



RVH
Royal Victoria
Regional Health Centre



Patient & Family Guide

Inspiring care...

201 Georgian Drive | Barrie ON | L4M 6M2 | 705-728-9802 | www.rvh.on.ca

Revised June 2018

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Welcome to RVH

Dear Patients and Families,

Welcome to Royal Victoria Regional Health Centre (RVH) where at any moment of any day there is a life story being shaped.

RVH has been caring for our community since 1897 when the very first hospital opened in Barrie. In 2012 we opened a \$450 million expansion that doubled the size of the health centre and enabled us to become a large regional centre for many specialized healthcare services.

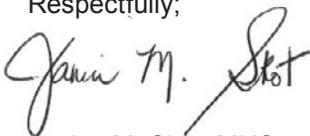
One thing that hasn't changed in our 120 year history is RVH's dedication to our patients and their families. You are at the centre of everything we do and we are committed to our vision to Make each life better. Together.

This means we always strive to make your experience as positive as possible while you are a patient at RVH. One of the ways we do that is by providing key information you and your loved ones need during your stay.

This guide is intended to be a comprehensive source for information for most RVH patients about the health centre, its policies and your safety. Your care team will provide you with additional, specific information based on your particular health needs or the department in which you are receiving care.

I invite you to take some time to review the Patient & Family Guide and encourage you to ask your care team if you have questions.

Respectfully;



Janice M. Sköt, MHSc, CHE
President and Chief Executive Officer





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Please note: We are constantly changing to meet your needs.

Information presented here may be subject to change.

About RVH

Vision

Make each life better. Together.

Our Mission

Exceptional care is our passion.

People are our inspiration.

Safety is our promise.

Values

RVH is built on our values – deeply held beliefs which guide our every action.

- Work Together
- Respect All
- Think Big
- Own It
- Care



The patient experience

Patients are at the centre of everything we do at RVH and our **MY CARE** philosophy puts patients and their families first. Always. Everyday. Without exception.

We are committed to supporting diversity and creating an inclusive, barrier-free environment. As a regional health centre, RVH serves a multitude of communities within our region, each with its own unique needs. To better serve those communities we strive for health equity and constant self-reflection to ensure our patients and families receive the safest, highest-quality care that they deserve, and that our health centre is a safe and welcoming place of healing and comfort for everyone.

To help achieve this goal you can expect:

- Every employee, physician and volunteer you encounter will introduce themselves by name and tell you about their experience, what they will be doing for your care and how long it will take
- At the end of a shift your care team may gather at your bedside to discuss important information about your treatment, medication and condition. You can be involved in this conversation at whatever level you choose
- Large whiteboards in every patient room display information about your care, such as your estimated date for discharge, pain management plans, upcoming tests or procedures, as well as your first name. This way you, your family, and the team members involved in your care, have access to this important information. You can ask that this information not be displayed on the whiteboard if you prefer
- Nurses will also check in on you regularly to ask some key questions and see if there is anything you need
- You can also expect to meet the unit leader during your stay. You will have the opportunity to ask questions, share compliments or discuss concerns directly with your unit's leader. RVH's senior leaders may also visit you, asking for feedback on the care you are receiving. This information is shared with the teams providing your care and helps us to improve your experience at our health centre

We want to hear from you

RVH is committed to providing high quality, patient-focused care. In order to do this, we continuously seek feedback from our patients and their families. There are many ways you can tell us about your experience, including:

In-hospital survey: You can complete a satisfaction survey on the bedside entertainment systems located in inpatient rooms. These brief surveys are voluntary and can be completed as many times as you wish during your stay at RVH.

National Research Corporation Canada (NRCC) survey: RVH works with a company called NRCC to mail and collect patient experience surveys. Surveys are mailed to a random selection of patients after they have returned home from an Emergency department visit or an overnight stay in hospital.

These surveys are anonymous and we use the information gathered from them to identify what RVH is doing well and what we can do to improve the care we provide. We appreciate all feedback provided to us and encourage you to complete the survey if you receive it.

Compliments and concerns

We appreciate learning about your positive experiences so we can pass your feedback along to the staff, physicians and volunteers. You can recognize members of your care team in several ways:

- Complete an electronic thank you card on the bedside entertainment system

- Send an email through the RVH website
- Fill out one of the recognition cards located at the holders/dropboxes around the health centre

If you have concerns about your care or if you have suggestions to improve service, we would also appreciate hearing from you through the following options:

- Discuss it with a staff member
- If you feel your concern is not resolved, ask to speak with the department's Resource Nurse or Supervisor/Manager
- Contact the Patient and Family Experience Office (see below)
- Contact the President and CEO through the dedicated patient line at extension 41050

Patient and Family Experience Office

The Patient and Family Experience Office (formerly the Patient Representative Office) is here to support you through your experience at the hospital and assist you with questions or concerns. Whether you have a complaint, a suggestion or a compliment, we'd like to hear your feedback.

