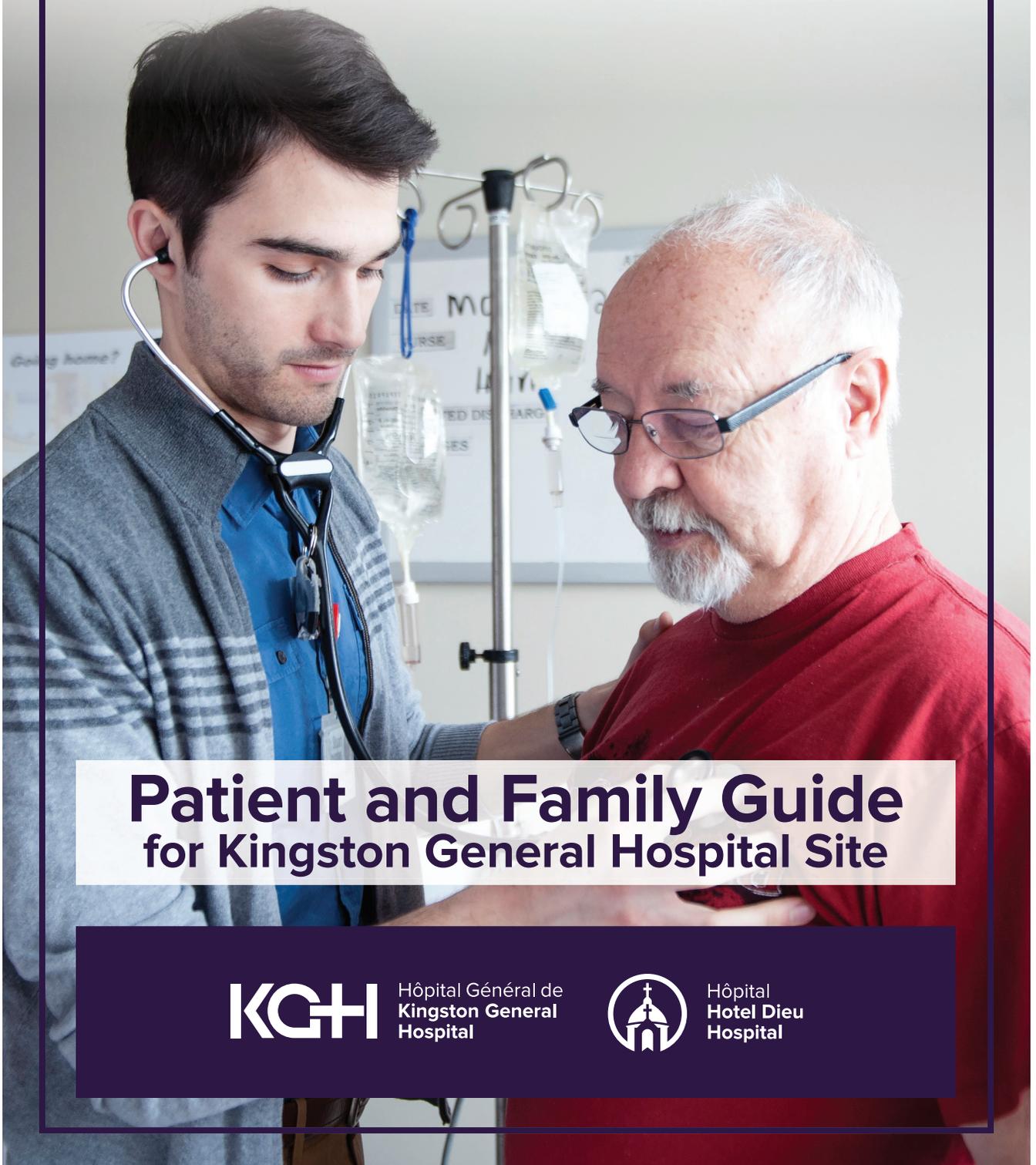


# Kingston Health Sciences Centre

Centre des sciences de  
la santé de Kingston



## Patient and Family Guide for Kingston General Hospital Site

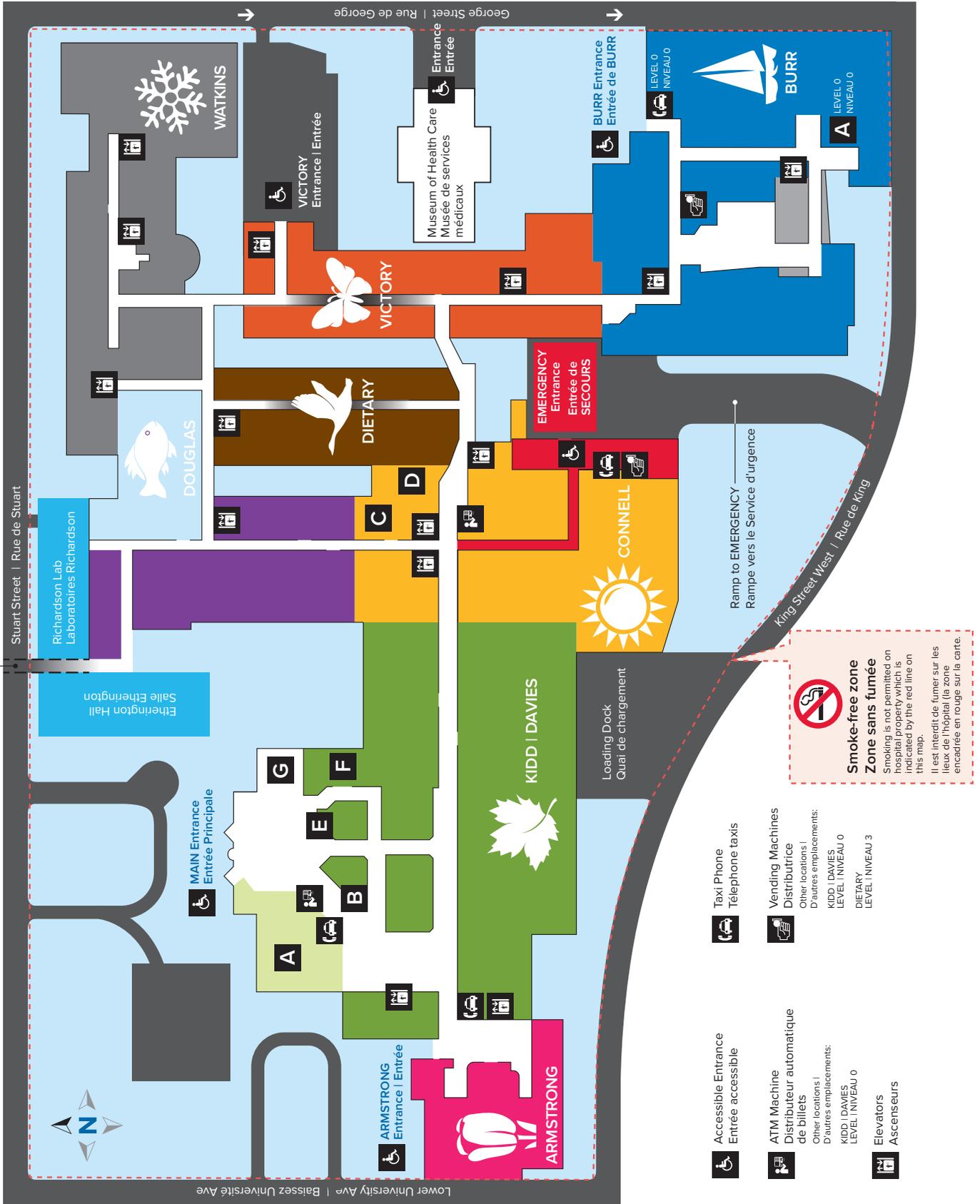


Hôpital Général de  
Kingston General  
Hospital



Hôpital  
Hotel Dieu  
Hospital

# Level 1





**Cafeteria (The Atrium)**  
Caf t ria  
**KIDD | DAVIES**  
LEVEL 0 | NIVEAU 0

MON - SUN | LU - DIM  
7:00 AM - 7:00 PM  
SEATING AREA / VENDING  
COIN SALON / VENTE  
OPEN 24/7 OUVERT



**Lottery Booth (Auxiliary)**  
Kiosque de loterie (Auxiliaires)  
**CONNELL**  
LEVEL 1 | NIVEAU 1

MON | LU  
11:00 AM - 1:30 PM  
TUE - FRI | MAR - VEND  
10:00 AM - 3:00 PM  
SAT - SUN | SAM - DIM  
CLOSED / FERME



**Caf  (Auxiliary)**  
Caf  Auxiliaires  
**KIDD | DAVIES**  
LEVEL 1 | NIVEAU 1

MON - FRI | LU - VEND  
8:00 AM - 8:00 PM  
SAT - SUN | SAM - DIM  
9:00 AM - 4:30 PM



**Tuck Shop (Auxiliary)**  
Comptoir   provisions (Auxiliaires)  
**CONNELL**  
LEVEL 1 | NIVEAU 1

MON - FRI | LU - VEND  
7:30 AM - 4:00 PM  
SAT - SUN | SAM - DIM  
CLOSED | FERM 



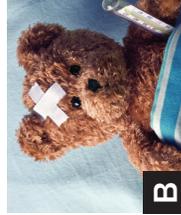
**Cancer Centre Tim Hortons**  
Boutique Tim Hortons du  
