





# 2024 Patient and Visitor Guide

Our programs and services are subject to change – visit [www.haltonhealthcare.com](http://www.haltonhealthcare.com) for the latest information.



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# Patient Values

Halton Healthcare is committed to providing exemplary patient experiences. Our patients and families have developed statements to guide the care they receive in our hospital.

## **As a patient or family member I will:**

Work with my healthcare team with patience and understanding.

Ask questions when I don't understand.

Give constructive feedback on how to improve my care.

Recognize that hospital staff are people with families too and should be treated with respect and dignity.

## **As a patient I expect:**

### **Compassion**

Be sensitive to my values, beliefs, and cultural practices.

Be patient with me and my family, show me empathy and kindness.

Listen and respond to my fears and concerns.

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### **Accountability**

Provide me with a means of expressing my opinion, positive or negative, about my healthcare experience.

Provide me timely care reflective of best practices and standards.

Honour your commitment to honesty and transparency.

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### **Respect**

Preserve my dignity and honour my privacy.

Involve and educate me so that I may make informed decisions about my health.

Include me and those most important to me in my healthcare plan.

# Greetings from Melissa Farrell, President & CEO

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Welcome to Halton Healthcare. We understand that sometimes coming to a hospital can be overwhelming and stressful. Please know that our staff, physicians and volunteers are committed to supporting you on your healthcare journey.

This Patient and Visitor Guide is designed to acquaint you and your family with our hospitals and the services we provide and hopefully answer some of your questions. If you wish to speak to someone during your stay, please don't hesitate to reach out to a member of your care team or the manager of your unit at any time.

We want you to feel safe and comfortable while you are here and confident and ready when it is time to go home. I encourage you to take an active role in your care – ask questions and share your feedback with us so we can continue to meet your healthcare needs today, tomorrow and in the years to come.

Halton Healthcare was recently awarded Exemplary Standing in a review process using national standards of excellence. This is the highest standing possible from Accreditation Canada and is a testament to our people and our organization's unwavering commitment to providing you with excellent care. We take this commitment seriously and involve you in every step of your hospital stay, from admission to discharge.

To learn more about our organization follow us on Facebook, Instagram, Twitter or Threads or visit our website – **[www.haltonhealthcare.com](http://www.haltonhealthcare.com)**

We wish you a safe and speedy recovery and are grateful for the chance to serve you.

Yours truly,



Melissa Farrell  
President & CEO  
Halton Healthcare



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**Photo Disclaimer:** Images in this guide may have been taken before the COVID-19 Pandemic and may not reflect the current safety protocols.

# Inspiring CARE

## Halton Healthcare's Strategic Plan

### Mission

A leading healthcare organization serving people with compassion, quality and integrated community hospital care.

### Vision

Exemplary patient experiences, always.

### Values

Compassion

Accountability

Respect

### Strategic Priorities: CARE

**Connect:** Connecting people and partners throughout the continuum of care.

**Advance:** Advancing how we deliver care.

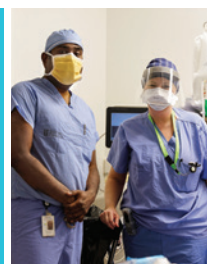
**Respond:** Responding to the care needs of our communities.

**Engage:** Engaging people and teams in care.



## Questions about your stay?

If you have any questions about your care or our services, please speak to a member of your care team, such as your nurse or physician.





# Welcome to Halton Healthcare

Halton Healthcare is an award-winning healthcare organization comprised of three community hospitals and numerous community-based services in the growing urban and rural communities of Halton Hills, Milton and Oakville. Reflecting the dynamic communities we serve, we take pride in offering some of the finest technology and healthcare expertise available in southern Ontario.

Our hospitals – Georgetown Hospital, Milton District Hospital and Oakville Trafalgar Memorial Hospital – are very much a part of Halton’s rich history and have a long-standing tradition of providing quality care to many generations of area families. Together, we serve a population of almost 400,000 residents.



We are committed to embracing a culture of equity, diversity and inclusion with a goal of creating an environment of belonging and acceptance within our healthcare system and the communities we serve. At Halton Healthcare, we believe everyone – whether they are receiving care, living in our communities, or involved in healthcare delivery should feel safe, be respected and be empowered to achieve their full potential.

# Your Stay

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This Patient and Visitor Guide is your resource to help make your stay as safe and comfortable as possible. Our physicians, staff and volunteers are here to help should you need more information.

We are continuing to make changes to protect the health and safety of our patients and staff and ask that you and your loved ones follow all public health and hospital guidelines.

## What to Bring

- **Ontario Health Insurance Plan:** Your Health Card (OHIP card).
- **Additional Insurance:** Proof of additional or secondary insurance coverage, if required.
- **Medication List:** A list of all your current medications, supplements and vitamins including herbal remedies, diet pills and over the counter medications. More information about medication lists is available on page 12.
- **Personal Items:** You are encouraged to bring your own sleepwear, undergarments, bathrobe, slippers, personal support aids such as eyeglasses, contact lenses, hearing aids, dentures and mobility aids such as walkers and canes. Where possible, please mark all items with your name. Some personal care items and toiletries such as shampoo, soap, toothbrush and toothpaste can also be purchased at one of our hospital gift shops.
- **Pocket Money:** A small amount of cash (\$20). Patients are advised not to bring large sums of money or any valuables into the hospital.

*The hospital is not responsible for any lost or damaged belongings, money or valuables.*



Everyone is entitled to a safe and secure environment. Verbal or physical abuse will not be tolerated. Please report incidents immediately.

## Your Patient Room

Medical need is the first priority when assigning rooms. While every effort will be made to honour your request for a private or semi-private room, our ability to do so will depend on the availability of rooms and the requirements of the entire patient unit.

