

Kingston Health Sciences Centre

Centre des sciences de
la santé de Kingston

Patient and Family Guide for Hotel Dieu Hospital Site



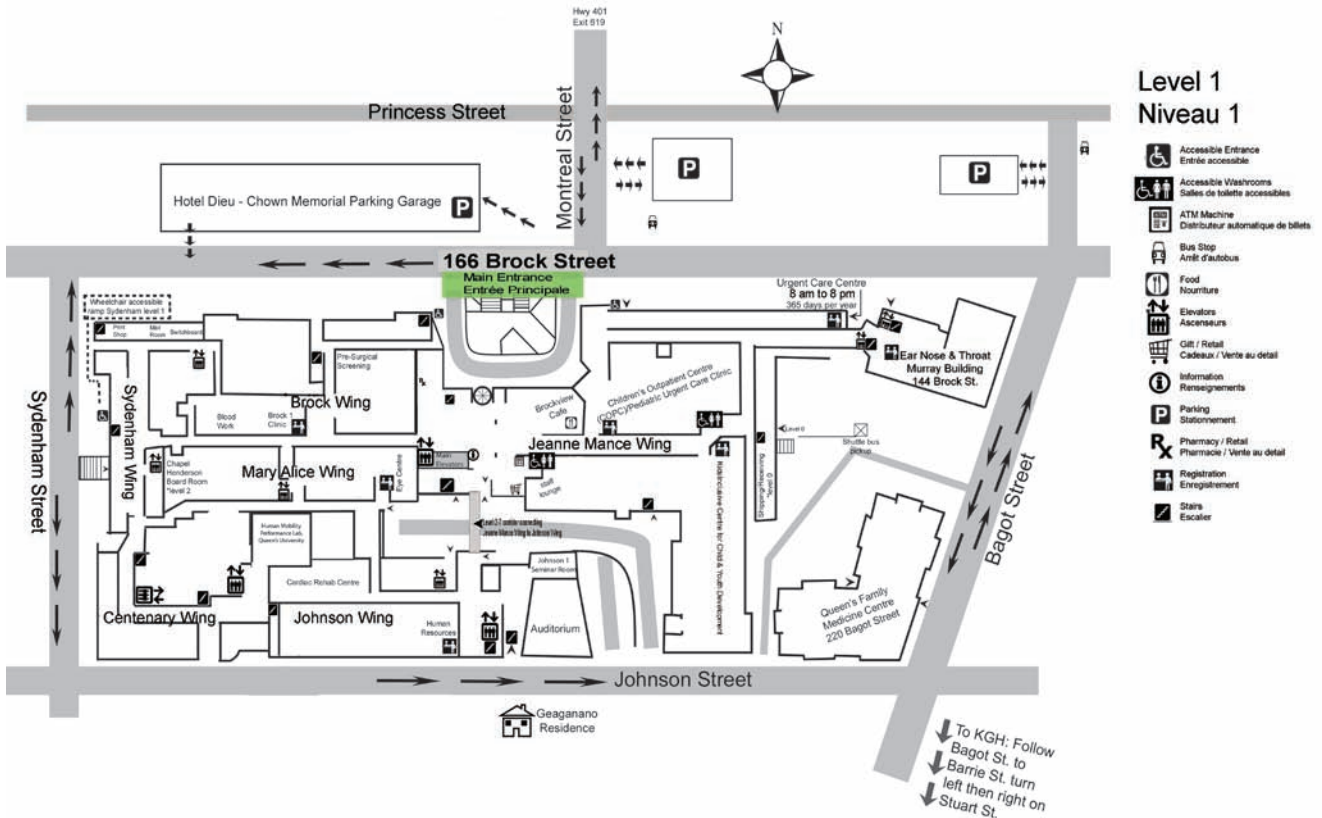
Hôpital
Hotel Dieu
Hospital



Hôpital Général de
Kingston General
Hospital

HOSPITAL MAP

We recommend that you use the Brock Street entrance in order to access our main elevators and Information Desk.