Centre de cancerologie  
**BURR**  
LEVEL 0 | NIVEAU 0

MON - FRI | LU - VEND  
7:00 AM - 3:45 PM  
SAT - SUN | SAM - DIM  
CLOSED



**Pharmacy / Retail**  
Pharmacie / vente au d tail  
**KIDD | DAVIES**  
LEVEL 1 | NIVEAU 1

MON - FRI | LU - VEND  
8:30 AM - 5:30 PM  
SAT - SUN | SAM - DIM  
CLOSED | FERM 



**Gift Shop (Auxiliary)**  
Boutique de cadeaux (Auxiliaires)  
**KIDD | DAVIES**  
LEVEL 1 | NIVEAU 1

MON - FRI | LU - VEND  
9:00 AM - 6:00 PM  
SAT - SUN | SAM - DIM  
12:00 PM - 3:45 PM



**Kingston Community Credit Union**  
**KIDD | DAVIES**  
LEVEL 1 | NIVEAU 1

MON - FRI | LU - VEND  
9:30 AM - 12:00 PM  
1:00 PM - 4:00 PM  
BY APPOINTMENT |  
SUR RENDEZ-VOUS  
SAT - SUN | SAM - DIM  
CLOSED | FERM 



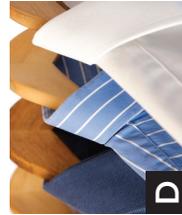
**Hair Salon (Auxiliary)**  
Salon de coiffure (Auxiliaires)  
**CONNELL**  
LEVEL 1 | NIVEAU 1

THUR, FRI  
MA, JEU, VEND  
9:00 AM - 4:00 PM  
MON, TUES, WED, SAT  
LU, MA, MER, SAM  
CLOSED | FERM 



**Tim Horton's "On the Go"**  
Comptoir express Tim Hortons  
**KIDD | DAVIES**  
LEVEL 1 | NIVEAU 1

MON - FRI | LU - VEND  
5:30 AM - 12:00 AM  
SAT - SUN | SAM - DIM  
6:00 AM - 11:00 PM



**Dry Cleaning (Auxiliary)**  
Nettoyage   sec (Auxiliaires)  
**CONNELL**  
LEVEL 1 | NIVEAU 1

MON - FRI | LU - VEND  
7:30 AM - 4:00 PM  
SAT - SUN | SAM - DIM  
CLOSED | FERME



**Tim Horton's "On the Go"**  
Comptoir express Tim Hortons  
**KIDD | DAVIES**  
LEVEL 0 | NIVEAU 0

MON - SUN | LU - DIM  
7:00 AM - 4:00 PM  
SAT - SUN | SAM - DIM  
SEATING AREA / VENDING  
COIN SALON / VENTE  
OPEN 24/7 OUVERT



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Please note that we are constantly changing to meet your needs.  
The information presented here may be subject to change.

This publication is available French and in accessible formats by request.  
Please contact [accessibility@Kingstonhsc.ca](mailto:accessibility@Kingstonhsc.ca) or call 613-548-2359.

UPDATED MARCH 2020

**Welcome.** This guidebook will provide you with the basic information you will need during your stay in the hospital. You may also use the folder provided with this guidebook to help you keep track of anything you receive during your stay. This may include information such as forms, prescriptions or informational brochures. If you would like this information in French please ask a member of your care team.