### There are three types of hospital rooms available at our hospitals:

- **Standard Ward Rooms:** Four beds
- **Semi-private Rooms:** Two beds
- **Private Rooms:** One bed

Additionally, to ensure you get the care you need as quickly as possible, you may be transferred to one of our other hospitals, or you may be admitted to an unconventional space such as an internal field hospital or other space that is fully staffed by physicians, nurses and other healthcare professionals.

The Ontario Health Insurance Plan (OHIP) covers standard ward accommodations only. Many patients have additional private insurance coverage which will cover semi-private or private rooms. Please check your insurance coverage before coming to the hospital.

*If you do not have additional coverage under your supplemental insurance plan, and you request a private or semi-private room, you will be responsible for the extra charge.*



Please Scan the QR code for more information about Patient Rooms.



### For inquiries about your patient room:

**Georgetown Hospital Admitting Office**  
905-873-0111 ext. 8523

**Milton District Hospital Admitting Office**  
905-878-2383 ext. 7017

**Oakville Trafalgar Memorial Hospital Admitting Office**  
905-845-2571 ext. 3720

## Communication is Key

Good communication and your active involvement are key in your care. There are many ways that patients and their families and members of the healthcare team can communicate throughout their stay.

- **Call Bells:** You have a call bell by your bed within your reach. When you push the call bell button, the team will be alerted and someone will check on you as soon as possible.



- **Whiteboard:** Your room is equipped with a whiteboard that will be updated daily. It will display your healthcare team members and your goals for the day. You and your family can also use it to ask questions and pass on important information to your healthcare team.
- **Your Voice:** Be an active participant in your healthcare. Discuss your healthcare and any special needs with your team and don't hesitate to ask questions. If you see, hear or feel something is unsafe or may put anyone at a risk, it's important that you speak up and report the incident to your nurse or patient care manager. This allows us to work together to improve patient safety.

## Your Meals

Our Clinical Nutrition and Food Services team are responsible for ensuring that you are provided with meals that will promote good health and enhance your recovery. The food services team at Halton Healthcare provides nutritious meals that are prepared according to your individual needs and diet order.

### Meal Ordering App

- Available at all our hospitals
- Use your Patient Entertainment Unit to place your orders using the 'Meal Ordering' app under the 'Hospital Stay' section.

## Oakville Trafalgar Memorial Hospital

### Call to Order / Room Service

Call to Order room service is available to patients on most of our inpatient units. Call room service by dialing **ext. 3663** anytime between 7:00 am and 6:00 pm to order your meal and we will deliver the tray to your room within 45 minutes.

### Rehabilitation & Complex Transitional Care Units

Standard meal trays are delivered to patients at breakfast. Meal selections are available for Rehabilitation and Complex Transitional Care (CTC) units at lunch and dinner. A food service staff member will visit in the morning to obtain meal selections for lunch and dinner the following day.

### Mental Health Units

- **Adult Mental Health:** Meal trays are prepared for patients according to their preferences, restrictions and diet order. Meal trays are delivered to the dining room at set times for lunch and dinner.
- **Child & Adolescent Mental Health Unit:** A modified room service menu is available for our patients on the Child & Adolescent Mental Health Unit. Patients can make selections for all meals for the following day. Meal trays are delivered to the dining room at set times for all meals.

## Your Meals *(continued)*

### Milton District Hospital

#### Call to Order/ Room Service

Call to Order room service is available to patients on most inpatient units. When you are ready to eat, call **ext. 3663**. Call anytime between 7:00 am and 6:00 pm and your meal will be delivered to your bedside within 45 minutes.

#### Complex Transitional Care & 2 North Regional Units

A modified Call to Order option is available on our Complex Transitional Care (CTC) and 2 North Regional Units. Call anytime between 7:00 am and 6:00 pm and your meal will be delivered to your bedside at set meal times.

**Breakfast:** Order must be placed the day before by 6:00 pm, delivered the next morning

**Lunch:** Order must be placed before 10:30 am

**Dinner:** Order must be placed before 3:30 pm

### Georgetown Hospital

#### Call to Order/ Room Service

A modified Call to Order option is available on all inpatient units. Order by dialing **ext. 3663** anytime between 7:00 am and 6:00 pm, and your meal will be delivered to your bedside at set meal times.

**Breakfast:** Order must be placed the day before by 6:00 pm, delivered the next morning

**Lunch:** Order must be placed before 10:30 am

**Dinner:** Order must be placed before 3:30 pm



## Patient Entertainment System (PES) – Telephone & Wi-Fi

We have a Patient Entertainment System (PES) available for our patients and families that provides various applications, education and entertainment offerings while ensuring a continuity of service across all three of our hospitals.

The PES bundled service includes TV, phone service, Internet, audiobooks, Internet radio and games. While all incoming calls are free, if you plan to use the phone to make outgoing calls you will need to purchase a rental package. The service can be purchased daily or as discounted weekly and 30-day rental packages. The PES service is provided by HealthHub Patient Engagement Solutions.

Visit **ConnectMyBed.ca** or call **ext. 7789** or toll-free **1-866-223-3686** to book the service or if you have any problems using the service.



### Phone Calls

- **Calling out:**

If you plan to use the phone for outgoing calls you will need to purchase a rental package.

Local Calls: Dial “9”, followed by the area code and the telephone number.

Long Distance Calls: Must be charged to your home number, or placed as a collect call by dialing “9” and then “0” for the Operator.

- **Calling in:**

Callers can be connected directly to your room by calling any one of the hospital numbers and entering your extension.

To determine your phone’s extension number, please call switchboard (0).

There is no charge for using the phone for incoming calls.