- **Bank Machine** - Kawartha Credit Union ATM located in the main lobby
- **Chapel** - On Level 2 in the Sydenham Wing, open 6 a.m. to 5:45 p.m. weekdays
Mass: 11:30 a.m., Tuesday, Wednesday and Thursday
- **Food Services** - Brockview Café in the main lobby is open 7:15 a.m. to 5 p.m., weekdays
- **Gift Shop** - Brock Boutique in the main lobby is open 9 a.m. to 4 p.m., weekdays
- **Inter-Faith Centre** - On Level 3 in the Sydenham Wing, open 6 a.m. to 5:45 p.m., weekdays
- **Patient Accounts** - On Level 6 in the Jeanne Mance Wing, open 8:30 a.m. to 4 p.m., weekdays
- **Pharmacy** - Lovell Drugs in the main lobby is open 8:30 a.m. to 5:30 p.m., weekdays

At Hotel Dieu Hospital site we are dedicated to providing an excellent experience and excellent care for all patients, families and visitors.

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We are constantly changing to meet your needs.
The information presented here may be subject to change.
For French content found in this guide visit hoteldieu.com/fr

Updated January 2020.

WHO WE ARE

Kingston Health Sciences Centre (KHSC) is Southeastern Ontario's largest acute-care academic hospital. Consisting of our Hotel Dieu Hospital site and Kingston General Hospital 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.

ABOUT OUR HDH SITE

Hotel Dieu Hospital site 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. To learn more, visit www.hoteldieu.com



Hôpital
Hotel Dieu
Hospital

ABOUT OUR KGH SITE

Kingston General Hospital 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.



Hôpital Général de
Kingston General
Hospital



On April 1, 2017, Hotel Dieu Hospital site and Kingston General Hospital integrated to form Kingston Health Sciences Centre (KHSC). This integration builds on our proud histories and missions of serving our communities with compassion, and sets us on a course together for the future. Our KHSC mission and values will guide our shared purpose and behaviours.

As a faith-based site, Hotel Dieu Hospital (HDH) site also continues to honour and live the HDH site mission entrusted to us by the Religious Hospitallers of Saint Joseph. We display this mission throughout the HDH site as a reminder of our roots and our call to serve.

KHSC Mission

We care for our patients, families and each other through everyday actions, significant moments and exciting breakthroughs.

Values

Compassion – Respect – Partnership – Excellence - Innovation.

HDH site Mission:

The mission of Hotel Dieu Hospital site in Kingston, rooted in the Gospel of Jesus Christ, is to make visible the compassionate healing presence of God to all persons. We share in this Mission by being a caring and just community. This is expressed through the pursuit of excellence in health service, education and research.

Clean Hands:

Clean hands are one of the best ways to stop the spread of germs that can cause infection and illness. Please do your part by using the hand sanitizer dispensers conveniently located throughout the hospital. If your hands are visibly soiled, please wash them with soap and water in a hospital washroom.

We also encourage patients and families to play a role in hand hygiene. If you're not sure your doctor, nurse or health care worker has cleaned his/her hands before your visit begins, then it's okay to ask, "Would you mind cleaning your hands in front of me?" or "You may have cleaned your hands earlier but could you clean them again before we start?"

We all have a role to play in hand hygiene. That includes speaking up.

Our Role As A Teaching Hospital:

An important part of our mission at Hotel Dieu Hospital site is to provide excellent patient care while educating the next generation of doctors, nurses and health care professionals.

Teaching hospitals provide highly specialized and complex care to patients. Hotel Dieu Hospital site is a teaching hospital for Queen's University and is affiliated with St. Lawrence College and other educational institutions.

As a patient in a teaching hospital, you have the chance to participate in the training of tomorrow's health care professionals. We need and appreciate your help.

During your visit to Hotel Dieu Hospital site, students and post-graduate trainees from various health professions may be involved in your care.

Our learners will introduce themselves to you. If you have any questions about their involvement in the delivery of your care, feel free to speak with your attending physician or the health care professional in charge.

Kingston Health Sciences Centre is also a member of The Council of Academic Hospitals of Ontario (CAHO), the non-profit association of Ontario's 24 academic hospitals and their research institutes. CAHO provides a focal point for strategic initiatives on behalf of these academic hospitals.



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.



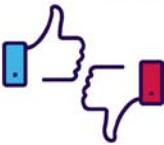
Privacy & Confidentiality

- 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.

WHEN YOU ARRIVE, WHAT YOU NEED TO KNOW

While you are at the hospital we hope to make your visit as comfortable as possible. HDH site encompasses one city block in the heart of downtown Kingston. There are many restaurants and shops within one block of our front door.