While in hospital, we encourage you to direct immediate inquiries or concerns to your care team (staff nurse or resource nurse on your unit or outpatient care area), or take the matter up with the manager or the attending physician. If you don't feel satisfied after this, please feel free to contact the Patient Relations Coordinators for help.

When to contact us

- When you have questions or would like information about services at RVH
- When you want to give us your ideas or suggestions
- When you have compliments that you would like to forward related to your care at RVH
- When you have concerns, or grievances, about services or interactions with RVH staff or physicians

We work with physicians and administration in order to improve your experience at RVH. Quality and patient safety are strategic priorities for RVH. We are concerned about our patients and embrace any opportunity to improve the care we provide.

You can contact the Patient and Family Experience Office at 705-728-9090 ext. 44510 or via email at patientrep@rvh.on.ca

If you prefer, you may also submit your request, compliment or concern in writing via email or a letter addressed to:

Patient and Family Experience Office
Royal Victoria Regional Health Centre
201 Georgian Drive
Barrie, ON L4M 6M2

Protecting your privacy

When you receive care at RVH, we collect and store personal information about you, such as your name, date of birth, address, health history, records of your visit and the care you received.

RVH collects this information to:

- Provide you with appropriate care
- Maintain a record of your care
- Conduct activities which support patient care
- Improve the quality of hospital services
- Support research and educational programs
- Comply with legal and regulatory requirements
- Obtain funding for your treatment and care (i.e. OHIP, WSIB)

RVH takes all reasonable steps to ensure your information is treated confidentially and is only used for the purposes it was collected. This may require that we share your personal health information with:

- Your next of kin or a legal representative of your choosing
- Other healthcare providers in your care team
- Health regulatory agencies
- Public authorities (i.e. the local health unit)

For more information about RVH's privacy protection practices, or if you have any questions about how we use your personal health information, please contact the Privacy Office at: 705-728-9090 ext. 42537 privacy@rvh.on.ca

You may also contact the Information and Privacy Commissioner of Ontario directly if you think your privacy has been breached. The Commissioner can be reached as follows:

Information and Privacy Commissioner of Ontario

2 Bloor Street East, Suite 1400

Toronto, Ontario M4W 1A8

416-326-3333 or 1-800-387-0073

commissioner@ipc.on.ca

www.ipc.on.ca

Patient rights & responsibilities

At RVH, patients are at the centre of everything we do. Your patient rights and responsibilities are foundational to the caring partnership you share with your RVH healthcare team.

Patients have the right to:

- Receive safe, high quality patient care
- Be treated in a considerate, respectful manner regardless of race, culture, religion, sex, age, mental or physical ability, economic status, sexual orientation, gender identity, diagnosis, or legal status
- Receive complete and clear information about diagnosis, treatment and prognosis
- Express concern about the care or treatment received
- Maintain independence and make decisions about your care, unless you are unable, in which case information will be given to a guardian, attorney or substitute decision-maker
- As a capable patient, refuse treatment and be informed of the potential health risks of your decision
- Know the names and roles of your healthcare team
- Be informed of opportunities to participate in research
- Have your privacy protected and your personal information and health records kept confidential
- Have access to your health record
- Be informed of any financial obligations that will be incurred as a result of your care
- Ask members of your care team if they have washed their hands

Patients have the responsibility to:

- Behave in a respectful way toward your healthcare team
- Treat others in a considerate, respectful manner regardless of race, culture, religion, sex, age, mental or physical ability, economic status, sexual orientation, gender identity, diagnosis, or legal status
- Contribute actively to your healthcare and healthcare decisions to the extent you are able
- Participate in your treatment and rehabilitation at the level you choose
- Make informed choices about your participation in research and communicate your preferences to the healthcare team

- Respect that your healthcare team must prioritize their activities in order of urgency
- Contribute to the quality of your care by providing an accurate health history, information about current prescriptions, treatments, and follow provider recommendations
- Bring your medication (in the original containers) and/or an accurate list of medications with you to RVH (including over-the-counter medicines, herbal remedies, supplements, vitamins, and diet pills)
- Respect other patients and their privacy and confidentiality
- Keep appointments or notify RVH when you are unable to keep your appointment
- Ensuring all expenses not covered by the Ontario Health Insurance Plan (OHIP) or private insurance are paid for
- Comply and ask others to comply with RVH infection control and safety policies

Visitor responsibilities

RVH is committed to providing safe, high quality care for patients and a positive experience for families. We count on visitors, as family members or friends, to assist us by:

- Respecting patients' right to privacy
- Observing RVH property, rules and regulations
- Being considerate of the rights of patients, as well as staff, physicians and volunteers by treating them courteously and with respect
- Not visiting RVH if they are not feeling well, or if they have an illness which could spread to our patients (if visitors are unsure, they should check with a healthcare provider)
- Not smoking on RVH property – it is a smoke-free environment

Getting to RVH

Parking

Daily, weekly and monthly parking passes are available and can be purchased at all parking machines and the Parking Office. Also available are 5, 10 and 30 use HPASS options, these passes provide unlimited in and out privileges and are valid for one (1) year from time of purchase. The HPASS options are available for purchase only at the Parking Office. Rates and instructions are listed on all parking machines and brochures are available at the volunteer desks or at the Parking Office (Main visitor parking lot). For assistance, please contact 705-728-9090 ext. 44114 or email parking@rvh.on.ca

Public transportation

There is a public transit bus stop located outside the health centre's Main entrance. Please refer to the map on page 12.

Finding your way

See maps on pages 12 to 16.

Information desks

Volunteer-run information desks are located at the Main, Atrium and Simcoe entrances. Given that RVH is such a large health centre, volunteers at these desks can help direct you or your loved ones, as well as assist with providing wheelchairs if walking is difficult. The Main information desk closes at 8 p.m., after which time you can dial '0' for patient information. Wheelchairs are still available at each desk after hours as well.