### Hospital Main Numbers:

**Georgetown Hospital:**

905-873-0111

**Milton District Hospital:**

905-878-2383

**Oakville Trafalgar Memorial Hospital:**

905-845-2571

### Questions?

**TV, Telephone, and Internet ordering and support:**

Visit [ConnectMyBed.ca](http://ConnectMyBed.ca) or call ext. 7789 or toll-free 1-866-223-3686

**Wi-Fi rental on your personal device or a related Wi-Fi issue call:**

1-800-642-3958

## Visiting

Halton Healthcare understands the importance of families and loved ones in supporting patients. Family members and partners in care are welcome to visit based on the patient's preferences, wishes and their safety. We will work with patients and family members to accommodate overnight stay requests where possible. Please note that in some circumstances visiting may be restricted.

*Visitors are required to follow any safety measures that are in place. Although masks are no longer required, we remain 'mask friendly' and you and your family are welcome to wear a mask if you are more comfortable.*



For more up-to-date information about any safety measures in place, please scan the QR code.

## Virtual Patient Visiting Program

The Virtual Visiting Program is available to help you connect with your loved ones through audio or video connections. Ask your nurse to contact ext. 5619 if you would like to set up a visit or direct your family and friends to our website to register. Virtual Visits are offered Monday to Friday between 10:00 am and 4:00 pm, excluding holidays. Visits are subject to volunteer availability.

## Connecting Through Email

Patients can receive email messages from loved ones. Information about this service is available on our website under visitor information.



# Your Care and Safety

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## Your Healthcare, Be Involved

Our goal is to provide you with the best experience possible. Our patients and their families are essential members of the healthcare team. We want you to feel safe and comfortable while you are here and confident and ready when it is time to go home. Good communication and your active involvement are key in your care.

Here are a few tips on how to get involved:

- Tell your healthcare team about your past illnesses, your current health condition and about any allergies you have to medicine or food.
- Tell us about all the medicines you are currently taking. This includes all herbal remedies, vitamins, food supplements and over-the-counter medications.
- Ask questions. Write down all of your questions or concerns so you can discuss them with your physician or nurse. It is important that you understand your diagnosis, treatment and care plan so you can take an active role in your recovery and make informed choices along the way.
- Don't be afraid to speak up if you see or experience a situation that you think is not safe.
- It is often helpful to have a family member or friend with you when you talk to your healthcare team.

## Your Healthcare Team

A healthcare team including your physician and nurse, as well as a number of other different healthcare professionals (such as lab technicians, dietitians, physiotherapists, occupational therapists, etc.) will be looking after you during your hospital stay. Each member of this team will have a different role to play in your care. Most patients admitted to hospital will be taken care of by a hospitalist rather than their family physician. A hospitalist is a physician who directs your care while you are in hospital.

Your nurse and nurse practitioners work closely with your physician and other members of the healthcare team who have specialized knowledge to help diagnose and treat you. These may include other specialists such as consulting physicians, therapists, social workers, discharge planners and pharmacists.

Halton Healthcare is a Clinical Education Campus (CEC) of McMaster University and is a designated academic community teaching hospital of the Michael G. DeGroote School of Medicine. With our affiliation with McMaster University, medical trainees such as fellows, residents and medical clerks work under the supervision of experienced physicians.

## Other Key Supportive Roles

- **Ethicist:** While in hospital, you may be faced with making difficult decisions for yourself or a family member. The Ethicist will help you to understand options about these difficult decisions. Ask your nurse if you want to speak with an Ethicist.
- **Spiritual Care:** Our Spiritual Care professionals provide psycho-social, spiritual and emotional support to all patients and families. We facilitate the religious practices of patients through our community religious partners. Additionally, we respectfully accommodate the practices of our Indigenous communities with access to smudging. Spiritual support can be requested through your physician or nurse.
- **Volunteers:** Halton Healthcare volunteers help improve and round out the care at our hospitals by assisting patients, families, staff and physicians.

## Feedback About Your Hospital Experience

### Compliments and Concerns

If you have questions, concerns, compliments or suggestions please speak directly with your nurse, nurse-in-charge and physician, or ask to speak directly to the Patient Care Manager who is responsible for the patient care on your unit.

The Patient Relations team is also available to support you and your family. Your feedback is confidential, and your concerns are treated in a supportive and respectful way. If there are matters which require further attention, please contact Patient Relations at **905-338-4138** or email [patientrelations@haltonhealthcare.com](mailto:patientrelations@haltonhealthcare.com).

### Patient Experience Surveys

Patients may be randomly selected to provide feedback on their inpatient hospital experience. You may receive a Patient Experience Survey by email after your discharge from the hospital, if you consent to Halton Healthcare using your email address to contact you. Your confidential comments will help us monitor the quality of our services, tell us what we are doing well, and provide ideas on how to improve our patient and family care. We appreciate your feedback.

If you wish to be excluded from the Patient Experience Surveys, contact Patient Relations by emailing [patientrelations@haltonhealthcare.com](mailto:patientrelations@haltonhealthcare.com) or by calling **905-338-4138**.

### Become a Patient and Family Advisor

Are you interested in partnering with us to help create a patient and family-centred environment at our hospitals?



Scan the QR code to learn more about this opportunity.

# Safety in Hospital

Your safety is our priority. We will work closely with you to keep you safe.

## Allergies

Please let us know if you have any allergies or restrictions including food, medication, latex, etc.

## Checking Patient Identification (ID)

When you were admitted, you were given a wrist identification band (ID) with your name, birth date and medical record number. This band must be worn at all times during your hospital stay. To keep you safe, we must verify your identity using two identifiers, usually your first and last name and date of birth. Staff will always check your identity including your ID band before giving you medication or performing any test or procedure. Please expect to be asked for these identifiers and to have your wristband checked frequently during your hospital stay.



- **Care provider identification (ID):** All hospital staff, physicians and volunteers must wear photo ID badges in the hospital. You can ask to see your care provider's identification if you have any concerns.

