

Patient Guide



SEVEN OAKS
General Hospital



Winnipeg Regional
Health Authority
Caring for Health

Office régional de la
santé de Winnipeg
À l'écoute de notre santé

Table of Contents

Steps to Ensuring Safer Healthcare	1
About Seven Oaks Hospital	2

Your Hospital Stay

Your Health Care Team	3
Suggested Items to Have with You	4
Calling the Nurse	5
If you have a Concern	5
White Boards	5
A Change in a Patient's Condition	6
Medications	6
Consent	6
Food & Nutrition Services	7
Patient Rooms	8
Transfers to Another Hospital	8
Personal Health Information	8
Visiting Hours	9
Advance Care Directives	9
Television & Telephone Services	9

Safety & Security

Helping to Prevent Infection	10
Patient Identification Bracelets	11
Staff Identification Badges	11
Respectful Environment	11
Emergency Drills	11
Smoke Free	12
Fragrance Free	12
Alcohol & Drugs	12

Services

Spiritual Care Services	13
Aboriginal Health Services	13
Healthcare Interpreter Services	13
Dining	14
Mail Services	14
Hairdresser Services	14
Pharmacy and Gift Shop	14
ATM	14
Wireless Internet (WiFi)	15
Parking	15
Health & Wellness	15

Preparing to Leave

Discharge Planning	16
Ambulance/Transportation Services	18
Your Account	18
Tell Us About Your Stay	18
Telephone Directory	19

Opportunities to Give

Volunteer to Make a Difference	20
Seven Oaks Hospital Foundation	20

Steps To Ensuring Safer Health Care

Patients are an important member of the health care team. You can help make your health care experience safer by being actively involved. Informed patients make better decisions about what is best for them. What can you do?

- Speak up if you have questions or concerns, and if you don't understand, ask again. It is your body and you have a right to know.
- Pay attention to the care you are receiving. Make sure you are getting the right treatments and medications by the right health care professionals. Don't assume anything.
- Educate yourself about your diagnosis, the medical tests you are undergoing and your treatment plans.
- Ask a trusted family members or friend to be your advocate.
- Know what medication you take and why you take them. Medication errors are the most common healthcare mistakes.
- Participate in all decisions about your treatment. You are the centre of the heathcare team.

Welcome to Seven Oaks General Hospital. Our staff is dedicated to providing safe and excellent clinical care and making your visit as comfortable as possible. This guide introduces you to Seven Oaks Hospital and gives you an idea of what to expect during your stay. Please don't hesitate to ask any member of your healthcare team if there is something you don't understand or would just like to know more about.

About our Hospital

At Seven Oaks Hospital, we are committed to delivering high quality patient care. Seven Oaks is a community hospital providing comprehensive medical, surgical, emergency, mental health and rehab-geriatric services.

Seven Oaks vision is to lead and innovate in providing patient-centred healthcare and our values are:

- Patient-Centred
- Excellence
- Innovation
- Teamwork
- Trust and Fairness
- Continuous Learning
- Financial Responsibility

We seek to demonstrate these values through our work with our patients, family, partners, the community and the team we work with. By doing so, we aim to provide healthcare and wellness services that meet the needs and expectations of our community.

Your Hospital Stay



Your Health Care Team

Seven Oaks Hospital uses a team approach to healthcare delivery and many caring people work as part of that team. The interdisciplinary team may include physicians, specialists, nurses, pharmacists, therapists, technologists, healthcare aides, porters, and other professionals. The team works with you to provide the best possible health care by sharing expertise, information, and treatment planning. Each patient care unit has a Patient Care Team Manager who coordinates care, supervises the unit, and ensures that you receive the best standard of care.

