



**Information for
Our Patients and Families**





Dear Patient and Family

Welcome to Kemptville District Hospital. We will strive to make your stay as comfortable and healing as possible.

At Kemptville District Hospital, we are dedicated to providing safe, community-centred health services embodying compassion, respect, and accountability.

Our skilled team is committed to providing the highest quality care and our hospital is equipped with some of the most advanced medical technology available today; these tools help physicians diagnose and treat a wide variety of medical conditions faster and with greater precision than ever before.

This handbook will give you an overview of what to expect during your hospital stay.

While you are here, please ask questions about anything you don't understand. Let us know about any needs you may have.

Our goal is to help you get well and get your life back to normal as quickly as possible.

We welcome the opportunity to serve you and your family and we thank you for your trust.

Sincerely,

Cathy Burke
VP Nursing & Clinical Services



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ABOUT OUR HOSPITAL

Kemptville District Hospital (KDH) is a fully accredited healthcare facility committed to building healthier communities. We are distinct within the provincial health system as a model of hospital-led integrated health services, and we pride ourselves on being a good partner within the system.

KDH provides acute care hospital services, advanced orthopaedic care, and primary care management services. KDH consistently ranks among the top hospitals in Ontario for both patient and employee satisfaction.

Our commitment to building healthier communities, made several years ago, led to KDH's transformation from a typical small rural hospital into an integrated health services organization with deep community partnerships. We are proud of what we've accomplished, but we understand that our work of building healthier communities is just getting started.

Mission:

Building Healthier Communities

Vision:

Your leader and partner for healthy communities

Core Values:

Patients and families at the centre of coordinated care

An environment of compassion, respect and accountability

Quality, safe, efficient, evidence-driven care

A culture of collaboration, professionalism, and innovation



PATIENT BILL OF RIGHTS

- You have the right to be treated with consideration, courtesy and respect in a way that fully recognizes your dignity, individuality, and cultural background.
- You have the right to confidentiality of all information.
- You have the right to privacy in care for your personal needs.
- You have the right to information concerning your medical condition in terms you can understand.
- You have the right to participate in decision regarding your care.
- You have the right to an explanation about your treatment, including medication and to be informed of the consequences of giving or refusing treatment.
- You have the right to know the identity and profession of those responsible for your care.
- You have the right to express any concerns without fear of negative results.
- Persons with special needs or disabilities have the right to reasonable accommodation in accordance with the law.

BE SURE TO BRING

- Your Ontario Health Card
- Supplementary insurance information
- Your current medications (prescription bottles with labels). This allows for a thorough medication review, an important part of your assessment by the Physician. As well, bring your non-prescription medications including vitamins and herbal supplements. Some of your medications may not be available in the hospital and we will request that you let us use yours while you are here (e.g., eye drops, inhalers).
- Personal items such as pajamas, rubber bottom slippers (no knitted slippers), robes and toiletries (including soap,



shampoo, toothbrush and toothpaste).

- Eyeglasses and other aids such as walkers if required. Small amount of money for incidentals
- Personal electric razors can be brought with you but must be checked and approved by the Maintenance department prior to being used.

DO NOT BRING

- x Valuables: money, credit cards, jewelry, valuable papers and anything else of high sentimental or monetary value.
- x Electrical appliances: Your own electrical appliances are not allowed in the hospital except for electric razors.
- x No Perfumes or colognes. “No scent is good sense.” Scented personal care products (perfume, after shave etc.) can cause allergic reactions and respiratory distress for other patients, visitors and staff. Please do not use any scented products while you are a patient at the hospital.

Pets are not permitted at KDH unless prior approval has been obtained. Please talk to the Team Leader if you would like your pet to visit.

PREPARING FOR YOUR VISIT

PATIENT REGISTRATION

All patients arriving at Kemptonville District Hospital to be admitted or to have procedures/tests/clinics must be registered. Patients being admitted and those patients coming in for tests/treatment are pre-registered over the telephone by the Central Booking Department with completed registration at the Welcome Centre or Registration Kiosk (Main Entrance). Patients being seen in the Emergency department are registered at the Welcome Centre following nurse triage.