## Falls Prevention TIPS (Tailoring Interventions for Patient Safety)

Your safety is a key priority for us at Halton Healthcare. As your partners in care, we want to work with you and your family to ensure a safe hospital stay, which includes helping to prevent falls.

Patient Name:		Date:	
<input type="checkbox"/> Increased Risk of Harm If You Fall		<b>Fall Interventions</b> (Circle selection based on color)	
<b>Fall Risks</b> (Check all that apply)		Communicate Recent Fall and/or Risk of Harm	
<input type="checkbox"/> History of Falls	<input type="checkbox"/> Medication Side Effects	<input type="checkbox"/> Walking Aids Crutches   Cane   Walker	Walking Aids
<input type="checkbox"/> Walking Aid	<input type="checkbox"/> IV Pole or Equipment	<input type="checkbox"/> IV Assistance When Walking	Toileting Schedule: Every _____ hours Bed Pan   Assist to Commode   Assist to Bathroom
<input type="checkbox"/> Unsteady Walk	<input type="checkbox"/> May Forget or Choose Not to Call	<input type="checkbox"/> Bed Alarm On	Assistance Out of Bed Bed Rest   1 person   2 people

As part of our safety strategy, we use a Falls TIPS tool. This strategy involves you and your loved ones. Our teams will work with you to develop a fall prevention plan made specifically for you, using the poster (left). It will be posted in your room as a constant reminder about the ways we can work together to prevent falls. Please speak to your healthcare provider if you have any questions.

## Safety in Hospital *(continued)*

### Medications

You will be asked by a nurse, pharmacist or physician about all of the medications you take at home, including vitamins, herbal remedies and over-the-counter medications. Always show your wristband to your healthcare provider to confirm your identity and ensure you are given the proper medication.

- **Pain Management:** We want to make you as comfortable as possible during your hospital stay. Staff will ask you about your pain using a scale of 0 to 10. A rating of 0 means no pain, while a rating of 10 means the worst pain you've ever had. There are many ways to control pain beyond taking medications. We encourage you to discuss your pain and options for reducing it with your healthcare team.
- **Updating Your Medication List:** When you are discharged, your medication list may need to be updated. Please take this list with you to your next visit with your care provider.

**Patient/Family-Recorded Home Medication List**

Name: \_\_\_\_\_ Date: \_\_\_\_\_  
 Family Physician: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Pharmacy name: \_\_\_\_\_  
 Allergies (Describe Reaction):  No known Allergies

Currently Taking Medications/Supplements at Home?  No  Unknown

Medication Name	How often	Strength	AM	Noon	PM	Before	After	As-Needed
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Completed By:  Patient  Family  Health Care Professional



The **Patient/Family-Recorded Home Medication list** (above) is available from our website for printing. Scan the QR code to download it.

### Important Questions to Ask About New Medications:

- What is the name of the new medication and why am I taking it?
- When and how do I take it?  
How long will I be on this medication?
- Are there any foods, drinks or activities I should avoid?
- What are the side effects?  
What should I do if I experience them?
- Will this new medication work safely with the others that I am taking?





## Preventing Infections

Infection prevention and control practices are important in maintaining a safe environment for everyone and reducing the risk of hospital associated infections.

- **Hand Hygiene:** Good hand hygiene means washing your hands with soap and water or using a waterless, alcohol-based hand rub to clean your hands. Please clean your hands thoroughly at hand hygiene stations located throughout the hospital and at all entrances and exits. Healthcare providers are required to clean their hands before and after touching patients and should wear gloves for tasks such as handling bodily fluids. Please ask your visitors to wash or sanitize their hands before and after seeing you. If they are sick, please ask them to stay home until they are well.
- **Cover Your Cough:** When you cough or sneeze, it is important to use your forearm or a tissue to cover your mouth and nose. Please discard the tissue immediately and clean your hands.
- **Additional Precautions:** If you require additional infection prevention and control precautions, there may be a sign posted outside your room, and you may be asked to stay in your room. Your healthcare team and visitors will follow the instructions on the sign and wear the personal protective equipment listed (examples include: gloves, gowns, mask and eye protection).



## Scented Products and Highly Fragrant Flowers

Perfume, after-shave, cologne or other scented personal care products are not permitted in the hospital as some people are allergic to them. Please do not bring highly fragrant flowers, such as hyacinths or lilies into the hospital as they can trigger allergic reactions.

## Smoke-Free Properties

Smoking is not permitted on any of our Halton Healthcare properties or in any personal vehicles while on our property. Products made with tobacco/cannabis that may be smoked, vaped, inhaled or chewed are not permitted. In addition, having any tobacco or cannabis products visible while on Halton Healthcare property is not permitted.

We respectfully accommodate the practices of our Indigenous communities with access to smudging. Spiritual support can be requested through your physician or nurse.

## Latex Balloons

Latex balloons are not permitted in the hospital, as some people can have severe allergic reactions to them. Mylar balloons are welcomed.

## **Safety in Hospital** *(continued)*

### **Open Flames and Heat**

Most electrical appliances such as portable heaters, kettles and hot plates are not permitted at the hospital as they could pose a fire risk. Please speak to your healthcare team if you have special dietary or cultural requirements. While celebrations are important, we cannot permit open flames in the hospital – this includes birthday candles. Small electrical appliances, such as radios, phone chargers and fans are allowed if plugged into an appropriate outlet. Extension cords are not permitted as they are a fire and trip hazard.

### **Emergency Code**

During your stay, you may hear emergency codes over the PA system. An emergency code is a notification of an event that requires immediate action. Please don't be alarmed. Staff, physicians and volunteers understand what each code refers to and are aware of how to respond to provide a safe environment. If an emergency code is called in your area, you will be provided with direction on what you need to do.