Suggested Items To Have With You

If you do not have the following items with you, please arrange to have them delivered:

- Manitoba Health Card
- Proof of additional insurance coverage, such as Blue Cross for enhanced hospital accommodations
- Workers Compensation Board (WCB) claim number (if you have one)
- Social Insurance Number
- Personal documents such as Care Directives and Public Trustee
- Calling card for long distance calls
- List of prescription medications that you are taking

Additional Personal Items:

- Slippers, pajamas and robe
- Toiletries (toothbrush, toothpaste, shaver, brush, shampoo, etc)
- Sanitary items
- Medical devices, such as dentures and hearing aids

Please leave all of your valuables at home. The hospital is not responsible for lost, stolen or damaged items. We recommend that you send any valuable items home with a friend or family member.

Please have items such as dentures, eye glasses and hearing aids in a suitable case with your name on it. Items like these, when wrapped in tissue can be easily mistaken for garbage and get lost.

Please note that small electronics for personal use must be battery powered as electrical outlets are for hospital equipment only. These devices must be equipped with ear phones so that other patients are not disturbed.



Calling The Nurse

To call your nurse, use the call button located in your room. Call buttons are located at your bedside. There is also a pull cord in the bathroom. When you pull the cord, the nursing station is alerted that you need help. A staff member will respond to your signal as soon as possible.

If You Have A Concern

Please let your care provider know if you have any questions or concerns about your care and/or treatment. If you have a complaint, we want to resolve it as soon as possible. If you have voiced a concern to your care provider and feel it has not been resolved, please contact the Patient Care Team Manager whose card is attached on the inside pocket of the patient admission package. You can also contact our Patient Relations Coordinator at 204-632-3160.

Whiteboards - We Will Keep You Informed About Your Care

You will notice a white board at your bedside. Whiteboards have been used in hospitals across Canada to help improve communication with our patients and families. White boards help to keep you and your family updated on the goals for your care and your expected date for discharge. If at anytime you have concerns about any of the information on the whiteboard please inform your nurse immediately.

A Change In The Patient's Condition

While in the hospital, professional caregivers are available around the clock. We know that family, and even friends, are often able to see small changes in the patient's condition. These changes – such as a change in breathing or unusual confusion or thinking problems-may be an important sign that something is wrong, or that his or her condition is about to become more serious. Please be sure to talk to the nurse if you feel something is not right.

Medications

You should make a list of medications you are currently taking and give it to your nurse or physician. Your physician will review your medications and supply equivalents if needed. Patients are encouraged to discuss questions about medications with your nurse or physician.

Consent

You may be asked for consent before you have tests or procedures. Before you make a decision, it is important that you feel everything has been explained to your satisfaction. If you are unsure or do not understand something, please make sure to ask for an explanation.

Whiteboards will be used to share important information with you and your family regarding the goals of care. If you have any issues with the use of the whiteboard in sharing this information you are to notify the nurse immediately, otherwise the whiteboards will be updated daily.

If you have documented your wishes about the health care you may receive at the moment or in the future in an advance directive such as a representative agreement, a living will, or a similar document, bring this to the attention of your family and health care providers.



Food And Nutrition Services

Patient meals are prepared at a regional centre and delivered to Seven Oaks General Hospital three times per day.

Therapeutic diets based on diet orders from your doctor are available. If you have food allergies or follow a special diet, let your nurse know as soon as you arrive.

A variety of special cultural and religious diets can also be accommodated.

You may request to speak with a clinical dietitian to discuss your individual diet needs and preferences.

Please speak with your nurse or dietitian before eating any food or snacks brought in by visitors.

Patient meals are delivered:

Breakfast: 8:00 am - 9:00 am

Lunch: 11:30 am - 12:30 pm

Dinner: 4:30 pm - 5:30 pm

Nourishing snacks are also delivered three times per day.

Patient Rooms

Your room is assigned based on the type of medical care you need and the appropriate nursing unit to provide that care. Semi-private and private rooms are used first for a variety of reasons such as: infection control/isolation purposes. Semi-private and private rooms are limited in the hospital so we are not always able to accommodate private insurance requests for private and semi-private rooms.

It is often necessary, for a variety of reasons (infection control, patient acuity) to move patients to a different room or unit. You will be notified of this prior to the move. You can be assured that regardless of the room or unit you are in you will receive the care you need during your admission.

