 hours a day, seven days a week. Ask a member of your health-care team, or call Switchboard at 519-685-8500.

Sacred spaces/ Sanctuaries

University Hospital and Victoria Hospital each offer a secluded and peaceful wheelchair accessible Sanctuary area. This sacred space is available anytime for prayer, meditation and quiet reflection.

- University Hospital Sanctuary – Located on the first floor, just off of the main lobby, beside the main elevators in room A1-502.
- Victoria Hospital Sanctuary – Located on the third floor, between the C Zone elevators and the cafeteria, Faye's Café, room C3-402.

The scheduling of patient-related events is allowed, however neither Sanctuary can be reserved for exclusive usage and all users agree to share the space with other persons.

Our office can be reached during office hours at 519-685-8418, or SpiritualCare@lhsc.on.ca. For urgent needs after-hours, please contact Switchboard at 519-685-8500 and have them page Spiritual Care.

Please note that Sacred Readings, provided by local faith groups, are available in the Sanctuaries.

Research at LHSC

LHSC is a research-based facility committed to furthering scientific knowledge to advance health care around the world. The research institute of LHSC is Lawson Health Research Institute. Patients who participate in health research make medical progress a reality. Their important contributions play a crucial role in the development of new treatments and improvements to care. During your visit to LHSC, you may be invited by your treating physician and/or research staff to consider participation in a research study.

What you should know:

- Research studies conducted in London hospitals must be reviewed and approved by Lawson Health Research Institute and a qualified Research Ethics Board.
- Be sure to thoroughly read the Letter of Information about the research study.
- Take your time and ask as many questions as you need to before you decide to participate.
- Participation in a research study is always completely voluntary. If you do not wish to participate, your care will not be affected by your decision.

If you have further questions or concerns about a research study, please contact Lawson's Quality Assurance and Education Team at 519-667-2377.

For more information about Lawson and clinical research, please visit <https://www.lawsonresearch.ca/clinical-research> or at:



Infection Prevention and Control: For patients, families and visitors

Hand hygiene

Most germs in hospitals can be spread by unclean hands. Once an infection starts, it can spread to you, your family, and to other patients. An infection could prolong your hospital stay.

Everyone should clean their hands:

- Before and after touching their face.
- After using the bathroom.
- Before and after eating.
- After coughing or sneezing.
- When hands are visibly soiled.

You should also clean your hands before you leave your room and when you return. Families and visitors have a critical role in preventing infections and are asked to follow these guidelines to reduce the spread of germs.

What are the choices for cleaning hands?

Alcohol-based hand sanitizers are available throughout the hospital. After cleaning, make sure your hands are dry before you touch anything. This is very important when you use hand sanitizer. If your hands are visibly soiled, you will need to use soap and water. Cleaning your hands takes 15 seconds. Make sure you cover all surfaces. If you are using soap and water, don't forget to use a paper towel to turn off the taps

Visitor information

For families and friends:

Visiting guidelines

For the most up-to-date visitor guidelines, visit our website <https://www.lhsc.on.ca/patients-visitors/visiting-guidelines> or at:



Visiting is based on the condition, care needs, and expressed wishes of each patient in the unit. For this reason, visiting times may vary between patients and from one day to the next. We ask patients or visitors to check with unit staff about optimal visiting times. Also, visiting may be interrupted to provide appropriate patient care. Visiting will be restricted to protect the privacy rights of other patients or to maintain safety. Please speak with your care provider if visiting guidelines do not meet your needs.

Infection control tips for visitors

- Wash your hands before entering a patient's room, and when leaving the room and at the end of your visit.
- Visitors should not sit or put their feet on hospital beds or chairs that are covered with sheets or blankets.
- Visitors should not use patient washrooms.
- If you are feeling unwell, your visit should be postponed.

Animal visitation policy

Family pet visits are not permitted for the health and safety of other patients, visitors, and staff. This policy does not apply to service animals.

Requests for pet visits may be considered on compassionate grounds. In this instance, a pet may be brought into the hospital with the approval of the manager of the patient care unit. There are a number of steps to approve such a visit, including the pet's proof of vaccination and completing a pet waiver

and release form. If you wish to bring the pet of a patient to the hospital for a compassionate visit, please speak with a member of the health care team to start the conversation.

LHSC recognizes the benefit of therapy dog visits for certain patients and has partnered with St. John's Ambulance to provide a therapy dog program in several units at the hospital. Speak with a member of the health care team to see if there is a therapy dog visit coming up.