INTERPRETATION SERVICES

You may request an interpreter for yourself or a family member. If you need an interpreter, please tell your nurse or doctor. We will make every effort to help communications.



ACCOMMODATION

Every effort is made to provide you with the appropriate accommodation, private, semi or ward room. If your choice is unavailable, you will be moved when a suitable bed becomes available.

ALTERNATE LEVEL OF CARE (ALC) CO-PAYMENT

Should your doctor determine you no longer require acute care treatment at this hospital and are awaiting transfer to a long term/chronic care facility, you will be charged the same daily rate as would be applicable in a long-term/chronic care facility. This will be discussed with you should the need arise.

PARKING

Patient drop-off, pick-up and disabled parking areas are available. KDH has paid parking with pay kiosks located in the Emergency Department and outside Financial Services. Parking can also be paid with credit card only at the exit gates.

Proceeds support your Hospital through the KDH Foundation.

Monthly parking passes are available at the finance office.

YOUR STAY WITH US

BE INVOLVED

Kemptville District Hospital is committed to providing the safest and the best of care for our patients. Hospitals are busy places and patients have more than one health care provider caring for them. By working together as a team with your physician, nurse, therapist, pharmacist and other hospital staff you can lower your risk of injury and make your hospital stay as safe as possible. These are some tips to help you become an active partner in your health care team and make your stay a safe and positive experience.

IDENTIFY YOURSELF

- Wear your ID bracelet at all times.
- If your bracelet comes off, ask someone to get you a new one.
- Check your ID bracelet to ensure your name and other information is correct.



TALK TO YOUR HEALTH CARE PROFESSIONALS

This means taking part in every decision about your care. Some helpful tips include:

- Answer your doctor or health professional's questions about your health as honestly & completely as possible. This is important information to help provide a better diagnosis and treatment and avoid any unintended results or interactions.
- Ask questions if you need more information. Do not be satisfied until you completely understand what is happening and why. Your health professionals will want to know if you have any questions.
- Write down a list of questions before you meet with your doctor or health professional.
- Repeat the answers in your own words to make sure that you understand the information and write down the answers.
- Ask your doctor for the results of your tests and procedures.
- Seek assistance if you or a family member are struggling with an ethical issue or dilemma (i.e., which is the “right” or “good” choice). Contact Dr. Melody Isinger (at no cost to you) for a private consultation:
 - Telephone: 613-526-9173 (response ASAP following message left)
 - Email: isinger1391@juno.com (response within 24 hours).

SMOKING

To protect the health and safety of our patients, staff and visitors, smoking is not permitted in the hospital. The Tobacco Control Act permits smoking outside the premises; at the designated smoking area by the ER entrance.

SAFE PATIENT HANDLING and QUALITY OF CARE

Your health and dignity are of the utmost importance to us. Your special needs will be considered by hospital staff to determine which equipment will be safe for you and your healthcare provider. Equipment used to lift and move you has been proven to decrease patient and healthcare worker injuries.

Our quality teams are focused on providing care in a safe manner. Projects include falls prevention, specialized wound care management, and incident reviews.



ASSISTING PATIENTS

If you require assistance in walking or movement, please discuss this with the physiotherapy or nursing staff. Always try to wear appropriate clothing and footwear. Together, we will ensure that medical equipment and furniture do not interfere along the path of travel. Please report any spills on the floor and let us know if lighting needs to be replaced.

INFECTION PREVENTION AND CONTROL

To reduce the risk of acquiring or spreading an infection while in the hospital, occasionally, special steps must be taken called “Additional Precautions”. In this case, you can do your part by ensuring that everyone who comes in contact with you or your room cleans their hands. Also, visitors may be limited or asked to wear a gown, mask or gloves. It is important for you to remember that when precautions are necessary, it is done to isolate the “Bug”, not the person.