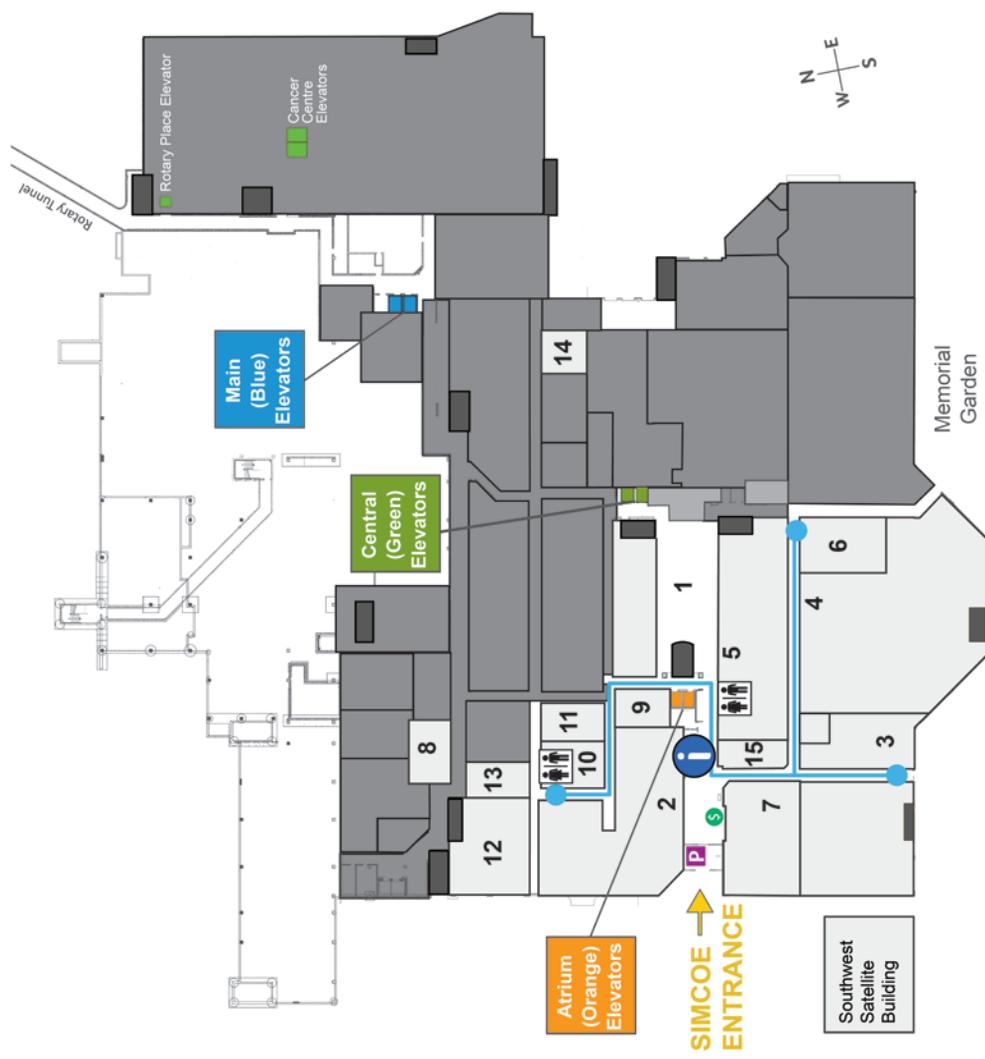


RVH RVH Campus Map: Barrier-free parking

Level 1

- 1** Food Court
- 2** Medicine Treatment Clinic (MTC)
- 3** Rehabilitation Day Program
- 4** Rehabilitation Treatment Clinic
- 5** Cardio Respiratory Treatment Clinic
- 6** Breast Imaging
- 7** Child & Youth Treatment Clinic
- 8** Volunteer Resource Centre and Auxiliary Office
- 9** Spiritual Care
- 10** Pre-Surgery Treatment Clinic
- 11** Fracture Treatment Clinic
- 12** Surgery Treatment Clinic (STC)
- 13** Specimen Collection
- 14** Morgue

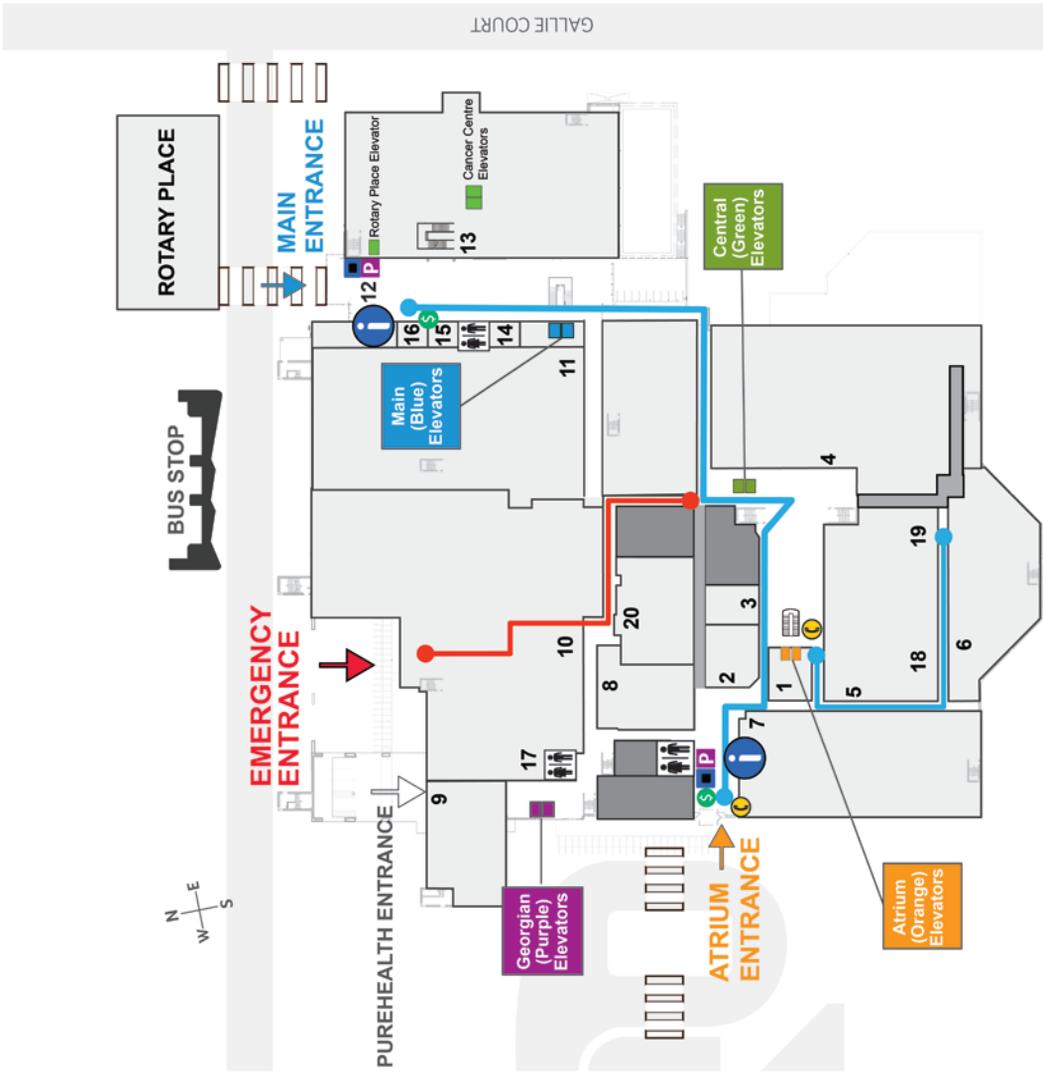
-  Main "Navigation" Line
-  Washroom
-  Volunteer information desk
-  ABM Banking Machine
-  Parking pay station



