

Richmond Hospital

Patient & Family Handbook



Richmond Hospital
7000 Westminster Highway
Richmond BC V6X 1A2
Tel. 604-278-9711

Welcome

Welcome to Richmond Hospital (RH).
We hope this booklet helps you and your family
feel more comfortable while you are with us.
This booklet answers some frequently asked
questions about RH. Please don't hesitate
to ask any of the RH staff for help.

Information about where you will be staying:

Unit: _____
(Name)

Location: _____
(Floor)

Telephone: _____

Your Health Care Team

	Name	Telephone
Team Leader		
Doctor		
Specialist(s)		
Social Worker (SW)		
Physiotherapist (PT)		
Occupational Therapist (OT)		
Clinical Nutritionist		
Other(s)		

Table of Contents

Our Mission and Vision1

Sites

On Arrival.....2

Finding your way around

Your Admission Checklist...

What to bring

What not to bring

Valuables

During Your Stay4

What About...

Getting here

Your room

Television Rentals

Telephones

Your meals

Visitor information9

Visiting hours

Visitor accommodation

Visiting restrictions

Security

Safety

Infection control

Calls from family and friends

Smoking

Special Services.....15

Cafeterias

Interpreters

Medical Interpreting Services

Gift Shop

Spiritual care

Banking

Volunteers

Problem Solving

Family & Friend Involvement

Personal Information

Your Medical Record.....21

Consent forms

Getting a copy

Leaving Hospital22

Discharge plan

Billing information

Feedback form

**Directory of frequently used
telephone numbers25**

Our Mission and Vision

We are committed to supporting healthy lives in healthy communities with our partners through care, education and research

Sites

You are at Richmond Hospital (RH) which is a part of Richmond Health Services (RHS) and part of Vancouver Coastal Health (VCH). RHS includes the hospital, residential care facilities, community health services, primary care and mental health and addictions.

Richmond Hospital is located at the corner of Westminster Highway and Gilbert Road and located south of the Vancouver International Airport.

Our mailing address is:

Richmond Hospital

7000 Westminster Highway

Richmond, British Columbia

V6X 1A2

Main Switchboard: 604-278-9711

On Arrival

Finding your way around

There are four buildings at Richmond Hospital. Use the map on the back cover or the floor maps inside the main entrance of each building to check your location. There are also signs on the walls to direct you to your department.



If you are not sure where to go, ask the staff at the Information Desk located in the North Tower or ask a Wayfinder volunteer to help you. Their desk is located in the main lobby.

For a planned surgery:

The day before your surgery please call your surgeon's office to confirm the date and time of your surgery.

For an unplanned admission:

(a visit to the Emergency Department may result in an admission)

If possible, please bring the following:

- ◆ all medications you are taking in the original containers
- ◆ a list of all the doctors or specialists you are seeing
- ◆ small amount of change
- ◆ something for comfort (e.g. a book or magazine)

What can you expect?

- ◆ delays at times, the most critically ill will be seen first
- ◆ an Emergency Department nurse to see you on arrival

Your Admission Checklist

To bring...

Please bring the following with you:

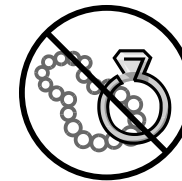


- ◆ Paperwork
 - ✓ current health care card
 - ✓ any other health insurance papers (e.g. extended health)
- ◆ Personal items
 - ✓ pajamas or nightgown, bathrobe, slippers
 - ✓ toiletries (e.g. toothbrush, toothpaste, shampoo, brush, comb, razor)
 - ✓ medicine in original labelled containers

Do Not bring...

Please do not bring any valuables. Patient care is the priority at RH. Sometimes items are lost or missed. Leave at home or send home with your family items such as:

- × jewelry, including rings and watches
- × large sums of money
- × credit cards
- × cheque book
- × cellular phone
- × laptop computer
- × coats or extra clothes



You are responsible for any items you bring with you - even dentures, glasses and hearing aids. While hospital staff and security will make your stay as safe as possible, the hospital cannot be held responsible for any lost or stolen items.