Services and Amenities:

Brockview Café: Located in the main lobby, the Café is open 7:15 a.m. to 5 p.m., Monday to Friday to provide beverages, snacks and hot & cold food. All proceeds from the Café support our hospital. Operated by Volunteer Services to HDH Site of KHSC Inc.

Brock Boutique: The Boutique is open 9 a.m. to 4 p.m., Monday to Friday. Along with a wide assortment of gift items, it offers snacks, gift cards and more. All proceeds from the Boutique support our hospital. Operated by Volunteer Services to HDH Site of KHSC Inc.

Retail Pharmacy: Operated by Lovell Drugs, the pharmacy is located in the main lobby and is open 8:30 a.m. to 5:30 p.m., weekdays; it is closed weekends and holidays. One pharmacist and at least one technician will be on duty during operating hours.

ATM: Operated by Kawartha Credit Union, this ATM is located in the lobby.

Information Desks: Located in the main lobby and in the Urgent Care Centre, they are staffed by our Volunteers (in blue vests), who can provide you with directions and information to assist you during your hospital visit.

Hearing Aid Dispensary: Located on level 1 of the Murray Building this service is open 8:30 am to 4:30 pm. Hearing aid accessories, batteries and assistive listening devices are available for purchase.

Spiritual Health: Support is available to you and your loved ones when health challenges cause anxiety or uncertainty that affect your emotional and spiritual well-being. Please speak with your health care team about contacting our Spiritual Health Practitioner or call 613-544-3310, ext. 2219.

Sacred Spaces: Located on Sydenham 2 (at the Sydenham Street entrance), our Chapel is open to all faiths 6 a.m. to 5:45 p.m. weekdays. Mass is celebrated at 11:30 a.m., Tuesday, Wednesday and Thursday. Our Inter-Faith Centre is located on Sydenham 3 and is open 6 a.m. to 5:45 p.m. weekdays. The Centre is a sacred space for quiet prayer, meditation and reflection.

Switchboard hours: Our main Switchboard number—613-544-3310—is staffed 24 hours, seven days per week. You will receive an automated greeting and will have the option to contact various departments (e.g., the Urgent Care Centre, Diagnostic Imaging) or speak directly with an Operator.

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

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. It's safe to use your cell phone in any of our non-patient areas, including lobbies, family lounges and cafeterias. When using your cell phone please be considerate of other patients and their families and staff and ensure appropriate consent is obtained from any individual you may be capturing in a photo or other recording.

Social Media: Websites like Facebook, Twitter and Instagram are a great way to keep connected with your family and friends. As with cell phones, permission should be obtained from all individuals before sharing.

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.

Smoking: Smoking is NOT permitted anywhere on hospital property for the health and safety of our patients, visitors, staff and volunteers. If you need to smoke, please move well away from doors/entrances; by law, you cannot smoke within 9 metres of entrances/exits.

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 by not wearing scented products.

Latex-free: Latex can cause a severe allergic reaction. To reduce the risk of exposure to natural rubber latex, we do not permit latex balloons in the hospital. Mylar balloons are acceptable.

Zero-tolerance: We have a zero-tolerance approach to violence and harassment, within the workplace or during work-related activities. We are committed to providing a safe, healthy and supportive work environment for patients and staff alike. We recognize the potential for violence in the workplace, including domestic violence and harassment, and will make every reasonable effort to identify potential sources of such risk and to eliminate or minimize those sources.

Accessibility

At Kingston Health Sciences Centre we strive to provide accessible care in a way that honours the dignity and independence of people with disabilities. We are committed to ensuring that patients, families and staff have an equal opportunity to obtain, use and benefit from our programs and services. Our hospital Accessibility Plan sets out the many ways in which we are working to make our organization accessible to our community, including training care providers, providing for communication supports, arranging for documents in accessible formats, addressing infrastructure requirements and more.

Visitors with Disabilities

If you are coming to our HDH site and have any special needs, please take note of the Frequently Asked Questions below.