Transfers To Another Hospital

At times you may need to be transferred to another hospital for special tests or procedures, or to accommodate your recovery needs. Arrangements for these transfers will be made by your health care team. The team will keep you fully informed about the reasons for such as transfer.

Personal Health Information

Under the Personal Health Information Act the personal information we collect about you including your health and health history is confidential.

You have a right to examine the information we collect and to request a copy. You have a right to request your personal information be corrected and the right to give permission for your information to be shared with others.

Visiting Hours

Family and friends are an important part of your recovery. We encourage and welcome visitors and the support they bring. **General visiting hours are from 11:00 am to 8:30 pm.** Families and friends are encouraged to visit at appropriate times whenever possible.

In circumstances where a visitor needs to remain with the patient past visiting hours, arrangements may be made through the patient's nurse.

For the comfort and privacy of other patients please observe a limit of two visitors per patient in the room. Children are welcome but must be accompanied by an adult visitor.

Advance Care Directives

While in the hospital your health care team will discuss your Advanced Care Plan (ACP). This document allows you to state your preferences for medical treatment, as well as to legally designate someone to make healthcare decisions if you are unable to do so or if you choose to have someone else make health care decisions. If you already have an ACP, please discuss it with your doctor or nurse and arrange to have a copy placed in your medical record. If you would like more information or would like to complete an ACP, please speak with your nurse or doctor.

Television And Telephone Services

Bedside TV service is available at daily or monthly rates. **Please call 204-632-3182 to arrange your personal TV.**

Patient phones are provided at no charge for local calls. Dial 7 to get an outside line. Long distance calls cannot be charged to your room.



SAFETY & SECURITY

Helping To Prevent Infection

When you are admitted to hospital or other places of care, you are exchanging the familiar surroundings of home to share a unit with other people. You may be more vulnerable to infection because of your illness, medication or surgery.

You and your visitors can help prevent the spread of infection by:

- Always washing and drying your hands after visiting the washroom
- Using hand sanitizer provided before and after eating and taking medications
- Not touching wounds or any devices (i.e. drip catheters) inserted in your body
- Keeping the space around you tidy so staff can clean
- Asking your visitors to clean their hands when entering or leaving the unit
- Everyone should remember to cover our coughs by using the crook of the elbow. And visitors should stay away if they are ill.

Patient Identification Bracelets

Your patient ID bracelet states your name, date of birth, age, gender, attending physician's name, admission date, room and bed number and Manitoba Health number. Please keep your bracelet on at all times while you are a patient in the hospital.

You may also wear a colour-coded wristband. A red wristband indicates an allergy.

Staff Identification Badges

At Seven Oaks Hospital, all staff members are required to wear standardized hospital identification badges, which include the logo and the staff members name, photograph and title. Caregivers at Seven Oaks Hospital will introduce themselves prior to providing a service to patients. If a particular staff member is new or unfamiliar, please ask who they are.

Respectful Environment

Seven Oaks Hospital endeavours to provide a safe and secure environment for all staff, patients, families and visitors. Abusive, aggressive or violent behavior will not be tolerated. Security staff may be notified and asked to assist with any inappropriate behavior.

Emergency Drills

For everyone's protection, Seven Oaks Hospital frequently conducts fire and/or disaster drills. If a drill occurs, please remain in the room and do not become alarmed. The door to the room will be closed during the drill as part of our procedure. Fire protection systems are in place throughout the hospital and staff are trained in fire protection procedures.



Smoke Free

Smoking is not permitted in Seven Oaks Hospital or anywhere on the hospital grounds. Smokers can be fined under the City of Winnipeg Outdoor Smoking By-law if found smoking on hospital property. Patients who smoke should tell their health care team so they can identify nicotine replacement therapy (patch, gum, etc.) options.

Fragrance Free

Please do not wear perfume, cologne or aftershave while you are a patient in a WRHA facility. If you can, remind visitors before they come to see you to refrain from wearing these products with strong scents. Some people are highly allergic to fragrance ingredients, and can suffer severe reactions.