Valuables

In an emergency situation RHS can store some valuables for a short time at the Information Desk located on the first floor in the North Tower. Our office is open 7 days a week 7 am – 11 pm. Please ask your nurse if you need help with this.

During your stay What about...

Getting here

Public Transit



RHS is accessible by public transit from Vancouver, Vancouver International Airport, BC Ferry Terminal at Tsawwassen.

Buses 401, 407, 491, 496 stop close to RHS.

TransLink (604-953-3333) will tell you about times and routes. They also tell you which buses can take wheelchairs.

Parking

If you are driving to RH , please leave enough time to find parking before your appointment. Parking is available off of Westminster Hwy and off of Gilbert Rd. there is also parking in the multi level parkade at the South end of the facility.

Parkade



The 5 storey parkade is located at the South end of the Hospital facility and is accessible by stairs or elevator. Payment can be made at the green machine or at the kiosk on the Gilbert Road entrance. Reduced rates for long term parking are available for patients and visitors. Month long passes can be purchased from the green machine near the Starbucks or in the parkade . When you arrive ask the parking attendant about purchasing a 2 week pass.

Parking & Access Control Office

Office hours: 7:30 am - 3:30 pm, Monday - Friday

Tel: (604) 244-5172

Accessible Parking



Wheel chair accessible parking is located on the ground floor areas of the parkade and around the hospital building. Please be sure to display your parking permit on your vehicle if parking in one of these spots. If you require a wheelchair or transport chair you will find them located just inside the entrances to the hospital.



Your room

If you prefer privacy and comfort you may ask for a private or semi private room. There is an extra daily charge for a private or semi private room.

- In a private room, you will be the only person in the room and have your own bathroom and phone.
- In a semi private room, you will share the room and its bathroom with another person.
- Regular rooms have four beds and do not have an extra charge for patients with valid BC Medical.

How do I ask for a private or semi-private room?

If you have an appointment with the Preadmission Clinic prior to your surgery the request will be taken at that time by the Admitting Clerk. Otherwise please call the Admitting Department at 604-244-5105 or 604-244-5218.

Billing Information:

Accounts Receivable	604-875-8222
Patient Accounts	604-244-5180
Television	604-278-9711, local 4189 or 604-871-1697

Will I always get what I ask for?

Private and semi-private rooms may not be available when you get to the hospital or during your stay. We will try our best to accommodate your request, however, there are very limited private and semi-private rooms. If the hospital needs a Semi or Private Room for medical or operational reasons, you may be moved. You will only be charged for the time spent in the rooms that match your request.

Who can I talk to if I have questions about private and semi-private rooms?

For bookings – please call Admitting Dept. (Tel. 604-244-5105 or 5218). For billings – please call Patient Accounts (Tel. 604-244-5180) or email: privaterooms@vch.ca

Television Rentals



Hospitality Network is Richmond Hospital's television provider. To order your TV, order forms are available at the nursing stations on each unit (2South in the lounge) or by dialing local 4189 from your bedside phone. Service will only be connected when a Hospitality Network Representative is on-site between 3:00 pm and 7:00 pm daily (excluding statutory holidays). Payment is due upon installation and may be made by cash, VISA, MasterCard and personalized cheque (with ID).

Telephones

To make a local call, dial 9 + area code + number. To make a long-distance call, contact the switchboard ("0") from a bedside phone. You must charge it to a calling card or call collect. You can buy a pre-paid phone card at the Lottery Booth next to the Gift Shop.

Some units have pay phones in patient lounges or near the elevators. Public TTY phones are on the first floor of the Richmond Hospital and in the Emergency Department.



Cellular phones are not allowed in most areas of the hospital. Please turn them off (not on standby). Use your cell phone in cafeteria and lounges only and where there is a green zone noted in hallways.

Your Meals



Good nutrition is an important part of your recovery. Many patients are given a menu from which they can choose selections for breakfast, lunch and dinner. These menus are picked up with your breakfast tray. Ask your nurse or a family member if you need help filling these out.

We want you to enjoy your meals; therefore, your menu can be adjusted to include substitutions or additions such as: fresh fruit (apples, oranges, bananas, grapes melons), herbal teas, yogurt or vanilla ice cream. If our menu does not offer food that you like, ask for a Food Services Supervisor to give you other options. Your family is very welcome to bring in your favorite foods, but we do not have space to store large amounts. Please check with your nurse regarding diet restrictions.