### **Fire Safety**

We take fire safety seriously and conduct regular fire drills – you may hear one during your hospital stay. Fire exits are clearly marked throughout the building. When the fire alarm rings, patient rooms will be closed by hospital staff while hallway doors will automatically close. If you are in the hospital cafeteria when the alarm is sounded, we encourage you to stay there until the “all clear” signal is given or other directions are provided. If you observe any fire safety risks or other concerns during your stay, please notify a staff member immediately.

## **Respecting Your Wishes**

### **Accessibility**

Halton Healthcare strives to eliminate barriers that might limit equitable and accessible care for our patients and their families, in compliance with all relevant laws and regulations including the Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code.

This includes accommodating assistive devices, the use of service animals, support persons, interpreters and sign language interpretation services. If you require accommodations, please speak with your nurse. For any inquiries or feedback about accessibility at Halton Healthcare, please contact Patient Relations at **905-338-4138**.

## BlindSquare

BlindSquare is an accessible wayfinding app for people with sight loss and is now available at Oakville Trafalgar Memorial Hospital. You can download the free BlindSquare app from the Apple App Store.

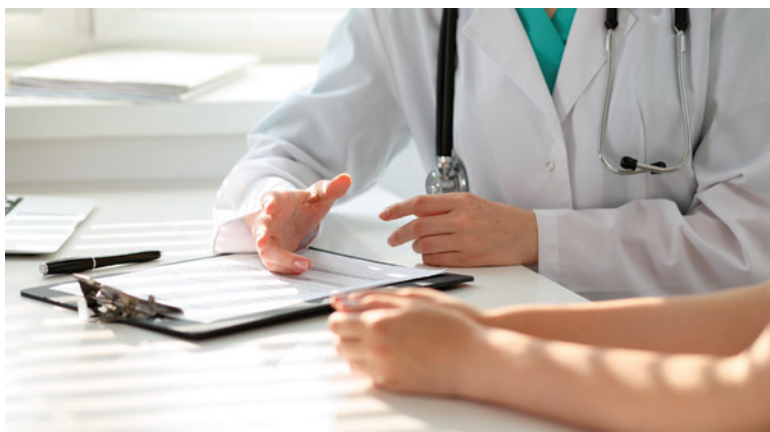
## Interpretation Services and Sign Language

Halton Healthcare offers interpretation services to help bridge the language barrier between healthcare providers, patients and their families. We have 24-hour access to more than 170 languages for situations when medical terminology and clinical procedures are involved. In addition, we provide American Sign Language access for deaf patients and family members. If you or your family member would like to use translation services or sign language interpretation services, please ask your nurse or a member of the healthcare team.

## Consent to Treatment

Before undergoing any surgery or procedure, you will be asked to give us your consent to treatment and be asked to sign a consent form. Your physician or a member of your healthcare team will explain and discuss the surgery or procedure with you. Read the form carefully to ensure that it has your correct identification information.

For surgical procedures you should always reconfirm in detail which procedure you will be having. You should also understand the purpose of your procedure/treatment as well as the risks and benefits before you give consent. Please speak up and ask questions if you do not thoroughly understand the information.



## Substitute Decision Maker

It is important that you have a Substitute Decision Maker (SDM) in case you become seriously ill and incapable of making decisions about your medical care. Discuss your thoughts and preferences with your family, and put them in writing so your own words can speak for you, even if you cannot. Your physician, nurse, ethicist, clergy or lawyer can help you obtain more information.

## Patient Inquiries

Please assign a family member or friend to be the main contact who communicates with the patient care unit. Information about your health will only be released to an individual with your expressed consent.

## Respecting Your Wishes *(continued)*

### Protecting Your Privacy

Halton Healthcare is committed to keeping your personal health information private and confidential. Clinical information collected in support of the treatment you receive at Halton Healthcare will only be disclosed to authorized individuals who are in your circle of care. You have the right to access your health record. Please speak with a member of your care team if you have questions.

- **Photography or Media Recording:** To protect the privacy of all individuals, photographs, videos or audio recordings cannot be taken of patients, visitors, physicians, staff or volunteers without their consent.
- **Release of Non-clinical Information:** Non-clinical information about your visit (i.e. your name and location within the hospital) may be released in order to assist visiting family, friends and your faith community to locate you. If you wish your presence in hospital to be concealed, please notify a member of your care team.
- **Fundraising:** Your contact information may be shared with our hospital foundations to support their fundraising efforts. If you wish to be excluded from fundraising initiatives please notify staff when you are admitted, or contact the Privacy Office at [privacy@haltonhealthcare.com](mailto:privacy@haltonhealthcare.com)
- **Connecting with you by email:** Halton Healthcare (Oakville Trafalgar Memorial Hospital, Milton District Hospital and Georgetown Hospital) may need to communicate with you from time to time. To help us do that, we are requesting email addresses from our patients at registration points throughout our hospitals. By providing us with your email address, you are consenting to receive emails from Halton Healthcare about Patient Experience Surveys, general information about your care and services, and appointment scheduling information, if applicable.

### Organ and Tissue Donation

Organ donations can save lives or improve the quality of life for many people. You can express your wishes to be an organ and tissue donor by registering online at [giftoflife.on.ca](http://giftoflife.on.ca).

### Preparing to Go Home

We start planning for your discharge soon after your admission. We will work with you and your family to support your transition back to the community. Your healthcare team will discuss community support services and resources available to meet your needs outside of the hospital. If you have not met with one of our Discharge Planners and would like to, please ask your nurse.