Alcohol & Drugs

Possession and consumption of alcohol and non-prescribed drugs is prohibited on hospital grounds.

SERVICES

Spiritual Care Services

We recognize the importance of spiritual care in providing holistic care for our patients. Spiritual Care Services are available 24 hours a day, seven days a week to meet with patients and family members. Spiritual Care Services include spiritual, religious, sacramental and emotional care. Ask your nurse if you would like this service.

The Chapel, located on the main level by the public elevator, is open daily for quiet reflection and meditation. The Chapel is available for all faiths and religions. Worship Services are held regularly. Look for posted times in the main elevators and outside the Chapel.

Aboriginal Health Services

Aboriginal Health Services are available on site at the hospital. To access these services please call the central intake line at 204-926-7151 or ask your unit nurse to speak to an on-site representative.

Healthcare Interpreter Service

Free and confidential interpreter services are available for patients and families who have difficulty understanding medical or other information in English. If you or your family would like to utilize this service, please inform the nursing staff when you are admitted so an appointment can be arranged.

DINING

Urban Forest Café featuring Tim Horton's

Located on the main level in the Atrium

7:00 am to 7:00 weekdays and 8:00 am to 4:00 pm weekends

Storm Café: Level 2 at Wellness Institute

Located at the West end of hospital

7:00 am to 7:00 pm Monday to Friday

8:00 am to 1:00 pm weekends and some holidays

Mail Services

Volunteers deliver mail directly to patient rooms. Family and friends can also send a "Well Wish" (email) to a patient through our hospital website (www.sogh.ca) The "Well Wish" will be delivered to the patient by a volunteer.

Hairdresser Services

A licensed hair stylist is available twice weekly. A variety of services are available (with the exception of perms and colors). Appointments are made through the [Volunteer Services Office](#) 204-632-3179.

Pharmacy And Gift Shop

Taché Pharmacy is located in the main entrance atrium next to the medical clinic. The Gift Shop is co-located with the pharmacy for your convenience. Volunteers are available to assist with gift item purchases and proceeds from the Gift Shop go toward hospital priorities.

ATM

An Automated Teller Machine (ATM) is located on the main floor near the public elevators.

Wireless Internet (Wi-Fi)

Patients and visitors are able to take advantage of free wireless internet in the atrium and food services area on the main level of the hospital and in the trackside seating area at Wellness Institute. No password is required to log-on.

Parking

Public parking is available in the Visitor Parking Lots in front of the hospital. Payment for hourly and daily parking is made at the parking machines in the front entrance.

Weekly and monthly passes are available at the Information Desk located at the main entrance.

Health And Wellness

After your discharge, the Wellness Institute at Seven Oaks Hospital provides many programs and services to help you with your recovery. Programs include cardiac rehabilitation, pulmonary rehabilitation, weight management, diabetes management and the Get Better Together (a self management program for any chronic condition).

Call 204-632-3900 or go to www.wellnessinstitute.ca for more information and a listing of programs and education classes that will help you back to health, manage a chronic condition or for support for a healthy lifestyle change.



Preparing to Leave

Discharge Planning

Discharge is a process that starts on admission and ends when you leave the hospital for home or other more appropriate residence, based on your needs.

Discharge does not always mean that you are fully recovered. It means your condition no longer requires acute care in a hospital. Discharge planning ensures that your transition to another level of care at home or another facility is optimized.

Your health care team will work with you and your family on your discharge plan. **Discharge time is 10:00 a.m.** Please remember that discharge time will not be delayed if you haven't arranged to have someone drive or accompany you home. With this in mind, please plan ahead to have a pick up ready for your discharge day.

When you are discharged, your doctor and nurse will give you instructions about post-hospital care. Before you leave make sure you understand all discharge instructions including information about medications and any follow up appointments or care you will need.