If you have food allergies or follow a special diet, let your nurse know as soon as you arrive. A dietitian will talk to you about your food needs and help design a meal plan for you.

Visiting hours



General Visiting: 10:00 am to 8:00 pm

Maternity: 10:00 am to 8:00 pm
(Spouses - 24 hours)

Intensive Care Unit/Stepdown: Subject to patient's condition

Emergency: 24 hours

Psychiatry Inpatient: 4:00 pm to 8:00 pm weekdays,
10:00 am to 8:00 pm weekends

Visitor accommodation

We have arrangements with nearby hotels to provide rooms at a reasonable rate to family members and patients who are discharged but not able to return to their home right away. Call 604-244-5101 during regular business hours.

Visiting restrictions

We want you to have every chance to get well, so visitors who are feeling unwell (for example, have a cold or flu), who have been near someone else who is ill, or who even have cold sores should not come to the hospital.



On some units, visitors cannot bring plants, flowers, and certain foods. Plants and flowers are not allowed in the Intensive Care Unit (ICU).

Please remember other patients may not be feeling well and may be overwhelmed by lively visitors, or too many visitors. Please consider meeting your friends in the cafeteria or one of the other lounges if the other patients in your room are trying to rest.

Security

Security

Security officers keep the hospital safe and secure 24 hours-a-day. Officers help you and your visitors in many ways, from walking people to their cars to taking reports of missing property. If you have a concern with safety and security, ask a staff member to contact Security for you, or dial local 4100 on a house phone.

Staff Identification



There will be many people involved in caring for you. At times, students under the careful supervision of professional teachers will be helping to care for you. Everyone who works at RH wears a name tag and will be able to answer your questions about what they do.

Safety

VCH and You – Partners in Care

We want you and your family to become part of our patient safety team.

For you to receive the best care possible while in hospital, we need you to be fully informed and actively involved in your care.

Your involvement will help us do the right thing at the right time for the right person – you.

Doctors, nurses, therapists and others at the hospital want to give the best care they can to their patients. These helpful tips and suggestions will help you and those that care for you make sure your time in hospital is positive and safe.

Here are a few things to remember while you're here.

Talk to your health care providers

Your health care providers will ask many questions about your health and condition, including:

- Past and current conditions
- If you have ever had an operation
- What kind of medicine or pills you take, and why
- If you take any vitamins, herbal supplements or homeopathic remedies
- If you have allergies to medication or food.

Answer as honestly as possible. Tell them about any changes in your condition. Ask questions if you do not understand or need more information. Sometimes it is helpful to write down questions as you think of them, and then refer to the list when you meet with your doctor to talk about the results of your tests and procedures. We want you to understand your condition and treatment.

Medication safety



Medications you receive in hospital may look different from what you take at home. If you have any questions about your medication, ask your health care provider or ask to speak with a pharmacist.

Hand washing



It is very important that you wash your hands often and very well. Ask family and friends to wash their hands before and after they visit your hospital room, or to use the sanitizing gel dispensers. Ask the doctors, nurses and other hospital staff if they have washed their hands before entering your room. This is very important in order to prevent the spread of infection.

Going Home

When you are getting ready to leave the hospital, be sure you and your family or friends understand instructions about your follow-up care at home. Be clear about any new prescriptions, including how much to take and when. Know the side effects and what to watch for. Get a phone number so you can contact your doctor or health care worker if you have any questions or concerns.

Involve your loved ones

Keep your loved ones informed about your care plan. Better yet, ask a family member or friend to assist you in understanding and carrying out your care plan.

Infection Control



Protect yourself and others from getting infections by using good handwashing habits. In addition, you can help by:

- ◆ using the waterless, soapless alcohol handrub available on each unit and by the elevators
- ◆ washing your hands after using the washroom and before eating
- ◆ taking note of your caregivers' handwashing practice
- ◆ giving a timely reminder, if you do not see caregivers clean their hands before providing care (staff will not be offended)
- ◆ calling the Infection Control Practitioner at 604-244-5156 for any further questions

Calls from Family and Friends



Check with your unit to find out the best way for people to get in touch with you and find out how you are. Although nurses can tell callers your general condition, they are not able to give details about your health over the phone because of patient confidentiality.