Our hospital is participating in Ontario’s *Just Clean Your Hands* Program – part of a world-wide effort to encourage health care providers to clean their hands the right way at the right time.

Clean hands are one of the best ways to stop the spread of germs that can cause infection and illness.

What causes infections?

Infections are caused by germs, including viruses and bacteria. Many bacteria occur naturally. We have bacteria on our skin and even in our hands and mouth, and they do not harm us. But some germs cause infections, and they pass from person to person on people’s hands. Some bacteria that cause infections are resistant to antibiotics and are very hard to treat.

Why are clean hands so important in a hospital?

Clean hands are important everywhere, but they are particularly important in a hospital. When you are ill or have an operation, your body is weaker and it’s harder for you to fight infections. If you get an infection in a hospital, you can become very ill and may have to stay in longer. When health care providers clean their hands the right way at the right times, they can help prevent the spread of some germs that cause infection.



What is *Just Clean Your Hands*?

Just Clean Your Hands is a program developed by the Ministry of Health and Long-Term Care that helps hospitals put the tools in place to make it easier for health care providers to clean their hands the right way at the right times.

Hospitals are encouraged to put alcohol-based hand rub close to where health care providers care for patients. Signs and posters around the hospital remind health care providers about when to clean their hands. It's all part of our effort to make sure you're in safe hands.

How should health care providers clean their hands?

There are two ways to clean hands:

1. Cleaning hands using alcohol-based hand rubs

Alcohol-based hand rub kills about 99 per cent of germs on hands in about 15 seconds and dries naturally on the skin. Placing hand rub close to where care is provided makes it easier for health care providers to clean their hands as they move between patients.

2. Cleaning hands using soap and water

Washing with soap and water removes germs and is the best way to clean hands that look or feel dirty.

You're in Safe Hands

Everyone in our hospital is committed to providing clean, safe care. Our goal is to keep you from getting an infection in a hospital and send you home as healthy as possible.

When you see the ***Just Clean Your Hands*** signs and posters, the alcohol-based hand rub containers, and health care providers cleaning their hands, you can be sure you're in safe hands.

PREVENT PRESSURE ULCERS

What is a pressure ulcer?

- It is often called a bed sore
- It forms when muscles and soft tissue in your body are squeezed between one of your bones and an outside surface (like a chair or bed)



Are you at risk? Yes, if:

- You don't move
- You stay in the bed or a chair most of the time
- You lose bladder or bowel control
- You do not eat a balanced diet or drink enough fluids
- You are overweight or underweight
- You have thin, dry or fragile skin
- You need help getting from the bed to a chair or the toilet
- You are confused or restless
- You take steroids
- You take medications that make you sleepy

Where do pressure ulcers begin?

- Tail bone
- Hip bones
- Heels
- Ankles
- Elbows
- Spine
- Back of head
- Ears
- Anywhere

What else do you need to know?

- Your skin is your body's largest organ
- Urine or stool on skin can cause your skin to break down quickly
- When you lose control of your bladder or bowel, it is very important to:
 - Practice good hygiene
 - Keep skin clean and dry
- Dragging yourself across the bed or chair can tear your skin

How can you keep your skin healthy?

- Keep skin clean and dry
- Moisturize dry skin



- Eat a well-balanced diet
- Drink plenty of fluids
- Get plenty of rest
- Be as active as possible

What can YOU do at home and while in the hospital to prevent pressure ulcers?

Inspect your skin daily

- Look for red areas where pressure ulcers often form (tailbone, hips, heels, ankles, elbows, etc.)