Level 2

1	Central Registration
2	Gift Shop
3	Health Library
4	Operating Rooms
5	Surgery Preparation
6	Intensive Care Unit (ICU)
7	Laboratory
8	Health Records
9	PureHealth Pharmacy
10	Emergency
11	Imaging Services
12	Main Lobby
13	Cancer Centre
14	Café Royale
15	Cashier Office
16	RVH Foundation
17	Patient & Family Experience Office
18	Endoscopy Recovery
19	Surgery Recovery
20	Emergency Extended Care

-  Main "Navigation" Line
-  Emergency "Navigation" Line
-  Washroom
-  Volunteer information desk
-  ABM Banking Machine
-  Patient Services & Entertainment pay station
-  Parking pay station
-  TTY phone



Level 3

- 1** Integrated Stroke and Rehabilitation Inpatient
- 2** Adult Mental Health Outpatient and Mental Health Day Program
- 3** Specialized Seniors Care Inpatient
- 4** Simcoe Muskoka Regional Child and Youth Mental Health Program
- 5** Respiratory Inpatient
- 6** Sleep Lab
- 7** Cancer & Palliative Inpatient
- 8** Centre for Education & Research
- 9** Adult Mental Health Inpatient

-  Washroom
-  Patient Services & Entertainment Pay Station



Level 4

1 Surgery 2 Inpatient

2 Surgery 3 Inpatient

3 Birthing Unit

4 Cardiac Care Unit (CCU)

5 Cardiac & Renal Inpatient

6 Cardiac Intervention Unit

7 Obstetrics, Child & Youth
Inpatient and Newborn Intensive
Care Unit (NICU)

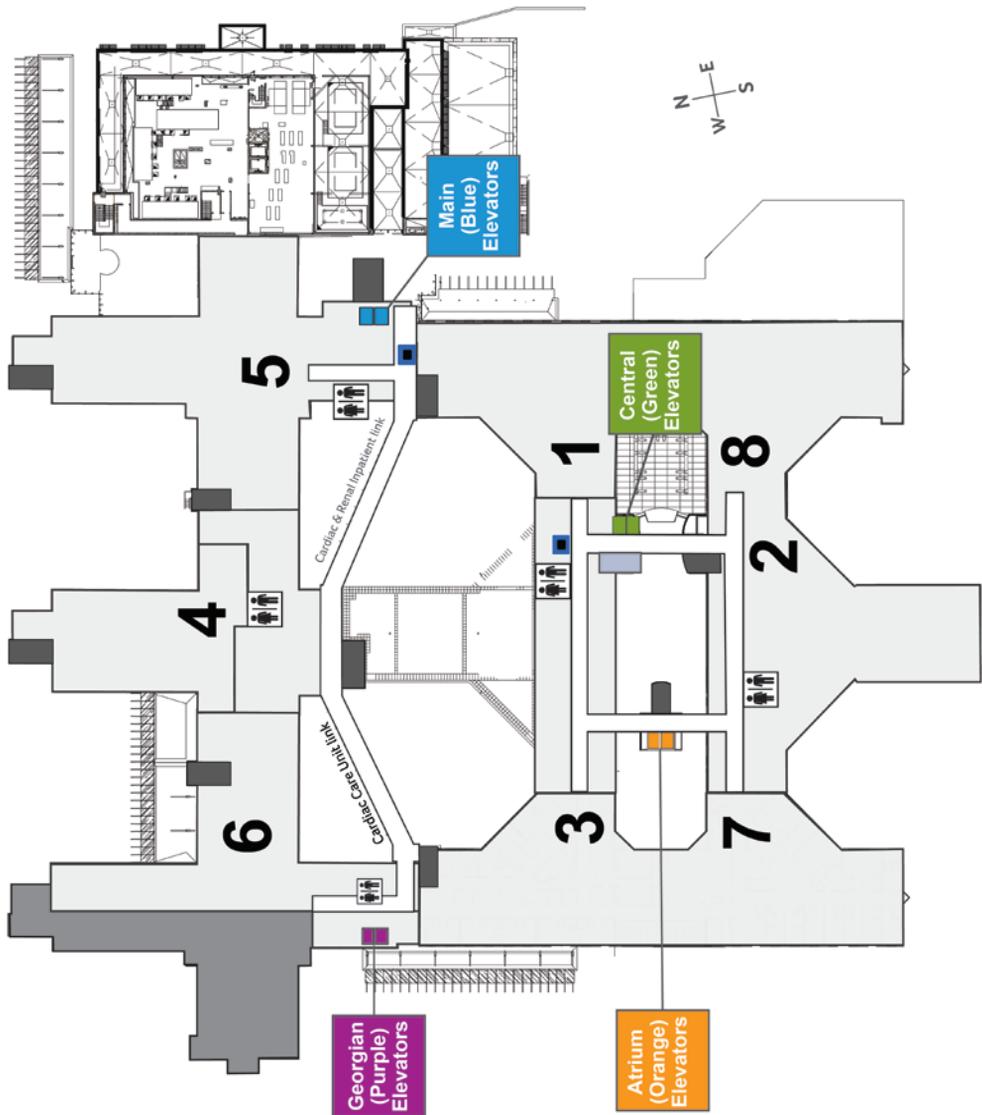
8 Transitional Care Inpatient



Washroom



Patient Services &
Entertainment Pay Station



Admission to RVH

Patient registration

Depending on the treatment you are receiving at RVH, patients will need to register at either Central Registration (Level 2) or Surgery Treatment Clinic and Pre-Surgery Registration (Level 1). You will be told which registration desk to attend when your procedure is booked.

Surgery/Central Registration (Level 2)

- Located near the Atrium entrance
- Hours of operation: 6 a.m. – 4 p.m.
- Most outpatient visits to the health centre are registered at Central Registration, including:
 - Cardio Respiratory Treatment Clinic
 - Cardiovascular Rehabilitation
 - Medicine Treatment Clinic
 - Rehabilitation Treatment Clinic & Rehab Day Program
 - Fracture & Arthroplasty Treatment Clinics
 - Children & Youth Treatment Clinic
 - Surgery Services – Daycare & Admissions
- During other hours, admissions are handled by the Emergency department or directly through Bed Allocation



Surgery Treatment Clinics and Pre-Surgery Clinic Registration (Level 1)

- Located on Level 1. Take the Atrium (Orange) elevators to Level 1. Turn left out of Atrium (Orange) elevators to proceed to Surgery Treatment Clinic and Pre-Surgery Registration.
- Hours of operation: 7 a.m. – 3 p.m.
- Clinics registered at Surgery Treatment Clinics and Pre-Surgery Clinic Registration:
 - Surgery Treatment Clinic
 - Specimen Collection/Lab
 - Pre-Surgery Clinic



What to expect at registration

A registration clerk will ask for your name, address, telephone numbers, next of kin and family doctor's name. You will be asked for your OHIP card and/or other proof of insurance coverage.