Depending on your unit, you may be able to take telephone calls. Some private rooms have a phone with a direct line outside the hospital, from which you can receive calls directly.

Let your family and friends know Richmond Hospital's main telephone number: 604-278-9711. When someone calls this number, operators can tell them whether or not you are in the hospital and where you are located.



Smoking

Our hospital values health promotion. That is why we are a smoke-free hospital.

Special Services

Cafeterias

Richmond Hospital has one Cafeteria and a Starbucks Licensed Coffee Shop. It also has vending machines around the hospital.

Parkside Cafe

On the 2nd floor of South Tower, the Parkside Cafe caters to international tastes. Relax in its large seating area, including lounge chairs and outdoor patio. The Parkside Cafe is open Monday through Friday from 7:30 am to 7:00 pm, and Weekends / Holidays from 8:30 am to 7:00 pm.

Starbucks

At the main entrance of Westminster Health Center, this coffee shop offers a full range of sandwiches, pastries, dessert squares, cookies, bottled beverages, and merchandise.

Starbucks is open on weekdays from 6:30 am - 6:00 pm, weekends from 10:00 am - 5:00 pm, and holidays at reduced hours posted one week in advance.

Interpreters

Health care interpreters are available to help with communication between non-English speaking patients and staff. The service is always available. In an effort to best meet all of your needs, it is suggested that interpreters be booked in advance. If you or your family need the help of an interpreter, please speak to a staff member or call 604-875-4566.

Medical Interpreting Services

Health Care Interpreting Services are also available for Deaf, Deaf-blind, and Hard of Hearing. If you need this free service, please call directly:

- ◆ Emergency TTY (604-736-7078) Voice (604-736-7039)
- ◆ Non-emergency TTY (604-736-7099) Voice (604-736-7012)

Gift Shop

The Richmond Hospital Auxiliary staffs the Gift Shop. Profits from sales are used to purchase equipment for the Hospital.

If you find you need toiletries, small gifts, stationery, stamps, magazines or flowers, please visit our Gift Shop. Phone cards are sold at the Lottery Booth next to the Gift Shop.

The Gift Shop (604-278-9711, local 4173) is located in the main lobby.

Gift Shop hours are:

Monday to Friday:

10:00 am to 4:00 pm / 6:00 pm- 7:30 pm

Saturday/Sunday/Holidays:

11:30 am to 5:00 pm / 6:00 pm - 6:30 pm

Spiritual Care



Concern for the whole person - physical, emotional, and spiritual is basic to patient care. Many people find support and comfort in their faith. Chaplains and spiritual helpers, representing all religions can offer spiritual support and counseling 24 hours a day. Let your nurse know if you would like this service, or phone the Department of Spiritual Care and Multifaith Services at 604-244-5506

The Hospital has a Sacred Space. This quiet area is open to everyone for prayer, meditation and reflection. Staff on your unit will provide directions.



Banking

There is one 24-hour banking machine in the hospital located in the main lobby of the Westminster Building.

Volunteers

We have a strong network of caring volunteers who are dedicated to helping patients with a variety of services which complement the health care team. Carefully chosen and trained people make up our volunteer team at Richmond Hospital. Volunteers are easily identified by their red shirts and photo ID.



RH volunteers:

Volunteer Resources604-244-5176

Problem Solving

If you have a question or concern, please speak with the staff working closely with you or to the Team Leader for your unit. If your concerns are not resolved, please contact our Client Relations Office at 604-244-5209 during regular office hours. They will look into your concerns.

Family/Friend Involvement

If you agree, your family or friends may be involved in your care and decision making. It is very helpful, together with your family and/or friends, to select a 'spokesperson'. We will keep your chosen spokesperson up-to-date on your treatment plans and include them in planning your discharge. This will help to keep confidentiality and ensure everyone involved in your care gets the same information.