Retail food services

Some food service locations, times and availability may change. Please visit our website for the most up-to-date information <https://www.lhsc.on.ca/patients-visitors/retail-food-services> or at:



There are reloadable dining cards or e-cards available for patients and can be used across all food stations and brands within Victoria and University Hospital. You can buy your card in person at any food service location at both campuses or online:

All you need to know:

- You can use your card like cash.
- The card is non-refundable.
- It's available on Apple Wallet, Google Pay, or mobile applications.
- The card or e-card can be loaded with any denomination starting at \$20.
- Cards do not expire. However, cards are deactivated after one (1) year of non-use. There is an email on the back of the card to reactivate.
- You can view your balance and spending online.
- Register cards are secure.
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- For more information, and for terms and conditions, visit: www.Zipthru-card.ca

University Hospital
Cafeteria - Third floor, Zone C

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11:00 a.m. - 2:00 p.m. (lunch)

3:00 – 6:00 p.m. (dinner)

Closed weekends

Subway

Monday – Friday

11:00 a.m. - 7:00 p.m.

Saturday and Sunday

11:00 a.m. - 6:00 p.m.

Pizza Pizza

Monday – Friday

11:00 a.m. - 2:00 p.m.

Create (pop-up station offering weekly specials such as stir-fry, pasta bar, burritos, etc.)

Monday – Friday

11:00 a.m. - 2:00 p.m.

Victoria Hospital

Faye's Cafeteria - Third floor, Zone D

Tim Hortons

24 hours/7 days a week

On the Go

24 hours/7 days a week

The Grill

Monday – Friday

Breakfast

7:30 – 10:30 a.m.

Lunch – Dinner

11:00 a.m. - 7:00 p.m.

Saturday, Sunday, Holidays

8:00 – 10:30 a.m.

11:00 a.m. - 7:00 p.m.

Salad Bar

Monday – Friday opens at 11:00 a.m.
Only open for lunch.

Subway

Sunday – Friday
11:00 a.m. - 7:00 p.m.

Pizza Pizza

Monday – Friday
11:00 a.m. - 2:00 p.m.

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Second floor, Zone B
6:30 a.m. - 5:00 p.m.

Tim Hortons

Second floor, Zone E
Coffee and bakery items only.
7:00 a.m. – 1:00 p.m.

Tim Hortons

Lower lobby, main floor, Zone A
Monday - Friday 7:30 a.m. – 3:00 p.m.

Vending machines are also available at several locations.

Gift shops

The LHSC Auxiliary operates five gift shops at University and Victoria hospitals. All profits from these shops are donated back to London Health Sciences Foundation to support hospital initiatives. Hours of operation vary with each site. For the most up-to-date information regarding hours of operation, please visit our website <https://www.lhsc.on.ca/patients-visitors/gift-shops> or at:



University Hospital
Main lobby, first floor

Victoria Hospital
Victoria's Place - Zone B, first floor
Garden Shoppe - Zone D, third floor

Boutique - Zone D, third floor
Tower Shop - Zone E, first floor

Latex balloons

Latex balloons are forbidden at LHSC due to the increasing number of latex allergies in the hospital.

Flowers

Please see the most up-to-date flower policy on our website <https://www.lhsc.on.ca/patients-visitors/flowers> or at:



Please note:

Poinsettias are not permitted within LHSC. Poinsettias contain a compound which is similar to that found in rubber latex, and can cause a severe allergic reaction either through touch or inhalation.

E-cards

E-cards are a free service offered by LHSC, enabling family and friends to send a personalized message to patients. To send an e-card go to the LHSC website at www.lhsc.on.ca and look for the e-card link. Volunteer Services will colour print the e-card and volunteers will deliver it to the bedside. Greetings will be delivered Monday through Friday, between 9:00 a.m. and 3:00 p.m., holidays excluded.

Patient and Family Advisory Councils

At LHSC, patients and families are at the heart of everything we do. It is our commitment to work together to continuously improve care experiences. We are actively recruiting patient and family advisors to be part of making the patient experience at the hospital the best it can be.

Who can be an advisor?

An advisor is a person with recent experience at LHSC either as a patient or a family member in the past three years, who wants to improve care experiences.

What does a patient or family advisor do?

There are many ways to be involved and make a difference. Some patient and family advisors partner with staff and physicians on advisory councils or on project committees. Others participate in a focus group discussion or share their experience in a short video or in person. There is a place and a need for every voice.