Increase Activity

- Change your position often
- If possible, walk and exercise, or get physical therapy to increase movement and activity

Reduce Pressure

- Change your position every 1 to 2 hours in bed, more often in a chair
- Try to find comfortable positions that also avoid putting pressure on red or sore spots
- Use pillows to protect bony parts
- Avoid donut-shaped pillows
- Float your heels off your bed or chair surface with a pillow placed under your calves
- Rest with the head of your bed as low as possible to prevent sliding down in bed

Clean and Protect

- Keep your skin clean and dry
- Ask for help to get you from the bed to your chair or toilet
- Tell your caregivers if you are wet or have had an accident so they can help you get clean and dry
- Wear briefs and use protective cream to protect your skin from urine or stool
- Moisturize your dry skin

Nutrition

- Be sure to eat a balanced diet



- Drink enough fluids

Take an active part in your care. If you have any questions or problems, ask your doctor or health care provider.

MEDICATION SAFETY

- Review your medication schedule with your doctor and healthcare professional.
- Make sure your healthcare provider identifies you correctly by checking your ID bracelet before giving you any medication.
- Know what medications (name, strength and how often) you are on and why.
- Ask what the medication is and its purpose.
- Ask about any questions or concerns you may have with your medication (how to know if it's working, side effects, how long you will take it).
- If the medications or dosages have been changed from those you take at home, ask why.
- Ask if the medication looks different than what you are used to.
- While in hospital, don't take medications from home.
- If you have medication allergies, ask if the new medications may be related to those you are allergic to or may cause allergic reactions for you. This information will help to ensure you are not prescribed a potentially harmful medication.
- If you start or stop taking a medication, or the dosage changes, be sure to keep your record up to date.
- When you are discharged, ask for the hospital's medication record of all the medication you are supposed to be on.

When you pick up your medications from the retail drug store pharmacy

- **Make sure you understand what's written on the medication label.** Some directions are hard to understand. For example, ask your pharmacist if "4 doses daily" means you should take a dose every 6 hours around the clock, or just during the daytime.
- **Ask your pharmacist about how you should measure your medicine.** For example, with liquid medication, a household teaspoon does not hold a true teaspoon (5mL) of liquid. Ask your pharmacist for an accurate measuring spoon.



When you are home

- **Read the label every time you take your medication.** This is to make sure you are taking the right medicine, in the right amount, in the right way, at the right time.
- **Store medications correctly.** For example, keep them away from household items and where children can reach them.
- **Talk to your doctor, pharmacist or nurse if you have any concerns about the medication.** For example, even if you don't think the medication is working, keep taking it until your doctor, pharmacist or nurse tells you to stop.

PREVENTION OF VENOUS THROMBOEMBOLISM (VTE)

- VTE is a condition in which a blood clot develops in the deep veins of the body.
- Reduction in movement when patients are admitted to hospital can result in the development of blood clots in the extremities.
- When you are admitted to the hospital, the doctor will assess and order medication (if appropriate) to prevent blood clots.
- Your healthcare team will also encourage you to take other measures to help prevent blood clots.
- If at any time you notice swelling, redness or pain in an extremity, tell your nurse or physician.

FALLS

- Ask your nurse for our **“Guide to Preventing Falls”** booklet.
- Ask for help when getting out of bed, especially at night. The hospital is an unfamiliar place; most falls occur when patients try to get out of bed on their own to go to the bathroom.
- Make sure the nurse-call button works, that you know how to use it, and that it is within reach. If you have trouble reaching it, let your nurse know.
- Make sure you ask for help before your need to get to the bathroom becomes urgent.
- Make sure there is adequate light to see, and keep your eyeglasses within reach.
- Wear slippers/shoes with rubber soles to prevent slipping.



- Point out to staff any spills or obstructions on the floor.
- Make sure the brakes are locked when you get into and out of a wheelchair.
- Use the brakes on your walker as advised by your therapist.

FIRE EXITS

Exits are clearly marked and the hospital staff is trained for emergency events. Should the emergency system be activated you will hear loud bells ringing at regular intervals or in a steady manner. Do not leave your location; stay where you are and await instructions from the staff. Do not attempt to use the elevator during an alarm/drill. Public announcements will instruct staff as to the nature of the alarm, whether or not evacuation is necessary, and an ALL CLEAR when the emergency or test situation is over.