Personal Information

When you receive care and services from our organization, we will collect personal information about you. Sometimes we may ask your family, friends, or other organizations to give us information about you, (e.g. copies of records, medication information or test results) or confirm your identity and personal health number with the Ministry of Health. We collect, use and share your personal information for these reasons:

- Your ongoing care and services
- To keep in contact with you and to help us improve our care and services
- Teaching and education (e.g. training medical students)
- Research (as permitted)
- As required by law (e.g. court order, reportable conditions, etc.)
- To know your eligibility for benefits and services
- To arrange payment.

We do this under the Health Authorities Act, Hospital Act, and other legislation (e.g. Hospital Insurance Act, Community Care and Assisted Living Act, Health Act, and Mental Health Act). We are committed to protecting the privacy of your information. We will take all reasonable steps to make sure that your personal information is treated confidentially, is only used for the purposes described above and is securely stored as directed by the BC Freedom of Information and Protection of Privacy Act (FOIPPA).

It is standard practice to provide people, who phone and ask about you, with information confirming your admission and location. If you do not wish us to release this information, please inform a staff member within Patient Registration or within your care area. If you have any questions about how we collect and store personal information, please contact the Information Privacy Office at (604) 875-5568 or email: privacy@vch.ca.

Your Medical Record

Consent Forms



You may be asked to sign consent forms before you have tests or procedures.

Before you sign any consent forms, it is important that you feel everything has been explained to your satisfaction. Your signature tells us that you understand the risks and benefits of these tests or procedures and that you want your health care team to go ahead.

In most cases, you have the legal right to choose whether to accept or refuse the care that your health care team recommends. Before you decide, your doctor will give you the results of your tests and tell you what they think will help. You should talk to someone on your health care team if you have questions about your care or wish to make changes to your consent form.

Getting a copy of your medical record

Should you need a copy of all or part of your medical record after you leave hospital, phone 604-244-5108. Records usually take at least 30 days to compile.

Leaving Hospital

Discharge Plan



Planning for when you leave the hospital starts well before your stay at Richmond Hospital ends. Some patients may need further health care such as home care nursing, care at another hospital, or rehabilitation services.

Your health care team will work with you to help plan your discharge. We will inform you of expected lengths of stay and target dates for discharge. Tell your team if you think there may be problems on discharge or if you have other concerns, so we can assist you.

Before Discharge

- ◆ Tell your nurse the type of transportation you have or will need to go home. For example, we can arrange a taxi for you but someone will have to pay the driver and assist you at home.
- ◆ Give your nurse the name and phone number of your escort (the person that will be with you).
- ◆ Your doctor will write a prescription for medication if it is needed.
- ◆ Your nurse will give you directions about any medications you are to be taking once you are home.
- ◆ We will work with you to arrange any special services, supports, or supplies you may need after discharge.
- ◆ Consider who will assist you with follow-up appointments and go to a pharmacy to get prescriptions filled or supplies you may need.
- ◆ Try to send flowers and personal belongings home in advance.

On the Day of Discharge

- ◆ We will work to have you discharged by 9:00 a.m. Please have your escort at the hospital by 8:30 a.m. on the day of discharge.
- ◆ Please note that discharge time will not be delayed because no one is available to drive you home.
- ◆ Many units have lounges where discharged patients can wait if their escort is going to be late.
- ◆ Your nurse will give you direction about any medications you are to be taking once you are home.
- ◆ Every member of the health care team will work with you to plan your discharge from hospital to ensure it goes as smoothly as possible.

Billing Information



If you have asked for a private room, rented a television, or used special supplies or procedures, please pay your account before you leave the hospital. Richmond Hospital takes cash, cheques, credit cards and debit cards (Interac).

Payment is accepted at Patient Accounts at the Switchboard/Cashier located on the ground floor of the North Tower of the Richmond Hospital. It is open 7 days from 7:00 am to 11:00 pm (Please note: NO CASH PAYMENT after 8:00 pm.) Or, you can call in your credit card payment directly to the Patient Accounts at 604-244-5180 between 8:00 am to 4:00 pm, Monday to Friday (except on holidays).”