- **How can I access a wheelchair?** Wheelchairs are located at the main Brock Street entrance. You can arrange to use one by speaking with someone at the nearby Information Desk. Please note that demand for wheelchairs can vary day by day. If a wheelchair isn't immediately available when you arrive, we'll try to locate one to ensure you reach your appointment safely. You are also welcome to bring your own wheelchair from home and have your family member or taxi driver drop you right at the front door of the hospital so the wheelchair can be easily unloaded from the trunk of the car.
- **Where are the accessible washrooms?** Wheelchair-accessible washrooms are available in most clinic areas. Only two washrooms have power door operators—one in the main lobby and a special-needs washroom in the KidsInclusive Centre for Child & Youth Development (Jeanne Mance 1). The special-needs washroom also provides access to a full-size, height-adjustable change table, power-operated lift, hands-free sink and soap dispenser, and ample room for both user and caregiver.
- **Kingston Access Bus stop:** The Access Bus drops patients near the Urgent Care Centre. From here you can access the main entrance via the hospital's front ramp or use the nearby "shuttle" entrance, which takes you to the hospital's main elevators.
- **Who do I contact about a patient escort?** Our Portering staff can escort patients with special needs. Please provide clinic staff with as much advance notice as possible to ensure staff are available when you arrive.



- **Is there support for patients with hearing impairment?** Pocket Talkers (a personal amplifier consisting of a microphone and headset) are available. If possible, please inform clinic staff in advance if you will require an assistive listening device. They will make the necessary arrangements.
- **How do I access a Sign Language interpreter?** We will cover the cost of a sign language interpreter for patients who are deaf, deafened or hard of hearing. Please provide office or clinic staff with plenty of notice if you need a sign language interpreter. Or you can make your own arrangements by calling the Canadian Hearing Society at 1-855-656-3748; hours are 8 – 8 Mon to Thurs and 8 – 5 on Friday. If you need assistance obtaining information in an accessible format or with communication supports, please contact our Facilities Management/Accessibility Office 613-544-3310, ext. 3031.
- **If English is not my first language, how do I arrange for an interpreter?** Our telephone interpretation service provides rapid access to almost 100 languages. When you come for an appointment or if you need to speak on the phone with us, we can immediately connect with a professional translator to ensure you receive the information you need quickly and accurately. You do not need to make arrangements ahead of time. If you need a professional interpreter physically present during your visit, call 613-544-3310 or toll free at 1-855-544-3400 and have the Switchboard Operator connect you to the appropriate clinic to make the necessary arrangements.
- **How does the hospital support patients with a visual impairment?** At Hotel Dieu, audible signals are featured in the three main elevators as well as Braille numbers on the control panels. Tactile numerals are also provided on the hall frames at each level.
- **How can I obtain hospital information and communication in an accessible format?** Kingston Health Sciences Centre is committed to providing information and communication in an accessible manner when requested by people with disabilities. This can include:
 - reading written information to a person directly
 - formatting electronic documents to be accessible for use with a screen reader
 - providing handwritten notes instead of spoken words
 - providing text transcripts of audio or visual information
 - using plain language
 - making documents available in large print.

If you need assistance obtaining information in an accessible format or with communication supports, please contact our Accessibility/Facilities Office 613-544-3310 ext. 3031.



PLANNING YOUR NEXT VISIT

Please bring:

- your appointment slip
- Health Insurance (OHIP) Card
- a complete and up-to-date list of medications provided by your pharmacist OR all medications in their original drugstore container, insulin, inhalers, prescribed creams, eye drops and non-prescription medications such as herbals and vitamins
- a family member or friend for support or personal assistance; if you wish, this person may attend your clinic visit with you
- a snack in case your clinic appointment is delayed

Before you arrive:

- If you (or your escort) don't feel well or have recently been exposed to an infectious disease, consider re-booking your appointment OR ask for a face mask at the Information Desk.
- If you need to cancel your appointment or require further information about it please call the number on the appointment slip.
- Plan for possible delays; patients being seen ahead of you may need more time than expected with the medical team.
- Our telephone interpretation service provides rapid access to almost 100 languages. When you come for an appointment or if you need to speak on the phone with us, we can immediately connect with a professional translator to ensure you receive the information you need quickly and accurately. You do not need to make arrangements ahead of time. If you need a professional interpreter physically present during your visit, call 613-544-3310 or toll free at 1-855-544-3400 and have the Switchboard Operator connect you to the appropriate clinic to make the necessary arrangements.
- Avoid wearing scented body products or perfume on the day of your visit; Kingston Health Sciences Centre sites are scent-sensitive environments.
- Allow yourself time to park and find your clinic.
- Leave large sums of money and valuables at home.

