



WHAT TO EXPECT AND HOW TO STAY SAFE DURING YOUR ADMISSION AT THE DEEP RIVER AND DISTRICT HOSPITAL

Welcome to the Deep River and District Hospital Medical Inpatient Unit

To help you understand what to expect during your admission at the Deep River and District Hospital's Medical Inpatient Unit, we have provided answers to some of the most commonly asked questions we receive.

Our mission is “**caring for every person like a loved one, within a connected system,**” and our team is committed to giving you the best care possible.

Who is Caring for me?

Your team of care providers will include:

- A Doctor (MD) who has responsibility for overseeing your care and treatment.
- Nurses (RNs or RPNs) will assess and monitor your condition. They may give you medications, maintain your I.V., help you bathe and dress (if needed), etc. They will also keep you and your family informed about the process during your admission. While each nurse is responsible for many patients, they work closely with the doctor and other team members to provide quality care.
- Other professionals may be involved in your care. These may include team members in Physiotherapy, Diagnostic Imaging, Laboratory, and other specialists who will perform necessary tests and procedures to aid in your diagnosis and treatment. Additional team members can include those providing housekeeping, dietary, and volunteer services.

Home Medications

If you or your family bring in your home medications, the team will use them to provide information on your medication history to your care team. We encourage you to have your home medications brought back home, as you will be provided with the medications needed during your admission.

Can I Order TV or Use the Phone?

You can make local calls free of charge with the phone at your bedside. Just dial “9” to get an outside line. To order T.V., please ask your nurse.

Dietary Requests

DRDH respects that people have different dietary needs and restrictions for many reasons. If you have any dietary requirements, please speak with the nurse or doctor about your needs and our team will do their best to accommodate your needs.

Can I have Visitors?

You are welcome to have visitors but we ask that visitors be limited to 1-2 people at a time to preserve the privacy of our other patients. There are no formal visitation hours, but we ask that visitors remain calm and respectful of the fact that there are many ill patients under our care. Visitation restrictions may apply during any outbreaks.

Pet Visitation

We have a policy in place for pet visitation. Please speak with your nurse to make arrangements.

How to Stay Safe in the Medical Inpatient Unit

If you are feeling weak, unsafe, or your condition changes at any point please let a nurse or doctor know.

- If you are in a room or bed please use your call bell.
- If you are anywhere else ask a friend/family, or if necessary, another visitor to get help.

Please remember to use your walker/cane appropriately and to abide by the mobility method the physiotherapist has set for you.

Remember to report any skin or wound concerns to your nurse to ensure follow up and monitoring and maintain skin integrity.

The Importance of Hand Washing

Hand washing is the best way to prevent the spread of germs. You and your visitors should wash your hands frequently with the waterless alcohol hand sanitizer found throughout the organization. Your care providers will also wash their hands before and after providing care to you and other patients.

If My Condition Changes

Please let the nurse or doctor know if your condition changes. If family notes a change, please make the health care team aware.

What is a CODE RED?

If you hear “**Code Red**” announced overhead it means that the fire alarm has been activated. If you hear “Code Red”, or any other type of code announced, please await further direction from our team and remain calm.

Electrical Appliances

All electrical appliances (hairdryers, laptops, etc.) brought into the hospital must be examined by our Maintenance Department in the interest of fire and electrical safety.

Parking

Parking fees can be paid at either of the kiosks located inside the Main Entrance to the organization or the Emergency Entrance.

Smoking Policy

DRDH is a smoke free organization and no smoking or vaping is allowed on the property. If you require replacement therapy while in the hospital please speak with your doctor or nurse about the available options.

No Scent Policy

DRDH is a scent free organization as many patients, team members, and volunteers have severe scent allergies. Please refrain from using scented products while staying or visiting our organization.

Your Feedback Matters!

We value your feedback as it enables us to make improvements and identify areas for growth. As part of your discharge process, you will receive a survey electronically to share your thoughts about your experience with us.

We also encourage you to acknowledge any exceptional team members who may have gone above and beyond in providing your care.

If at any point you or your family have questions, concerns, or compliments about the care you are receiving, please speak with any member of our team. Our team members may be able to resolve any issues directly, or escalate the issue as needed for resolution.

Why am I Isolated?

Sometimes when people are sick, doctors have to rule out the possibility that there is something contagious causing the illness. If you are isolated (in a private room and your healthcare providers are wearing gloves, gowns and masks) it means that an infection has not been ruled out. These precautions are taken to help reduce the spread of infections to other people.

Your visitors will be asked to wear the same personal protective equipment (PPE) as your care providers while you are in hospital or until infection has been ruled out.

If you have any questions about your care please ask your nurse or doctor.

Join Our Patient and Family Advisory Council (PFAC)

Our Patient and Family Advisory Council serves in an advisory capacity to provide feedback and input related to the experience of our patients, residents, and their families across the hospital, long-term care, and family health team here at Deep River and District Health.

For more information on how to get involved as a volunteer member of the Council, please contact assistance@drdh.org.

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