Feedback Form

What did we do well? How can we improve the care we give? Your health care team would like to hear from you. Please fill out the feedback form attached to the middle of this handbook before you go and leave it at the front desk on your unit. Or, you can mail it to us in the envelope provided.

Directory

Richmond Hospital

Admitting 604-244-5105

Billing Information:

Accounts Receivable 604-875-8222

Patient Accounts 604-244-5180

Client Relations 604-244-5209

Gift Shop 604-244-4173

Infection Control Unit 604-244-5156

Information & Main Switchboard 604-278-9711

Information & Privacy Coordinator 604-875-5568

Interpreter Services 604-875-4566

Lost & Found (Security) 604-278-9711, Local 4100

Medical Records 604-244-5108

Security 604-278-9711, Local 4100

or Security Shift Supervisor 604-877-2979

Spiritual Care 604-244-5506

Television Rental 604-278-9711, Local 4189

or 604-871-1697

Travel/Parking:

Transportation Coordinator 604-244-5172

(Office Hours: 7:30am – 3:30 pm, Mon-Fri)

Translink (BC Transit) 604-953-3333

TTY (for Deaf and Hearing Impaired)

Emergency TTY (604-736-7078) Voice (604-736-7039)

Non-emergency TTY (604-736-7099) Voice (604-736-7012)

Volunteer Services 604-244-5176

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Produced by

Richmond Hospital

7000 Westminster Highway

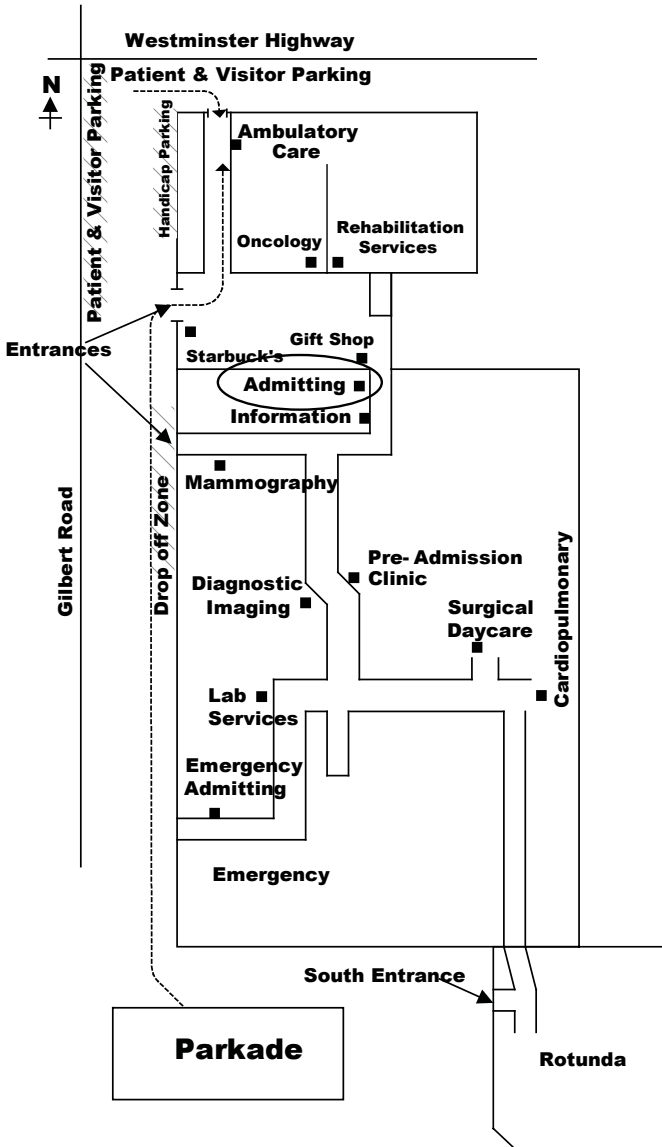
Richmond, British Columbia

V6X 1A2

Main Switchboard: 604-278-9711

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Richmond Hospital



For more copies, go online at <http://vch.eduhealth.ca> or email pchem@vch.ca and quote Catalogue No. **JB.300.R4141**
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The information in this document is intended solely for the person to whom it was given by the health care team.
www.vch.ca