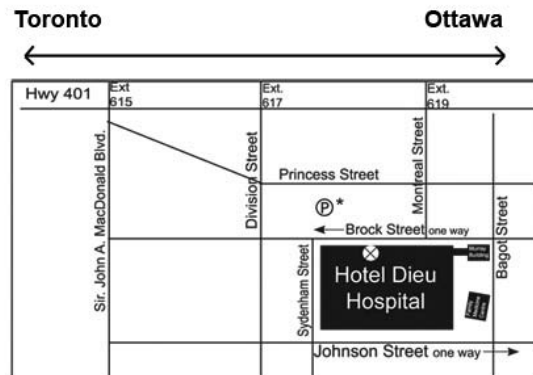
Directions & Parking

Hotel Dieu Hospital site is located at 166 Brock Street, in the heart of historic downtown Kingston. Hotel Dieu Hospital site encompasses one city block with the main entrance located on Brock Street directly across from the Chown Parking Garage. At the Chown Parking Garage motorists will be able to use cash (accepts bills up to \$20), debit or credit cards to pay for parking. For all your parking questions, street parking, other lots and rates go to the City of Kingston website. If you are traveling along Highway 401 you can access Hotel Dieu Hospital site by taking any of the following exits.

Exit 615 (Sir. John A. MacDonald Blvd.) follow to Johnson Street turn left, follow to Bagot Street turn left, to Brock Street turn left.

Exit 617 (Division Street) follow to Princess Street turn left, follow to Montreal Street turn right, to Brock Street turn right.

Exit 619 (Montreal Street) follow to Brock Street and turn right.



*NOTE: Accessible parking is available in the Chown Memorial Parking Garage across from Hotel Dieu Hospital.



Escorting/driving patients to their appointment

Plan ahead

- Check to see if patient needs a family member/friend for support or personal assistance (e.g. taking notes, emotional support, toileting).
- Know the clinic the patient is attending (e.g., Eye Clinic, Day Surgery).
- Have a contact/cell phone number for the patient and/or provide the patient with the driver's cell number (if permitted). Alternately, driver may leave his/her cell phone number with the Ward Clerk in the Clinic.
- Have a pick-up plan to ensure you connect with the patient after the hospital appointment—establish a pick-up time and location (e.g. in the main lobby or specific clinic waiting area).
- Be prepared with snacks or reading material in case the patient's appointment is delayed.
- Patients must register at the Registration Desk in their particular clinic; they cannot register at the Information Desk in the main lobby. Volunteers at the Information Desk (staffed weekdays 8 a.m. to 5 p.m.) can assist with way finding in the hospital. Please note that they cannot access patient appointment times.

Dropping off/Picking up

- Drivers can use the Brock Street entrance/exit ramp to drop off and pick up patients at our main entrance. Parking is not permitted on the ramp, which is monitored by a Security officer.
- Oversized Vehicles: Vehicle clearance at the main entrance is less than 8' 2". Vehicle clearance at the Urgent Care Centre is less than 9' 6". All vehicles that are over this height should pull into the driveway off Brock Street at the Urgent Care Centre to safely drop off your patients. There are two oversized disabled vehicle parking spots alongside the Murray Building (accessed via Bagot Street). These metered spots are intended for patients & families who are attending an appointment at HDH site and are first come, first serve spots.

Before leaving for home

- If you are concerned your patient may not be well enough to travel home, please return to the clinic where the patient was seen and ask the clinical staff for assistance in re-assessing the patient before you leave the hospital.

Patient & Family-Centred Care

We are committed to putting patients and families at the core of all we do—from clinical practice to building design to day-to-day interactions—so they will experience, at every visit, the best and safest health care in a premier care setting.

Principles of Patient- and Family-Centred Care:

- **Dignity and Respect.** Health care practitioners listen to and honour patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.
- **Information Sharing.** Health care practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete, and accurate information in order to effectively participate in care and decision-making.
- **Participation.** Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.
- **Collaboration.** Patients, families, health care practitioners and hospital leaders collaborate in policy and program development, implementation and evaluation; in health care facility design; and in professional education, as well as in the delivery of care.