At the time of admission, all patients are given an armband to wear with your identification details. Depending on the type of visit, you may also be given forms to fill out (such as the Inpatient/Outpatient Responsibility for Payment Form, Governing Law and Jurisdiction Form which is required for all non-residents of Canada, or an Anesthetic Questionnaire for surgery patients). Once you are registered, we will provide you with directions to your care area. Coloured lines on the floor, colour-coded elevators and signs will also help you to find your way.

To ensure we meet your needs, individual language, accessibility and spiritual services are available upon request (see Interpreters on page 26 and Spiritual Care on page 27 for more information).

What to bring if you are staying in hospital:

- A list of all medications you are taking right now, including over-the-counter medicines, herbal remedies, vitamins and diet pills (see below for more detail)
- Valid Ontario health card
- Proof of additional health insurance coverage for preferred hospital accommodations (see Room Differential Rates on page 19)
- Pajamas and other comfortable clothes, underwear, a robe and socks
- Shoes that fit well or non-skid slippers
- Toothbrush, toothpaste, deodorant, shampoo, razor, comb, hair brush, scent-free hand lotion and other personal care items
- Eyeglasses, contact lenses, hearing aids and cases, denture cups and supplies
- Walker or cane - if you require a mobility aid, please be sure to use it during your hospitalization to ensure your safety
- Diapers for children and babies and incontinent briefs and sanitary napkins for adults
- Favourite toys and blankets for children
- Personal electronic devices (i.e. laptop, cell phone, personal music player)

Medications

Patients should bring a list (could be a pharmacy print out) or the containers of all medications you are taking right now, including over-the-counter medicines, herbal remedies, supplements, vitamins, and diet pills. Bringing in the original containers is helpful to ensure we have the most accurate medication record for you.

The Ontario Drug Benefit offers some eligible patients the opportunity to have your pharmacist do a Meds Check for a fee. This is a very valuable assessment because it helps us do our best ensuring that all your usual medications that you take at home are correctly ordered while you are in hospital. If you have already had a Meds Check, please bring it with you as well.

What not to bring

Please don't keep money or valuables, like jewelry, in your room. We suggest you keep no more than \$5 in your room and send valuables home with loved ones. Automated banking machines are located throughout the health centre. We also ask that you not bring:

- Electric personal care items other than a hair dryer or electric razor
- Cigarettes, any form of tobacco or cannabis products product, pipes, cigars or e-cigarettes

Allergies

It is very important that staff be made aware of any allergies you may have (i.e. food, medication, tape, plastic, metals, latex, etc.). During admission to the health centre, nursing staff will ask you about allergies.