## Who we are

Kingston Health Sciences Centre (KHSC) is southeastern Ontario's largest acute-care academic hospital. Consisting of our Hotel Dieu Hospital (HDH) site and Kingston General Hospital (KGH) site, as well as the Cancer Centre of southeastern Ontario and two research institutes, we care for more than 500,000 patients and families from across our region. As one of Kingston's largest employers, we are home to nearly 5,000 staff, more than 2,000 health-care learners and 1,000 volunteers who are committed to partnering with patients and families to ensure we continually provide high quality, compassionate care. Fully affiliated with Queen's University we are ranked as one of Canada's top research hospitals. To learn more, visit [www.kingstonhsc.ca](http://www.kingstonhsc.ca)

### About Our KGH Site



Kingston General Hospital (KGH) is a community of people dedicated to transforming the patient and family experience through innovative and collaborative approaches to care, knowledge and leadership. As southeastern Ontario's leading centre for complex-acute and specialty care, KGH serves people from across the region through its Kingston facility and 24 regional affiliate and satellite sites. KGH also serves as the regional referral centre for cardiac, stroke, renal, trauma, neurosurgery, pediatrics, neo-natal, high-risk obstetrics and cancer care.

### About Our HDH Site



Hotel Dieu Hospital is the ambulatory care teaching and research hospital for Kingston and southeastern Ontario, affiliated with Queen's University. We provide expert care to patients and families in the region through specialized programs including pediatrics, medicine, ophthalmology, cardiology, urology, surgery, mental health, oncology and urgent care. We deliver quality, safe health care, while advancing innovative research and educating the health care professionals of the future..

*Kingston Health Sciences Centre receives funding from the South East Local Health Integration Network. The opinions expressed in this publication do not necessarily represent the views of the South East Local Health Integration Network.*

## Partners in your care

By partnering with you and your family, we'll work as a team to make sure you have the best possible experience in the hospital. We believe that you and your family are important members of our team and we want to make sure your voice is heard. That's why we include you in every decision about your care.

### What you can expect during your stay

As a patient or family member, you will notice a few things that we do to make sure that everyone who works, learns or volunteers at KHSC will provide you with the same high standard of care.

1. Whiteboards have been placed in all patient rooms. These boards will make it easy for you, your family and the rest of your care team to communicate with one another. You should see a whiteboard near your bed and each section should be updated on a regular basis.
2. Everyone who enters your room will wear an ID badge at chest level, with their name and position, so you always know who you are speaking with.
3. Our staff are trained in a patient- and family-centred communications program that helps us partner with you and your family to ensure you receive the respectful, compassionate care you need.
4. We will perform hourly rounds during your stay to ensure that you are seen by a staff member at a minimum of every hour. We will check on your comfort and safety and see that your call bell is within reach.



## Let's talk

Good health care starts with good communication. We encourage you to ask questions and let us know about your concerns.

### Ask

- Before you meet with your doctor or health-care provider, it may be helpful to write down all of the questions you want to ask. Feel free to ask lots of questions until you feel like you understand everything. Consider questions such as:
  - *What is my main problem?*
  - *What do I need to do?*
  - *Why is it important?*
  - *What are my alternatives?*
- If you are given medications, please feel free to ask questions of your care team, such as:
  - *How will these medications help me?*
  - *What are the possible side effects?*
  - *How and when should I take this medicine?*
  - *Are there special directions?*

### Listen

- Please don't be shy. If you don't understand something or if you miss anything, ask for it to be repeated or explained until you feel that you do understand.
- If you feel like you're getting a lot of information at once, ask a friend or family member to be with you when you talk to your health-care team. They can help you listen and write down any important information. There is space for your notes on page 15 of this guide book.

### Talk

- Make sure your health-care team knows about any symptoms you may have.
- Make sure your doctor knows your health and family history.
- If something doesn't seem right, it's important you tell a member of your health-care team.
- It's our responsibility to help protect your privacy. If you have specific information that you don't wish shared please speak with a member of your care team to let them know.

# Patient Rights & Responsibilities

## As a patient of Kingston Health Sciences Centre I have the right to:



### Dignity & Respect

- Be treated with respect and courtesy regardless of my age, gender, gender identity, race, culture, spiritual traditions, sexual orientation or disabilities.
- Have my input and choices, including the choice to live at risk, respected by my care team.