Our goal is to provide quality care in a timely fashion and help you return home as soon as you are medically ready. While our normal discharge time for medical and surgical units is between 10:00 am and 11:00 am, discharge may occur at any time until 10:00 pm. In order to make this transition as smooth as possible, please:

- **Arrange Transportation:** Identify a family member or friend who can transport you home. If you require assistance, speak with your nurse before discharge. There are private services that provide transportation options for a fee. You are responsible for making your own transportation arrangements home.
- **Review Your Discharge Information:** Make sure you understand what treatment you received and any required follow-up appointments as well as any changes to your medications, diet or other restrictions. Talk to your nurse if you have any questions or concerns about the type of care you will need at home and any community services you might need to access. Make sure you are aware of what signs and symptoms to watch out for and who you should call if you have any questions or concerns.
- **Fill Prescriptions for Medication:** Fill prescriptions for medications and make sure you know how and when to take them. Also, don't forget to update your medication list. See page 12 for more information.
- **Belongings:** Make sure you take all your belongings with you when you are discharged. The hospital does not assume responsibility for any lost items.
- **Follow-up Appointment:** It is important to get follow-up care with your family physician or specialist. Make sure you have a list of all your required follow-up appointments for further tests, or with your family physician and/or specialist. Please take your updated medication list to these appointments.
- **Assistive Devices:** Please ensure that you have all the assistive devices (walking aids, reaching aids, braces, etc.) you might need to manage comfortably at home. See Connect Care Medical Alert Service (**1-800-665-7853**) to inquire about a home monitoring system to help keep you or your loved one independent and safe.
- **Where to Go for More Information:** You will receive details about where to find more information from your healthcare team, if needed. For example, community services, hospital help lines or websites.
- **Take Notes:** It may be helpful to have a family member or friend with you to help write down everything you should know about your care and discharge.



## Preparing to Go Home *(continued)*

- **Requesting Access to Your Personal Health Records:** You can access your personal health information (health records) by contacting the Release of Information Department at the hospital where you were treated. You will be asked to fill out a Release of Information Consent Form and to provide a Government-issued photo ID with proof of signature (driver's license, passport, health card, etc.). An administrative fee will apply to your request unless you have requested it be released to another healthcare provider (family doctor, specialist or another hospital) for continuity of care.



Scan this QR code for more detailed information on requesting access to your personal health records.

- **Access & Share Your Imaging Records Online:** Through PocketHealth, you can sign up to access imaging and reports after each exam and save them permanently. This enables you to share your imaging records with any doctor instantly and in full diagnostic quality.



To learn more about or participate in PocketHealth, please ask our Diagnostic Imaging staff or scan the QR Code.

### Home and Community Care Support Services Mississauga Halton

Home and Community Care Support Services (formerly Local Health Integration Networks) have a focused mandate to deliver local health services such as home and community care and long-term care home placement.

To find more information, talk to your healthcare provider about available services, or contact Home and Community Care Support Services Mississauga Halton directly.

You can call **310-2222** (no area code required), **1-877-336-9090** (toll free number) or visit **[healthcareathome.ca/mh](https://healthcareathome.ca/mh)**



# Patient Services, Retail and Food Options

We have a variety of food vendors, drug stores and retail services including our volunteer gift shops throughout our hospitals. Business hours are subject to change.

To see a complete listing, please visit our website at [www.haltonhealthcare.com](http://www.haltonhealthcare.com).

## Food and Retail

### Georgetown Hospital

#### Shops

- Trinkets & Treats Gift Shop

#### Food Options

- Tim Hortons / INS Food
- Vending machines located in the Emergency Department and near the Fracture Clinic

#### Bank Machines (ATM)

Located by the South Entrance



### Milton District Hospital

#### Drug Store – Origins Pharmacy and Home Healthcare (Main Lobby)

Monday to Friday: 9:00 am to 5:00 pm; Saturday, Sunday and Holidays: Closed

Telephone number: 905-636-9996

#### Shops (Main Floor)

- Uniquely Yours Gift Shop

#### Bank Machines (ATM)

Located near the Emergency Department

#### Food Options

- Tim Hortons (Main Lobby)
- Tria Café and Mart (Main Lobby)
- Vending machines located by the Emergency Department, near the South Entrance, by the Maternal/Child Department, and the North Elevators on the first level.

## Food and Retail *(continued)*

### Oakville Trafalgar Memorial District Hospital

#### Drug Store – Origins Pharmacy and Home Healthcare (Centre Elevators, Main Lobby)

Monday to Friday: 8:30 am to 7:00 pm

Saturday: 9:00 am to 5:00 pm

Sundays and Holidays: Closed

Telephone number: 905-847-3223

#### Shops (Main Floor)

- OHVA Gift Shop
- INS Market
- Vivah Jewellery

#### Bank Machines (ATM)

- Emergency Department
- By the North Elevators on the second floor
- By Starbucks on the Main Floor

#### Food Options

- Starbucks Coffee (Main Lobby)
- U-Naru Sushi (Main Lobby)
- La Prep (Main Lobby, across from centre elevators)
- Thai Express (Food Court)
- 16 Mile Café (Food Court)
- Pita Lite (Food Court)
- Frozen Yogurt 24/7 (Food Court)
- Tim Hortons 24/7 (Food Court)
- Self-serve Tim Hortons (Second floor, North, near Information Desk)
- Vending machines located by the exit from the Emergency Department and the North Elevators on the first and second levels

## Additional Services

### Oakville Hospital Footcare and Orthotic Centre

The Oakville Hospital Footcare and Orthotic Centre provides services including diabetic footcare and custom orthotics. We have two locations:

- **Oakville Trafalgar Memorial Hospital:** To book an appointment, call **905-618-0162**
- **461 North Service Road, Oakville:** To book an appointment, call **905-338-4669**

### Connect Care Medical Alert

Connect Care allows individuals to remain living safely and independently in their own home for as long as possible. A simple press of the waterproof button, worn as a bracelet or pendant connects you to a 24/7 monitoring centre where help is dispatched immediately.

For more information, please call **905-338-4357** (Toll Free **1-800-665-7853**), visit **[www.ConnectcareMedicalAlert.ca](http://www.ConnectcareMedicalAlert.ca)** or speak with a staff member in the office on the main floor of Oakville Trafalgar Memorial Hospital, across from the Gift Shop between 8:00 am and 4:00 pm, Monday to Friday.