Source: *Institute for Patient & Family-Centred Care*

Patient Experience Advisor

- **Why does Kingston Health Sciences Centre need Patient Experience Advisors?** We are committed to providing patient and family-centred care. We know that successfully delivering that care depends on finding ways to listen directly to those we serve. Patient Experience Advisors will help us to understand what matters most to patients and families when they come through our doors.
- **Why should you get involved?** Your perspective, feedback and advice are unique. As a patient and/or family member you see, hear and feel things that should be part of our conversation about how to provide excellent outpatient care. Your contribution will help to improve the quality and safety of care for everyone, and it will help us to ensure we're providing safe, transparent and accountable health care.
- **What do you need?** We ask that Patient Experience Advisors have experiences as patients and/or as family members of patients who have received care at Kingston Health Sciences Centre within the previous 5 years.
- **What would you do?** Advisors may participate in the Patient & Family Advisory Council, take on public speaking to help educate others about patient and



family-centred care, work on special hospital projects, attend staff orientation or participate in committees.

- **How do you get started?** You need to complete an application form (found on www.hoteldieu.com) that lets you provide information such as your experiences at Hotel Dieu, why you're interested in becoming a Patient Experience Advisor and how you might like to get involved in the hospital.

Applicants who are selected for an interview will normally be contacted within 30 days of submission of the application form. Note: While we appreciate people's interest, submitting an application and/or coming for an interview does not guarantee selection.

Supporting Kingston Health Sciences Centre

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 how you can help make a difference, through a charitable gift, by calling 613-549-5452 or visiting 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.



UNIVERSITY HOSPITALS
KINGSTON FOUNDATION

**EXTRAORDINARY
PEOPLE.
INNOVATIVE
HEALTH CARE.**

uhkf.ca

VOLUNTEERING AT KINGSTON HEALTH SCIENCES CENTRE

Looking for a way to give back?

KHSC Volunteers...

- connect with patients,
- support family members,
- offer directions and information,
- raise funds, and
- complement the high quality care provided by our health care professionals.

Volunteers at the Hotel Dieu Hospital (HDH) site and Kingston General Hospital (KGH) site of Kingston Health Sciences Centre contribute 90,000 hours a year in 80 programs, services, departments and units; and they help raise close to \$750,000 annually toward the purchase of equipment and patient comfort items.

Our volunteer team includes individuals from 16 to 98 years old, as well as therapy dogs through St. John Ambulance. We offer opportunities to suit a variety of interests, skill levels and schedules.

Expected time commitment

Volunteers typically commit to one shift per week, which varies between 1½ to 4 hours depending on the program. We have weekday, evening and weekend options. We accommodate flexible weekly schedules and are open to discussion with snowbirds, cottagers, travelers and other schedule alternatives.

The application process

- Please submit an application form (*paper or online through our website*).
- Ask two people to complete the reference form (*paper or online through our website*).

Upon receipt of your application, we will invite you to attend an information session where you will learn more about the specific opportunities available, learn about the process involved in becoming a KHSC volunteer and ensure there is a good fit between your interests and the volunteer needs at KHSC.

Contact Us

Volunteer Services KHSC – HDH site and KGH site

76 Stuart Street, Kingston Ontario K7L 2V7

613-548-2359 (then select option 1)

volunteer@kingstonhsc.ca

<http://www.kgh.on.ca/working-and-volunteering/our-volunteers>

<http://www.hoteldieu.com/careers-and-volunteers/volunteers>

FREQUENTLY ASKED QUESTIONS

Do I need to bring my actual medications or just a list of them? You need to bring a complete and up-to-date list of medications provided by your pharmacist OR ALL medications in their original drugstore container, insulin, inhalers, prescribed creams, eye drops and non-prescription medications such as herbals and vitamins.

Can I get blood work done in the hospital? If you receive a requisition for blood work at your Hotel Dieu Hospital site clinic appointment, then you can have that blood work done in the phlebotomy lab on Jeanne Mance 5 or Brock 1. NOTE: Blood work requisitions from your family doctor should be taken to a laboratory in the community.

How and when can I access the Urgent Care Centre? The **Urgent Care Centre** has a separate entrance on Brock Street, just east of the hospital's main entrance. It is open 8 a.m. to 8 p.m. every day of the year for patients whose illness or injury is not life-threatening but serious enough to require prompt medical attention.