PRIVACY

Hospitals are busy places and you may find yourself in a situation where you can overhear a conversation between a patient and the health care provider or family. We ask you to respect the confidentiality of others and never repeat what you have heard. The confidentiality of patient information is protected by provincial and federal legislation.

DISCLOSURE

Your medical information is your personal property and is specifically protected by provincial legislation. You have a right to be informed and we will make every effort to ensure that all aspects of your care and medical information are made available to you in a timely fashion. We will not, however, disclose your information to any other person unless specially directed to do so by a power of attorney or other legal document.

PALLIATIVE SERVICE

The Palliative Care Service provides pain and symptom management expertise and education. Counseling and ongoing emotional support is offered through our partnership with Beth Donovan Hospice Services. Hospice Palliative Care services can continue within the community for you and your family.



PASTORAL CARE

Quote from Henri Nouwen on listening: Listening is: “the highest form of hospitality”, of the sort that does not set out “to change people, but to offer them space where change can take place.” The KDH Pastoral Care Team is a trained, inter-faith, supportive presence to all patients, family members and staff, respecting each individual’s values and life journey. Members are available to visit patients, listen, and offer prayer or other support, according to their needs or wishes. In partnership with local churches, a short worship/prayer service is provided each week in the Long Term Care unit. For more information, leave a note in the Pastoral Care mail slot in the upper foyer, or speak with any member of the healthcare team.

What is pastoral visiting?

Pastoral Care is a ministry of presence, responding to God’s love, founded on faith and prayer, focusing on the other person(s) through active listening, offering support and guidance, shared with and accountable to a community of caregivers.” The concept of pastoral visiting goes beyond ‘friendly visiting’ – it is much more than just dropping by for a friendly chat. It implies that one shows concern for and interest in the person being visited, and that one cares for those not able to care for themselves.

Pastoral visiting is visiting on a regular basis. The visits may not always occur on the same day of the week, or at the same time, but are arranged at the convenience of the people involved.

Pastoral visiting is:

- The foundation of support services.
- Providing spiritual care for people.
- Christ’s love in action

Some important attributes of a pastoral visitor are:

- A genuine love of people
- The ability to accept people as they are.
- The ability to listen.
- The ability to withhold advice unless specifically requested.
- A sense of humour.
- A cheerful, positive attitude.
- The ability to show unconditional love as demonstrated by Jesus Christ



Pastoral Care Team

Consists of:

- Pastoral Care Coordinator
and
- Pastoral Care Volunteer

Assisted by:

- Visiting Community Clergy

Mission

The mission of the Pastoral Care Services is to ensure that all patients using the facilities of this hospital have available to them as a part of their total health care plan, the services, ministrations and pastoral care of the church/religion of their choice, when and as requested.

Should the appropriate person of the church/religion requested not be available, and in order that the need expressed should not go unheeded, an alternate willing clergy person will be made available to the patient, especially in situations deemed critical by the medical/nursing staff.

For more information contact:

Pastoral Care Team
Kemptville District Hospital
2675 Concession Road
P.O. Box 2007
Kemptville, ON K0G 1J0

PATIENT FOOD SERVICES

Your diet is ordered by your doctor and/or Registered Dietitian. You will be asked your choice for lunch and supper that day at breakfast time by the Dietary Aide serving your meal. The choices offered are based on your diet order. Please complete the Patient Preferences Form at the back of this booklet and give to nursing staff to help Dietary meet your needs.

If you wish to speak to the Registered Dietitian about your diet please ask the Nursing staff to contact her.



WIRELESS NOW AVAILABLE AT KDH

To connect to KDH WIRELESS internet connection, on the Wireless device:

1. Set your laptop/tablet to receive WiFi.
2. Scan for wireless networks.
3. Select Guest Internet.
4. Enter Password: KDH Guest

TELEPHONES

Bedside telephones are available in patient rooms for you to rent. Each room has its own extension number. If you require a telephone, please ask your nurse for a form to complete. The hospital number is 613-258-6133.