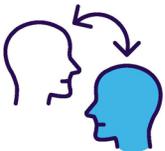
### Safe Care & Informed Treatment

- Receive safe, accessible care in a setting free of prejudice, harassment, neglect or abuse.
- Know the names and roles of the members of my care team.
- Receive information about my care in a language I understand.
- Receive reliable and current information that helps me to make informed choices about treatment, including the health risks and benefits of my decisions.
- Participate in decisions about my treatment and discharge planning.
- Give or refuse consent for any treatment or procedure, and for any reason.
- Be informed if an unintended or unexpected outcome occurs during my care.
- Take part in or refuse to take part in research or clinical trials.



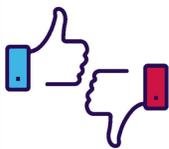
### Privacy & Confidentiality

- Have my privacy respected and have my personal health information held in confidence.
- Have access to my medical records and be able to request a correction if necessary.



### A Substitute Decision Maker

- Have someone who can act on my behalf if I cannot make care decisions for myself.



### A Feedback & Complaint Process

- Have a say about my care and receive a timely response to any concerns or complaints.

## As a patient I am responsible for:



### Participating in My Care

- Providing complete and correct information to my care team.
- Asking questions and stating any concerns about my treatment or care.
- Participating in decisions about my treatment and discharge planning. If I believe I can't follow through with my treatment plan, I'm responsible for telling my care provider.
- Recognizing the risks or consequences of refusing treatment and/or leaving the hospital against my caregiver's advice.



### Identifying & Preparing my Substitute Decision Maker

- Making sure that the person I've chosen to make my care decisions if I cannot make them myself knows and understands my wishes.



### Respecting Others

- Treating my care team, hospital staff and other patients and their families with respect.
- Recognizing that the needs of other patients may sometimes be more urgent than my own.
- Observing hospital policies and practices, such as hand washing to ensure good infection control.

If you feel that your patient rights have been violated please contact your care team or ask to speak with the Program Manager.



## While you're here

To make sure that your time in hospital is as comfortable as possible, here is some information that may be helpful:

### Family presence and participation

We know how important family can be and for that reason, your loved ones can be with you any time you'd like. We are open to families 24/7; however, family members who arrive in the evening or overnight hours will be asked to register with the security office inside our main entrance. Whoever your family is, we welcome them and see them as an important part of the healing process. If your family or friends can't be with you, volunteers are available to provide companionship. Some patient care units also have volunteers who can provide mealtime assistance. You may request a volunteer by asking your care team or by calling extension 2359.

### Privacy

We protect your personal health information including your name, date-of-birth, address, health history, records of your visits to hospitals and the care that you received during those visits. For more information on privacy at KHSC, visit our website at [www.kgh.on.ca](http://www.kgh.on.ca), call extension 2567 or toll-free 1-800-567-5722 extension 2567.

### Rooms

We know that being in the hospital is stressful and that you want to return home as soon as possible. To make that happen we do our best to make sure that patient flow—how patients move through the hospital during their stay (for example, from the Emergency Department to a hospital bed)—is smooth and efficient.

That means we must think about the needs of all patients when assigning patient beds.

We consider your medical needs, those of other patients and the types of rooms (ward, semi-private or private) we have available when you are admitted to the hospital. Please note that your bed may be located in a non-traditional space (e.g., sunroom, patient lounge, hallway) or in a mixed-gender room.

Please remember that the Ontario Health Insurance Plan (OHIP) will only cover the cost of a standard ward room. The extra cost of a semi-private or private room is your responsibility and must be covered by private/workplace insurance or paid through a bill you will receive before you are discharged. As well, while you may have coverage for a private room, we may not be able to assign you one.

No matter where your bed is you will have expert, compassionate and safe care, and we will always respect your dignity.

If you wish to discuss your room or bed assignment, please speak with the Charge Nurse.

## **Informed Consent**

According to the Health Care Consent Act in Ontario, you have the right to make your own health and personal care decisions as long as you are capable of doing so. Informed consent is required in order to make a decision about the treatments you receive, or the treatments that you withdraw from or refuse. Your consent to any treatment must always be voluntary. Informed consent means you are aware of:

- the nature of the treatment;
- the benefits of the treatment;
- the side effects of the treatment;
- the alternative options available to you;
- the likely consequences of not having the treatment, and
- you have had the opportunity to ask questions and have received responses to your requests for information

### **Before deciding to give your consent, here are some questions you should ask:**

1. What are the benefits, risks or side-effects?
2. Are there other treatment options?
3. What happens if I don't consent to the treatment?
4. How do I ask for a second opinion?