## TLC–Tender Loving Corner Retail and Breastfeeding Clinic & Baby Boutique

TLC provides breast pump rentals and other lactation products, and is staffed by the Lactation Consultants from the Breastfeeding Clinic.

- **Milton TLC Breastfeeding Clinic and Baby Boutique: 905-878-2383 ext. 7610**
- **Oakville TLC Breastfeeding Clinic and Baby Boutique: 905-338-4131**

## Work-Fit Total Therapy Centre

Work-Fit provides a wide range of rehabilitation treatments including physiotherapy, chiropractic services, massage and occupational hand therapy. For more information, visit [www.WorkfitPhysiotherapy.ca](http://www.WorkfitPhysiotherapy.ca) or call:

- **Georgetown Hospital Clinic: 905-873-4598**
- **Milton District Hospital Clinic: 905-876-7022**
- **Oakville Trafalgar Memorial Hospital Clinic: 905-845-9540**



## Parking

Halton Healthcare offers a wide selection of parking options to accommodate patients and their families during their stay/visit in hospital.

### Parking Passes

In addition to regular hourly and daily parking rates, patients and visitors can purchase passes that allow them to park at discounted rates. These include a day pass, a weekly pass, a monthly pass, or 5, 10, 30 or 100-day value pass. These passes allow for multiple entries and exits within a 24-hour time period. Parking passes can be purchased from the parking cashier at Oakville Trafalgar Memorial Hospital and Milton District Hospital or from the admitting cashiers at Georgetown Hospital.

**Parking passes can only be used at the hospital location where they were purchased.**

If you need to use your pass at more than one Halton Healthcare Hospital (Oakville Trafalgar Memorial Hospital, Milton District Hospital and Georgetown Hospital) please visit the Parking Office at the hospital to speak with a parking representative.

- **Georgetown Hospital: 905-873-0111 ext. 6595**
- **Milton District Hospital: 905-878-2383 ext. 7161**
- **Oakville Trafalgar Memorial Hospital: 905-845-2571 ext. 6595**

Parking fees are subject to change, and can be viewed at our pay stations at all three hospitals as well as on our website [www.haltonhealthcare.com](http://www.haltonhealthcare.com). If you have any questions please visit the parking office at your hospital.

## Your Hospital Bill

If you live in Ontario and have a valid health card, you are covered by the Ontario Health Insurance Plan (OHIP) and are able to receive standard care.

### **Additional fees are charged to OHIP patients for items such as:**

- Preferred accommodation (semi-private and private room accommodations)
- Ambulance
- Delisted procedures (a procedure that is no longer covered by OHIP)
- Uninsured procedures (a procedure that is not covered by OHIP)
- Medical devices (i.e. crutches, splints, etc).

Charges for these additional items, upgrades and services are the responsibility of the patient.

Some patients have additional private insurance coverage, which may cover the cost of a room upgrade. Please check your insurance coverage to make sure you understand your coverage before you come to hospital.

**If you do not have additional coverage under your supplemental insurance plan, and you sign-up for a private or semi-private room, you will be responsible for the extra charge.**

*Non-residents of Canada as well as Canadian residents without a provincial health card will be billed for all services, upgrades and items received.*



For rate schedule and uninsured patients, please scan the QR code.

## Payment

Payment can be made by recognized credit cards, debit card, cash or cheque at the following locations at our hospitals:

- **Georgetown Hospital: Admitting Department**
- **Milton District Hospital: Admitting Department**
- **Oakville Trafalgar Memorial Hospital: Cashier located near the South Entrance**

These offices are open from Monday to Friday (excluding holidays) from 8:30 am to 11:30 pm at Georgetown Hospital and 8:30 am to 11:00 pm at Milton District Hospital and 8:30 am to 4:00 pm at OTMH. The offices will be closed from 12:00 pm to 1:00 pm.

If you are discharged after business hours, the hospital will mail you a bill. You can also pay your bill online at any time by visiting [www.haltonhealthcare.com](http://www.haltonhealthcare.com) and selecting "Pay A Bill" on the home page.

For inquiries or more information: **905-338-4640**

## Alternative Level of Care and Co-payment Charges

There have been significant investments in enhancing community support services in our region to help our patients return to their home, where they can continue to recover, at the time of discharge. The Social Worker or Discharge Planner on your unit will meet with you prior to your discharge to discuss options based on the care needs identified by your healthcare team. If you require community support services or specialized rehabilitation services, with your consent, the necessary referrals will be made.

In Ontario, patients whose care needs exceed that which can be reasonably provided in the community are identified as needing an alternate level of care (ALC) by their attending physician. Based on the guidelines from the Ministries of Health and Long-Term Care, patients can be charged a co-payment. These rates are set by the Ministry of Health and information regarding the rates is available from our Finance Department or on the Ministry of Health website.



If you have any questions regarding ALC or Co-payment, please ask to speak with the Social Worker or Discharge Planner on the unit. Scan the QR code for more information.



# Giving Back

## Our Volunteers

Our volunteers help enhance the patient experience at our hospitals by providing valuable supplemental services in both direct and indirect patient care.



### Interested in Volunteering?

Applications for volunteers are accepted between January 1 to February 12, and July 1 to August 12.