TELEVISIONS

Televisions are available on a rental basis. Forms are provided at the nursing desk should you like a television during your stay.

MAINTENANCE

Should you have a concern with your room environment including room temperature, plumbing, your bed, television set, etc., please let Nursing staff know and they will notify Maintenance.

WHEN YOU HAVE CONCERNS

We hope your stay with us is as pleasant as possible. If you have any concerns about your care, please:

- 1) Speak with any member of your health care team.
- 2) Ask to speak to the Team Leader if your concerns are not addressed by a member of the health care team.
- 3) Ask to speak to the VP of Nursing & Clinical Services.

At any time you may contact us via:

Email – through our Website on our 'Contact Us' page; or
Letter – to Patient Relations Officer, Kemptonville District Hospital,
P.O. Box 2007, 2675 Concession Road, Kemptonville, ON, K0G 1J0



RESIDENT PRIVACY NOTICE AND CONSENT

The Kemptville District Hospital (KDH) is committed to the Security and Confidentiality of your personal health information. Our practices are aligned with Ontario's Personal Health Information Protection Act (PHIPA). To assist in meeting your health needs, we may need to share your information with others who provide care, both at KDH and with external agencies.

NOTICE

Your personal health information includes:

- Your contact information, and the contact information of an individual who is your substitute Decision Maker (SDM)
- Your health information, health care history, and family health history
- Information about payment for your health services, including your OHIP number

Your rights under PHIPA, Ontario's Privacy Legislation:

- You may receive a copy of your personal health information
- You may request a correction of your records if you believe there are errors.
- You may receive more information about KDH's privacy program by contacting the Privacy office ext. 205, or by reviewing the Privacy poster/brochure on your unit.
- You may file a complaint with the Information Privacy Commissioner of Ontario if you believe that KDH is non-compliant with Ontario's Privacy Legislation.
- By notifying KDH's privacy office at 613-258-6133 Ext. 205 – you may request that your name and location be withheld from:
 - Members of the public who inquire about you
 - Our fundraising partner (KDH Foundation)
 - Outside organizations as specified by you



What do we do with your personal health information?

We use and share your personal health information only with those who need to know it and those who are authorized to receive it, such as:

- The Ontario Ministry of Health and Long-Term Care (for all residents), and to Veterans Affairs Canada (for Veteran resident's only)
- KDH staff, volunteers, clinical placement students
- To administer services, strategic planning, quality control, research, teaching, risk management and
- To meet any required legal and regulatory disclosures

Please refer to the brochure/information sheet for additional information regarding the collection, use and disclosure of your personal health information.

A GUIDE TO THE COLLECTION, USE AND SHARING OF YOUR PERSONAL HEALTH INFORMATION

As of October 2013 the Ministry of Health and Long Term Care requires health organizations including KDH to send assessment information collected to a central location. Your consent is needed in order to share this information.

Your Personal Health Information (PHI) is important in allowing us to provide you with better services. This information is used when performing assessments to determine your health service and support needs.

We complete a Minimum Data Set (RAI MDS 2.0) minimally on admission, every quarter, annually, and if there is significant change in your condition. The MDS may include details on:

- Your physical and mental health
- Your personal health history

Unless you tell us not to, we share your assessment information with other health service providers who will provide you with support center by calling... 1-705-523-7100 Extension 3982.



Sharing your Personal Health Information (PHI)

We use a secure electronic system to send your health information to a central data repository, along with other health service providers. Health service providers from across the system can then view the information.

If you have agreed to share your PHI, the information will be used to:

- Provide health support and services based on your needs.
- Make sure your providers have the most up-to-date and complete record of your health history and needs
- Help to see where there might be gaps or overlaps in services most needed
- Make sure everyone is getting the right support and services

Privacy and Security of your Information

The personal health information collected in your assessment belongs to you. The privacy and protection of your PHI is a priority. In the assessment process, we only collect the health information we need in order to determine your service and support needs. This information cannot be used for any other purposes without your permission.