## **Communication**

### **Cell phones**

Cell phones sometimes interfere with patient care equipment. For the safety of all of our patients, please check with your care team before using your cell phone. Where it is safe to use your cell phone, including in lobbies, family lounges and cafeterias, please be considerate of people's privacy, and ensure appropriate consent is obtained from any individual you may be capturing in a photo or other recording. Failure to obtain consent is considered a privacy breach and is reportable.

## Social Media

Websites like Facebook, Twitter and Instagram are great ways to keep connected with your family and friends. As listed under Cell Phones, appropriate consent must be obtained from all individuals appearing in your posts before you share them on social media.

## WiFi

Internet access is available in all areas of the hospital through a secure wireless network. You do not need a password to access the wireless network. Simply select the “KGH-guest” network.

## Telephones

Every patient has access to a bed side telephone. For local outgoing calls, dial 9, the area code and the telephone number. To call any number within our KGH site, dial the four-digit extension. Long-distance calls can be made using a calling card.

## Research

Patient-oriented research is a hallmark of what we do. Since we are a research hospital, you may be asked to participate in a research study. Please remember, it is always your decision whether or not you want to participate. If you are not interested in participating, please notify a member of your care team. If you choose to not participate in a research study, this will in no way impact your care.

## Washrooms

Please be aware that to prevent the spread of infections and to keep you safe, the washroom in your room is for your use only. We have public washrooms on every floor and in every department of the hospital and visitors and family members are welcome to use any of them.

## Patient Relations

Your feedback is important. If you have a concern, compliment, or comment we want to know. While we encourage you to first speak directly with a member of your care team or unit manager, you can also contact Patient Relations by phone at 1-800-567-5722 extension 4158 or by email at [PatientRelations@Kingstonhsc.ca](mailto:PatientRelations@Kingstonhsc.ca)

## Indigenous all nations healing room

Our KGH site has an Indigenous all nations healing room where all Indigenous peoples are welcome to come together with family to perform traditional spiritual healing practices and ceremonies while in the hospital. Located on the sixth floor of our Connell wing, this room is accessible 24/7.

## Supporting KHSC

As the charitable organization that supports Kingston's hospitals, the University Hospitals Kingston Foundation (UHKF) plays a key role in helping us provide you with the best care possible. Find out more about how you can help make a difference, through a charitable gift, by calling 613-549-5452 or visiting [www.uhkf.ca](http://www.uhkf.ca). Learn more about the UHKF's 'Honour a Caregiver' program to help say "thank you" to members of your health-care team.



# HONOUR your caregiver

Say **thank you** with a donation in their honour.

Visit **uhkf.ca**, call 613.549.5452, or visit the UHKF office to honour your caregiver today.

**University Hospitals Kingston Foundation**  
55 Rideau Street, Suite 4, Kingston, ON K7K 2Z8  
[foundation@uhkf.ca](mailto:foundation@uhkf.ca) | 613-549-5452 | [uhkf.ca](http://uhkf.ca)



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EXTRAORDINARY PEOPLE.  
INNOVATIVE HEALTH CARE.



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General  
Hospital

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## Your Safety

### Hand washing

The most important thing we can all do to prevent infection is to wash our hands regularly. Feel free to ask everyone who enters your room to clean their hands if you don't see them do so.

### Identification bands

You'll receive an identification band when you arrive at the hospital. Please keep your band on and let a member of the care team know if it comes off, does not fit well or becomes faded. Our staff members see many patients throughout their shift, so to ensure your safety and that of other patients we will check your ID band and ask about your identity many times during your visit, for example, before you receive medications and before tests and/or procedures begin.



### Medication

Sometimes your medications will change while you are in the hospital. We will make sure to talk to you and your family about these changes. We will also speak with you about your medications before you leave the hospital. Please ask if you have any questions about your medications.

## Falls

When you arrive at the hospital, we will assess you for risk of falling as part of our fall prevention program. However, if you feel like you need help getting around, please ask our staff for help.

## Scents & flowers

Strong scents have negative health effects on many people. Please respect that the hospital is a scent-sensitive environment. Help us create a safe environment for all, and do not wear any scented products or keep flowers with scents in your room.