If you are interested in becoming a patient or family advisor at LHSC, please contact the Patient Experience Office at 519-685-8500 ext. 75457 or patientexperience@lhsc.on.ca

Volunteering at LHSC

LHSC's volunteers are present in more than 100 areas of the hospital, enhancing the experience of our patients, families and visitors. Many of our volunteers joined our volunteer team after receiving care from LHSC, either as a patient or a family member. If you are interested in learning more about volunteering at LHSC, please visit our website <https://www.lhsc.on.ca/volunteer-services/welcome-to-volunteer-services> or at:



or call Volunteer Services:
University Hospital: 519-663-3134
Victoria Hospital: 519-685-8112

Discharge

Discharge planning

At the earliest opportunity, you and your health care team will begin planning for your discharge. Most patients return home when they are discharged.

- Please inform your health care team of any special needs you have as you return home (e.g. new care needs, home oxygen, application for travel grant, restarting prior services, etc.).
- Any prescriptions and follow-up appointments will be given to you on the day of your discharge.

If you require more care, your health care team will work together with you and community partners to plan an appropriate discharge. This will ensure that your health care needs can be met when you leave the hospital.

If you require long-term or continuous care after your discharge from the hospital, members of your health care team can discuss your options.

All Ontario hospitals must promptly discharge patients who no longer require their care. When the patient is deemed ready for discharge, the patient is required to leave. This ensures that medical services and beds are available for those in greatest need of acute care.

The Ministry of Health and Long-Term Care has specified that when a discharged patient refuses to leave a hospital, the hospital stay becomes uninsured. The hospital will then charge the patient a per diem rate.

Time of discharge

Every effort is made to accurately predict the day and time of discharge; however, you should be prepared for your discharge to occur earlier or later than planned. Your health care team will keep you up-to-date on any changes to your discharge time.

Transportation

It is the responsibility of you and your family to make transportation arrangements home on the date and time of discharge. If you are unable to get a ride, you will need to make and pay for alternative arrangements (e.g., taxi, stretcher vehicle). Please ask the nursing staff for the Ambulance & Non-Ambulance Medical Transports brochure to review options for transportation. You will have to pay for the transportation.

Charges for take-home items

Supplies and devices not covered by OHIP, such as canes, crutches, neck collars, embolism stockings, dressings, surgical supplies etc. that are taken home with you should be paid for at the Business Office before you leave.

If payment is not made within 15 days, an invoice will be sent and a \$10 minimum amount billed.

If you have any questions, please call the Business Office at 519-663-3146.

Long-Term Care Co-Pay

Patient Information: Long-Term Care Co-Pay Notice

Working together with partners across the system, LHSC will be following the More Beds, Better Care Act, 2022 (the “Act”, formerly Bill 7) legislation. The Act is aimed at facilitating the admission of eligible patients, who are clinically determined as needing an Alternate Level of Care (ALC), into a long-term care home, while they wait for placement in a preferred home.

As we move forward with this required implementation, we are grounded in a ‘home-first’ philosophy, ensuring that, whenever possible, patients arriving in hospital are supported in returning to their home. However, where that is not possible and long-term care is determined to be the appropriate setting, we are committed to ensuring our patients are compassionately and respectfully supported through their transition to long-term care.

The goal of a transition to long-term care is to ensure a patient’s health and personal care needs can be met and their independence, safety and quality of life enhanced.

Long-Term Care Process for Patients

When long-term care is identified as the most appropriate care location, a Home Care Placement Coordinator will work with each patient to select long-term care homes and complete the application process.

Long-term care applications will need to include at least one long-term care home with a waiting time of 90-days or less. The Home Care Placement Coordinator completing the application process with you will be able to provide more details.

Patients Waiting for Long-Term Care Hospital Fees

Hospitals are required under the Health Insurance Act to charge the daily chronic care co-payment to patients waiting for long-term care in hospital. The daily rate is up to \$63.73.

Patient Hospital Fees (as of November 20, 2022)

Effective November 20, 2022, LHSC will be required under the Public Hospitals Act regulations to charge a standardized daily fee of \$400 to patients who no longer require hospital care, but who remain in hospital after being discharged, including ALC patients who have been authorized for admission to a long-term care home.

Notes:

Members of the health-care team

Emergency contacts

Medications

Planned procedures and tests

Follow up appointments

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