- Your health information is kept in a secure place
- Only providers with signed data sharing Agreements with the Community Care Information Management System are authorized to access your PHI.
- All health services providers have signed contracts to keep your information confidential
- When a person views information, it is recorded in a log. This log is reviewed regularly to make sure there has been no unauthorized access to your information.
- Information is stored and/or disposed of according to the law.
- We will investigate any suspect breach or unauthorized access to your personal health information



YOUR PRIVACY CHOICES

Please speak to your usual care provider or our Privacy Officer, if you want to:

- **See your own assessment:** you can request a copy of your assessment at any time
- **Correct your own assessments:** You can ask to have information in your assessment corrected or updated.

Opt-Out: You may choose not to share with your health service provider.

If you would like to know more about how personal health information is handled and shared with our partner organizations, feel free to ask our Privacy Officer. She will be happy to answer any question that you might have.

Melissa DeDekker
613-258-6133 Ext. 205
mdedekker@kdh.on.ca

Concerns about your privacy

If you have any issues or concerns about how your health information is being handled, please contact our privacy officer at ext, 205.

If we are unable to resolve your issues or concerns you may wish to contact the **Information and Privacy Commissioner of Ontario at:**

**2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
Telephone: 1-416-326-3333**



VISITORS

VISITING HOURS

At KDH, the recovery of your friend or family member is our primary concern. KDH encourages visitors as family and friend support of patients is important when patients are recovering from illness.

In order to help us provide care of the highest standard, we ask that these regulations be followed when visiting.

- Limit of two visitors at a time – your relative or friend may get tired easily due to illness and will need time to rest
- If you plan to visit past 10:00 p.m., please discuss with the Team Leader first

HAND CLEANING

Cleaning your hands is one of the best defenses against disease. While you are visiting the hospital, we encourage you to use the hand sanitizers conveniently located throughout the building, outside each patient room, and at each entrance.

INFECTION

Patients who are sick are not able to fight off infections as easily as healthy people. Please do not visit if you are feeling unwell. If an isolation sign is posted on a doorway, you must report directly to the nurse's station, where you will be provided with instructions on how to enter the room.

While you are visiting do not;

- Use the patient washrooms.
- Sit on patient beds.
- Use the patient phone.
- Share the patient's food or use their utensils, glasses or cups.

BALLOONS/FLOWERS

Please make sure any balloons you bring to the Hospital are made of Mylar, not latex. Latex balloons may cause severe allergic reactions in some people.

Artificial flowers only as the scent of real flowers may cause severe allergic reactions in some people.



GIFT SHOP & COFFEE BAR

The Kemptville District Hospital Auxiliary Gift Shop and Coffee Bar features soup, sandwiches, wraps and other lunch items, snacks, books, gently used items and new gift items. The hours of operation are from 9:00 a.m. to 4:00 p.m. Monday to Friday. We are not open on the weekend.

NO PERFUMES OR COLOGNES

“No scent is good sense”! Scented products can cause allergic reactions and respiratory distress for other patients and staff. Please do not use any scented products, such as perfume, cologne, aftershave or richly scented body sprays, lotions, or hair sprays while visiting in the hospital.

GOING HOME

DISCHARGE PLANNING

The health care team will assess possible discharge needs from the time you arrive as a patient.

Questions regarding your health care will be answered before discharge.

UNDERSTAND YOUR DISCHARGE INSTRUCTIONS

Make sure you understand the instructions for your care at home.

- Ask your doctor or nurse to write down any instructions you will need at home.
- Share this information with your family doctor.
- Request dates and times for follow-up appointments.
- Be sure you can read any new prescriptions and that you understand the instructions on the medication label.

NON-COMPLIANCE WITH DISCHARGE PLANNING

The hospital endeavours to make appropriate use of the hospital beds. When your doctor feels that you are ready to either go home or be transferred to another facility that can care for you, you will be required to leave. If you refuse to leave, you will be charged for your accommodation.