Discharge Checklist:

Before you leave the hospital please consider the following:

- Who will be taking you home at the time of discharge?
- Who will be assisting you at home?
- Have arrangements been made for equipment at home?
- If you are not going directly home, what is the plan?
- Review written instructions from your doctor or nurse and be sure to ask any questions you may have about medications, activities and diet after discharge.
- Make sure you have scheduled any follow-up appointments, treatments or care you may need.
- Talk to your nurse if you need help making arrangements to have your prescription filled by a pharmacy of your choice.
- Arrange for someone to pick up your prescriptions so they are ready when you get home.
- Pack everything you brought with you, including any medications you were given to take home.

Ambulance/Transportation Services

Many patients require transportation services upon their discharge. All fees associated with transportation services such as handi-transit are the responsibility of the patient and family. Please speak to your nurse if you require assistance with making these arrangements.

Your Account

If you had a private room or used special supplies or procedure during your stay, please pay your account before you leave the hospital.

In addition to being covered by Manitoba Health, some patients have extended health insurance plans, which may cover the cost of supplies such as crutches, canes, splints and some casts. Please ask a member of our health care team if you have any questions.

Tell Us About Your Stay

In your admission package there is a survey asking you to evaluate your visit. Please take the time to complete the survey and return it. Your feedback is very important to us and helps us to continually improve our services.

Telephone Directory

Calling a Department WITHIN the hospital? Dial the last four digits.

Main Hospital Number	204-632-7133
Aboriginal Health Services (Regional intake line)	1-877-940-8880
Billing/Patient Accounts	204-632-3322
Diagnostic Imaging Scheduling	204-632-3238
Foundation/Donations	204 632-3552
Gift Shop	204-632-3595
Hair Dresser Services	204-632-3445
Health Records	204-632-3283
Health Care Interpreter	204- 632-3441
Information	204-632-3224
Lost and Found	204-632-3365
Parking	204-632-3365
Patient Relations	204-632-3160
Physical Therapy	
In-patient	204-632-3153
Out-patient	204-632-3153
Security	204-632-3365
Spiritual Care	204-632-3431
Television Rental	204-632-3182
Volunteer Services	204-632-3179
Wellness Institute	204- 632-3900

Seven Oaks General Hospital

2300 McPhillips Street, Winnipeg, MB R2V 3M3

Tel: 204-632-7133

www.sogh.ca

OPPORTUNITIES TO GIVE

Volunteer To Make A Difference

Have you ever thought of becoming a hospital volunteer? We offer a variety of opportunities for men and women of all ages, abilities and backgrounds. You may find it a rewarding and satisfying opportunity to serve the community and make new friends. We are proud to have some volunteers who have been serving this hospital for several decades. To learn more about becoming a hospital volunteer, contact Volunteer Services at (204) 632-3179 or online at www.sogh.ca.

Seven Oaks Hospital Foundation

Donations to benefit the hospital are coordinated through Seven Oaks Hospital Foundation. For more information on making a tax-deductible gift to support Seven Oaks Hospital, please contact the Foundation at (204) 632-3552 or visit the Foundation office on the main level. Learn about how these funds are put to work in our hospital at www.sogh.ca/foundation.

Gift of Gratitude

Patients and families who want to recognize the exceptional care of a staff member or their healthcare team can do so through the Gift of Gratitude Program. Use one of the drop boxes outside the patient lounges; contact the Foundation 204-632-3552 or email SOGH_Foundation@sogh.mb.ca.

Yes, I want to support the Seven Oaks General Hospital Foundation

Raising funds for high quality health care.

Donor Information

Mr. Mrs. Ms. Mr. & Mrs.

First Name: _____ Last Name: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Telephone: _____ E-mail: _____

I would like to make a gift of:

\$25 \$50 \$100 \$250 Other: \$ _____ Please specify

Payment Information

Cash Money Order Cheque

Please make cheques payable to Seven Oaks General Hospital Foundation

Credit Card: Visa M/C

Card #: _____ Expiry Date: _____

Signature: _____

We are happy to issue a receipt for the value of your gift.

Contact Information

Seven Oaks General Hospital Foundation
2300 McPhillips Street, Winnipeg, MB R2V 3M3
Tel: 204-632-3552 Fax: 204-697-2106
www.sogh.ca