RVH is a scent-sensitive facility meaning patients, visitors, staff, physicians, volunteers and students should not wear fragrances.

Room differential rates (preferred accommodations)

As an inpatient, you are required to complete an Inpatient Responsibility for Payment form. If you would like to upgrade your room from a ward (three or four person) to semi-private (two person) or private (one person), you are required to choose that selection on your Inpatient Responsibility for Payment form. A semi-private room costs \$220 per day and a private room costs \$270 per day. Some medical insurance will cover some or all of the cost to upgrade your room and your insurance provider can confirm your coverage. Please understand that RVH is an extremely busy regional health centre and we may not always be able to accommodate your room request.

If you request and receive a room upgrade and provide insurance information, your claim will be directly submitted to your insurance company. If no insurance information is provided, you will be billed directly. Any rejections or balance from your insurance company will be billed to you directly. Please contact the Patient Accommodation Clerk at ext. 42135 or 66136 if you have any questions related to preferred accommodations.

Visiting hours

Loved ones play an important role in patient care. RVH now welcomes visitors 24 hours a day, seven days a week. Members of your care team will work with you on a visitation plan that suits your needs, ensuring noise and privacy - for yourself and other patients – is respected.

If visiting between 9 p.m. and before 5:30 a.m., please enter and exit through the L2 Atrium entrance (see map on page 14). If you have questions, please speak to a member of your care team.

Smoke free property

RVH is committed to promoting a healthy community and safe work environment. RVH's entire property and affiliated buildings are completely smoke-free. No tobacco or other smoke or inhaled products use is permitted on any RVH property, within buildings or in parking lots.



Want to quit smoking? RVH can help. All patients who identify as smokers during admission will be offered participation in a temporary smoking cessation program during their stay.

Participating in your care

We are committed to ensuring you have the best possible experience while in our care and are informed and engaged in planning and decision-making.

We encourage you to ask questions of your care team to ensure you understand:

- Your treatment
- Your progress
- How long you will stay at RVH
- What kind of help you will need to return home

When it is time to go home, don't be afraid to ask questions related to:

- Whether you will need a prescription filled
- What symptoms to watch for
- Who to call if something does not feel right
- What medications you must take, how and when to take them, and what are some of the possible side effects
- What foods you should eat and not eat
- When you can return to your normal activities (work, school, exercise, driving)
- The names and numbers of appropriate community services
- What follow-up appointments you will need and who will make them

These discussions are important, regardless of your age. Talking about these issues will help you and your caregivers plan for the future:

- Discuss your wishes around medical treatment should your health situation change
- Complete Power of Attorney (POA) papers and advanced care directives and show your caregivers where these are located
- Discuss where you would like to live should your needs change

Your care team

There are many highly-skilled professionals involved in your care. The inter-professional team may include:

- Doctors
- Nurses (Nurse Practitioners, Registered Nurses or Registered Practical Nurses)
- Dietitians
- Discharge Planners
- Speech Language Pathologists
- Occupational Therapists
- Physiotherapists
- Respiratory Therapists
- Recreation Therapists
- Rehabilitation Assistants
- Technicians and Technologists
- Pharmacists
- Logistics Attendants
- Patient Services Clerks
- Social Workers
- Patient Care Assistants (PCA)
- Food Services staff
- Environmental Services (housekeeping) staff



- Critical Care Outreach Team (CCOT)
- Spiritual Care

RVH plays an important role in training future doctors, nurses and other health professionals. Each year more than 1,100 students gather knowledge and experience at RVH. During your stay you may be seen by students from a variety of healthcare fields including medicine and nursing. All clinical trainees are always supervised by a physician or staff member who will ensure your safety is a priority.



Keeping you safe

Call bells (Connecting Care)

If you need assistance, please use the call bell beside your bed. A staff member will answer your call as soon as possible.

Fire safety

RVH has a state-of-the-art fire alarm system that provides the exact location for any smoke or fire situation within the facility. We have designated 'first responders' who attend all fire situations to lead the emergency response and ensure the safety of all. When you hear the fire alarm, it will always be followed by an overhead announcement of "Code Red" and the fire's location. In the event of a Code Red, the doors of patient rooms will be closed to create a fire separation and the lights will be turned on. Please remain in your area. Further instruction will be provided if an area of the building needs to be evacuated.

Hand hygiene

Cleaning your hands is the simplest and most effective way to reduce the risk of getting an infection or passing germs to others. At RVH, we audit the hand hygiene compliance of our staff and physicians and post the information at entrances of the health centre, in common areas and on units/departments.