CHECK OUT TIME

You will be told of your time of discharge. You will need to make arrangements for a ride home at that time. Be sure to take all personal belongings with you including all medications. Supplies and devices such as canes, crutches, helping aids etc. taken home with you should be paid for at Finance Services before you leave.

GIVING FEEDBACK

We want to know how your stay with us was. You may receive a survey asking you questions about your stay with us – we are committed to self-assessment for continuous improvement. Let us know what we did well and what we could do better.

FREQUENTLY CALLED NUMBERS:

Assistance / Switchboard	5003
Foundation Office	157
Gift Shop	196
VP Nursing & Clinical Services	197
Team Leader, ER & Inpatient	147
Team Leader, OR & Clinics	281
Finance Office	123



HELP YOUR HOSPITAL BUILD HEALTHIER COMMUNITIES!

Patients, family, friends and local businesses all help support Kemptville District Hospital's mission – *building healthier communities* – by donating to the Foundation. Provincial funding provides operational funds for the Hospital's programs and services but equipment needs and special projects require community support. You can help ensure the doctors, nurses and technicians who look after you have the best possible equipment to diagnose and treat you, your family and your neighbours.

WAYS TO GIVE:

- ▶ Drop by the Foundation office located in the temporary building just outside the North Entrance to the Hospital
- ▶ Phone 613.258.6133 ext. 157
- ▶ Go to the Foundation website at www.kdh.on.ca
- ▶ Participate in our Gala, Corporate Golf Classic or Kemptville Walks events
- ▶ Become a faithful monthly donor who gives via pre-authorized credit card or direct deposit.

Charitable Registration Number: 118 979 152 RR000



NUTRITION AND FOOD SERVICES DEPARTMENT

PATIENT NAME: _____

Please complete and return to your nurse or one of the Dietary Staff.

Your Diet

Your physician has ordered a diet that will assist in treating your medical condition. If you are on a regular diet, you will be given a variety of foods with no restrictions. If you are on a special diet, the dietitian may have to restrict or alter certain foods to comply with your diet order.

Meal Times

Breakfast: 8:00am

Lunch: 12:00pm

Dinner: 5:00pm

To assist us in providing you with the types of foods that you enjoy, please complete the following questions:

Do you have any food allergies/intolerances? YES NO

If yes, please specify: _____

Do you have any specific dislikes?

Fruits & Vegetables: _____

Meat & Alternatives: _____

Grain Products (i.e. Cereals, breads, etc): _____

Dairy Products: _____

Beverages (i.e. Milk, juices, etc): _____

Do you have any specific preferences?

Fruits & Vegetables: _____

Meat & Alternatives: _____

Grain Products (i.e. Cereals, breads, etc): _____

Dairy Products: _____

Beverages (i.e. Milk, juices, etc): _____

Which hot beverage do you prefer? (Circle your preference for each meal)

Breakfast Tea Coffee

Lunch Tea Coffee

Supper Tea Coffee

Please indicate which condiments you prefer:

2% Milker, Creamer, Sugar (white or brown), Sugar Substitute, Salt, Pepper

Food from Family and Friends

It is best to limit the amount of food from home, so that it does not spoil. If you are on a special diet, check with the nurse or dietitian before eating any food brought for you. Your diet is an important part of your treatment plan.

If food is brought in you must label it with your name and the date or it will be discarded.

A vending machine is available in the Front Lobby anytime serving milk, juices, yogurt, sandwiches, and an assortment of other healthy snacks. There is a beverage machine in the main entrance (in the new building).

Questions, problems, or suggestions about the food?

If you have any questions concerning your diet, the dietitian will be happy to help you. The dietitian will instruct you on your special diet if you will be required to follow it at home. If you have any questions, comments or concerns about any other aspect of your meal service please ask the Dietary Staff or the Dietitian/food Service Manager.