You can also email us:

- **Georgetown Hospital:**  
ghvolunteer@haltonhealthcare.com
- **Milton District Hospital:**  
mdhvolunteer@haltonhealthcare.com
- **Oakville Trafalgar Memorial Hospital:**  
volunteer@haltonhealthcare.com

## Our Foundations

Did you or your loved one experience extraordinary care at one of our hospitals? Honour the remarkable healthcare professionals who made a difference in your life by making a meaningful gift. Your generous support will enhance healthcare in your community. Join us in expressing appreciation – donate today:

- **Georgetown Hospital Foundation**  
Telephone: 905-873-4599  
1 Princess Anne Drive, Georgetown, ON L7G 2B8  
www.georgetownhospitalfoundation.ca
- **Milton District Hospital Foundation**  
Telephone: 905-876-7014  
725 Bronte St. South, Milton, ON L9T 9K1  
www.mdhf.ca
- **Oakville Hospital Foundation**  
Telephone: 905-338-4642  
3001 Hospital Gate, Oakville, ON L6M 0L8  
www.oakvillehospitalfoundation.com



# Telephone Directory

<b>Georgetown Hospital Main Number</b> . . . . .	905-873-0111
<b>Milton District Hospital Main Number</b> . . . . .	905-878-2383
<b>Oakville Trafalgar Memorial Hospital Main Number</b> . . . . .	905-845-2571
<b>Patient Locating / Information Desk</b> . . . . .	905-338-4637

## **Accommodations / Admitting**

Georgetown Hospital. . . . .	Ext. 8523
Milton District Hospital. . . . .	Ext. 7017
Oakville Trafalgar Memorial Hospital Admitting . . . . .	Ext. 3720
Oakville Trafalgar Memorial Hospital Accommodations. . . . .	Ext. 4672

<b>Billing</b> . . . . .	905-338-4640
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## **Breastfeeding Clinic**

Milton District Hospital. . . . .	Ext. 7610
Oakville Trafalgar Memorial Hospital . . . . .	Ext. 4131

## **Call to Order**

Patient Room Service Food Delivery . . . . .	Ext. 3663
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## **Clinical Information Services – Health Records**

Georgetown Hospital. . . . .	Ext. 8237
Milton District Hospital. . . . .	Ext. 4020
Oakville Trafalgar Memorial Hospital . . . . .	Ext. 6712

<b>Connect Care Medical Alert Service</b> . . . . .	905-338-4357
Toll Free . . . . .	1-800-665-7853

<b>Mississauga Halton Home and Community Care</b> . . . . (no area code required)	310-2222
Toll free number. . . . .	1-877-336-9090
Georgetown Hospital. . . . .	Ext. 8565
Milton District Hospital. . . . .	Ext. 7009
Oakville Trafalgar Memorial Hospital . . . . .	Ext. 4625

## **Gift Shops**

Georgetown Hospital. . . . .	Ext. 8286
Milton District Hospital. . . . .	Ext. 7329
Oakville Trafalgar Memorial Hospital . . . . .	Ext. 2380

## **Hospital Foundations**

Georgetown Hospital. . . . .	Ext. 8221
Milton District Hospital. . . . .	Ext. 7014
Oakville Trafalgar Memorial Hospital . . . . .	Ext. 4642

## **Patient Relations**

Patient Relations Advisor . . . . .	Ext. 4138
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## **Parking**

Georgetown Hospital. . . . .	Ext. 6595
Milton District Hospital. . . . .	Ext. 7161
Oakville Trafalgar Memorial Hospital . . . . .	Ext. 6595

## **Oakville Hospital Footcare**

Oakville Trafalgar Memorial Hospital . . . . .	905-618-0162
461 North Service Rd., Oakville . . . . .	905-338-4669

## **Security**

Georgetown Hospital. . . . .	Ext. 8177
Milton District Hospital. . . . .	Ext. 7348
Oakville Trafalgar Memorial Hospital . . . . .	Ext. 2950

## **Social Work**

Georgetown Hospital. . . . .	Ext. 8285
Milton District Hospital. . . . .	Ext. 7337
Oakville Trafalgar Memorial Hospital . . . . .	Ext. 4624

## **Spiritual Care**

Georgetown Hospital. . . . .	Ext. 8419
Milton District Hospital. . . . .	Ext. 7319
Oakville Trafalgar Memorial Hospital . . . . .	Ext. 6767

**TLC-Tender Loving Corner Retail/Baby Boutique**

Milton District Hospital . . . . . Ext. 7610

Oakville Trafalgar Memorial Hospital . . . . . Ext. 4131

**Television, Patient Phone, Patient Entertainment System (to activate) . . . . . Ext 7789**

**Work-Fit Physiotherapy**

Georgetown Hospital . . . . . 905-873-4598

Milton District Hospital . . . . . 905-876-7022

Oakville Trafalgar Memorial Hospital . . . . . 905-845-9540

*For Services not listed here, call the main hospital number and press “0”*

**Patient Notes**

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**Georgetown Hospital**

1 Princess Anne Drive  
Georgetown, ON L7G 2B8  
905-873-0111





**Milton District Hospital**

725 Bronte Street South  
Milton, ON L9T 9K1  
905-878-2383

**Oakville Trafalgar Memorial Hospital**

3001 Hospital Gate  
Oakville, ON L6M 0L8  
905-845-2571

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[haltonhealthcare.com](http://haltonhealthcare.com)



## Community Supporters

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[www.adjusttohome.com](http://www.adjusttohome.com) 905-878-1142 [info@adjusttohome.com](mailto:info@adjusttohome.com)



## REC PARTNER

Town of Halton Hills Recreation & Parks offers gentle adult fitness programs and other services that may help with your recovery. If you have a temporary or permanent disability that makes it difficult to participate on your own, think about bringing along a Rec Partner to assist you, free of charge.

For more information, visit...  
[www.haltonhills.ca/recreationinclusion](http://www.haltonhills.ca/recreationinclusion)



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[clientcaretorontowest@pbogroup.ca](mailto:clientcaretorontowest@pbogroup.ca)

**PBO Toronto East**

**P: 416-291-7434**

**F: 416-291-9710**

31 Melford Dr. Unit 2  
Scarborough, ON, M1B 2G6  
[clientcaretorontoeast@pbogroup.ca](mailto:clientcaretorontoeast@pbogroup.ca)

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