## Smoking

Please be aware that our KGH site is a smoke-free facility; neither smoking nor vaping is allowed on hospital property. This includes smoking and vaping of medical cannabis. If you smoke, please speak with a member of your care team about the smoking support alternatives that we have available for you while you are in the hospital.

## Lost belongings

You are encouraged to leave money and valuables at home, however we know that you'll have personal items such as clothing, medications, and support aids with you when you arrive (for example, eyeglasses, contact lenses, dentures, hearing and mobility aids). The hospital doesn't assume responsibility for these items if they are damaged or go missing. If you need to contact Lost and Found please call extension 4218.



# Leaving the hospital

## Discharge Planning

To make sure your stay goes smoothly, we will work with you and your family to plan ahead for when it is time to leave the hospital. This plan includes an estimated discharge date and follow up information. We will give you a discharge summary of the care you received, which will also be sent to your family doctor.

We know that leaving the hospital may be stressful as there are many things to keep in mind. To help, you can use the check-boxes below to make sure that nothing has been missed before you leave and that all your questions have been answered. If you've checked anything in the 'no' column, please speak to a member of your health-care team.

We recommend that patients have someone with them or pick them up when it is time to leave the hospital. Discharge time is 10:00 a.m. each day. If you don't have a family member or friend who can drive you, there are a number of transportation options available. For more information about these services, please speak to a member of your care team. The hospital does not cover these transportation costs and patients and families should be prepared to pay any transportation fee.

Yes	No	Question
		Do you know when you will be leaving the hospital?
		Do you know if you will need supplies or equipment after you leave?
		Do you know who will be picking you up from the hospital?
		Have you received your discharge summary?
		Has your discharge summary been reviewed with you?
		Do you have all of the prescriptions you need to take with you?
		Have any follow up appointments been made? (If required)
		Do you have all the belongings you brought with you to the hospital? (glasses, hearing aids, etc.)
		Have all of your questions been answered? For example: <ul style="list-style-type: none"> <li>• Diet</li> <li>• When to resume normal activities</li> <li>• Medications</li> <li>• Symptoms I should be concerned about</li> <li>• Follow up appointments</li> </ul>

## Page for notes and other important information

We hope this page helps you keep all of your important information from your hospital stay organized. The space below can be used to jot down important information that you want to remember, as well as questions you might want to ask in the future.

### Ask, Listen, Talk

**Symptoms I should look for:** \_\_\_\_\_

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---

**Notes about my medication(s):** \_\_\_\_\_

---

---

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---

**Future appointments:** \_\_\_\_\_

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**Results from my tests:** \_\_\_\_\_

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**I want to talk more about:** \_\_\_\_\_

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Kingston Health Sciences Centre is extremely grateful to all advertisers for helping to make this guidebook possible.

Please note, an advertisement in this guide does not imply an endorsement by Kingston Health Sciences Centre.

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**613.536.0180**

**1334 Princess St. Kingston, On**  
[aha-studio.com](http://aha-studio.com)

**613.547.3262**



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- Lympha Press

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10 min drive from KGH & Hotel Dieu  
 15 Min from Providence Care





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**HOSPICE KINGSTON**  
 Compassionate Care that Celebrates Life  
 Des soins compassionnels qui célèbrent la vie

**Compassionate Care that Celebrates Life**

- In-Home Care
- Care Coordination
- Day Wellness Program
- Caregiver Support
- Grief & Bereavement Support
- Volunteer Services

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Creating a Place of Compassion & Care  
 36 Barrie Street Kingston, ON K7L 3J7 | 613-542-5013  
[HospiceKingston.ca](http://HospiceKingston.ca) | [TheTimeIsNowKingston.ca](http://TheTimeIsNowKingston.ca)

*Join Us . . .* for Help & Support  
 for Friends & Family  
 for Fun & Games  
*. . . for the Time of Your Life!*



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 KINGSTON REGION

56 Francis St 613.548.7810  
[www.SeniorsKingston.ca](http://www.SeniorsKingston.ca)

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[www.hikingstonwaterfront.com](http://www.hikingstonwaterfront.com)



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## General inquiries

613-548-3232  
613-549-6666 auto attendant (if you know the extension)

## Our toll free number

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## Patient Locating

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