For youth up to the age of 18, the **Pediatric Urgent Care Clinic** is open 9 a.m. to 4 p.m., Monday to Friday. This walk-in clinic is located in the hospital's main building and is accessible via the main entrance on Brock Street.

URGENT CARE CENTRE



**OPEN
EVERY DAY
FROM
8 AM TO 8 PM**

PEDIATRIC URGENT CARE CLINIC



Monday to Friday 9 am to 4 pm

When and where can I get an x-ray done? You can have a general x-ray done in our Diagnostic Imaging Department, 8 a.m. to 6 p.m., Monday to Friday. This is a walk-in service; you do not need to make an appointment; however, you will need a requisition from your healthcare practitioner. All other Diagnostic Imaging services (e.g., ultrasound, CT scan, mammography) require a pre-booked appointment.

My Ear/Nose/Throat appointment is at 144 Brock St. Is that near the hospital?

Ear, Nose and Throat (ENT) clinic is located in the Murray Building at 144 Brock St., just a few steps east of the main entrance Hotel Dieu Hospital site at 166 Brock St. Patients with an ENT appointment can go directly to the Murray Building (which has a wheelchair-accessible entrance) OR come through the hospital's main entrance and ask at the Information Desk for directions to the ENT clinic.

How do I cancel or re-schedule my appointment? If you need to cancel your appointment or require further information about it please call the number on the appointment slip.

Is there a patient drop-off area? Drivers can drop off patients at the main Brock Street entrance. Please note that, except for drop-offs, no parking is permitted on the vehicle ramp.

Why does the revolving door stop rotating? The speed of our revolving door is designed to accommodate people using mobility aids. Built-in sensors will stop the door if you touch or stand too close to the glass.

Are there height restrictions for vehicles arriving at the hospital? The maximum clearance on our front ramp is 8 feet/2 inches (2.5 metres). The maximum clearance in the nearby Chown Memorial Parking Garage is 6 feet/6 inches (2 metres).

I use a wheelchair. What should I know about accessibility at Hotel Dieu Hospital site? The main entrance on Brock Street is wheelchair accessible. Wheelchair accessible washrooms are located in most clinic areas. Two washrooms have power door operators – one in the main lobby and one in the KidsInclusive Centre for Child & Youth Development.

I have a mobility issue. Will someone be available to assist me when I arrive? You are encouraged to bring a family member or friend with you to provide personal assistance, and wheelchairs are available in the main lobby. Whenever possible, we try to assist patients transferring from cars to wheelchairs at the main entrance.

I will be coming with a driver. What does that person need to know? Please inform your escort/driver of your clinic location and arrange a pick-up plan. Ideally, this would include a contact/cell phone number where the driver can reach you plus a time and location for pick-up at the hospital (e.g. in the main lobby, in a specific clinic waiting area).

Can I access the Internet while I am waiting? 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.

How do I contact an interpreter for my appointment? Our telephone interpretation service provides rapid access to almost 100 languages. When you come for an appointment or if you need to speak on the phone with us, we can immediately connect with a professional translator to ensure you receive the information you need quickly and accurately. You do not need to make arrangements ahead of time. If you need a professional interpreter on site, call 613-544-3310 or toll free at 1-855-544-3400 and have the Switchboard Operator connect you to the appropriate clinic to make the necessary arrangements.

How close is the hospital to bus stops, restaurants, shops, etc.? A Kingston Transit bus stop is located directly across from the hospital. Hotel Dieu Hospital site is within easy walking distance to restaurants, stores, pharmacies and hotels. Delete....For more information, please visit www.tourism.kingstoncanada.com

Does the hospital have arrangements with hotels for discounts for out-of-town patients? For a list of local accommodations, please visit www.KingstonHSC.ca/list-local-accommodation. Kingston Health Sciences Centre does not endorse any of the noted accommodations or guarantee a lower rate at them. Please inquire when booking if there is a special hospital rate.

How do you determine content and volume for the hospital TVs? A survey conducted by Patient Experience Advisors indicated that most respondents preferred having TVs in patient waiting areas set on national news; a low volume was also preferred rather than just closed captions. A second screen displays advertising that is approved by our Patient Experience Advisors and that helps to generate revenue for the hospital.