It is important that all members of your care team wash their hands with soap and water or alcohol-based hand rub. Don't hesitate to ask members of your care team, 'have you washed your hands?'

Infection prevention and control

RVH has Infection Prevention & Control (IPAC) practitioners that work closely with your care team to ensure your care is as safe as possible.

When you register as a patient, you will be asked if you are experiencing symptoms such as fever, cough, vomiting or diarrhea. You will also be asked if you have ever had or come in contact with infections such as Methicillin-resistant *Staphylococcus aureus* (MRSA), Vancomycin-resistant enterococci (VRE) and Extended Spectrum Beta-Lactamase (ESBL). This helps your care team place patients in the appropriate rooms and ensure that we take precautions to decrease the risk of spreading infections throughout the health centre.

In the event that you are experiencing symptoms, you may be placed on "precautions" (usually indicated by a sign posted on the patient room door that shows the procedures which are followed when visiting this patient). This means that your care team, family and friends must wear personal protective equipment (i.e. gloves, gown, mask, visor) when in your room. These precautions help protect you and others from passing on infections.

IPAC practitioners are available to speak with you and your family if you have questions about infection control or being on precautions. They can also provide you with resources and more information. We invite you to also watch the brief information video on your bedside entertainment system free of charge.

Preventing falls

When you are admitted to RVH, your care team will assess your risk of falling and what precautions need to be put in place to keep you safe. Falls can be caused by a variety of factors including walking or balance problems, some diseases (arthritis, osteoporosis), mental changes such as confusion or dementia, dizziness, change in position, medications and general weakness.

Here are some helpful tips to reduce your risk of falling:

- Always have your call bell within reach in case you need it
- Ask for a light to be left on at night
- Ask and wait for help when getting out of bed. Most falls happen when patients try to leave their bed on their own
- Wipe up spills right away or ask for help if you are unable
- Ask for the brakes to be activated for any furniture that has wheels
- Don't lean on the bedside tables as they are on wheels and will slide
- Arrange furniture in your room so walking pathways are clear (ask for assistance as necessary)
- Make sure your shoes fit properly and are non-slip
- Use a walker or cane if required (and have it checked for safety if you have concerns)
- Keep your room free of clutter
- Slow down and take your time when moving about your room
- Change positions slowly and take your time getting up
- Ask your doctor or pharmacist about side effects or activity restrictions related to your medications
- Keep your eyeglasses within reach and wear them when needed
- Wear your hearing aids
- Get up and move everyday

Security

Security operates 24 hours a day, seven days a week to ensure a healthy, safe environment for all patients, staff and visitors. Patient and visitors are encouraged to report any suspicious persons/vehicles, acts of theft, damage or unwanted behaviours to Security by dialing '0'.

Staff identification

All RVH staff, physicians, volunteers, and students wear an identification badge that provides you with their first name, position and photo identification. Please feel free to question any person providing care that is not displaying their photo identification badge on the left side of their chest/shoulder.

Violence and harassment

RVH has zero tolerance for violence and harassment. The health centre is a place of compassion, healing and respect. Any form of violence is unacceptable, including verbal abuse, a threat to cause physical injury, and physical or sexual assault. RVH will take appropriate measures in situations of abuse, threats, aggression or violence including asking individuals to leave the premises or contacting police. As a reminder to patients and visitors of our zero tolerance approach to violence and harassment, you may see posters with this messaging throughout the health centre.

Services

ABMs

Automated banking machines (ABMs) are located:

- Main lobby
- Rotary Place lobby
- Emergency department
- Atrium entrance
- Simcoe entrance, near the vendor Food Court

Accessibility

RVH offers many accessibility features for patients and visitors, including:

- Accessible parking in the Main, Emergency, Simcoe and Atrium parking lots
- Pathways and sidewalks include painted curb cuts, ramps with handrails, and level finishes where roads meet sidewalks
- Public entrances are all equipped with automated or power operators
- Public washrooms are accessible
- Reception desks, greeting stations in public areas have accessible counters
- Elevators are equipped with audible notice, tactile and braille operation buttons
- The Volunteer Information Desk at the Main, Simcoe and Atrium entrances will assist with mobility needs upon request
- Hearing Loss Communication Toolkits, translation and interpretation (i.e. sign language) services are available by contacting Locating (dial '0') – see page 26 for further details
- The building's fire alarm system is both audible and visual
- RVH welcomes the use of service animals



Accommodation nearby

There are many options for accommodation in hotels around Barrie. The closest, within walking distance of RVH, is the Georgian College Residence and Conference Centre. This accommodation is available during the summer months only (May through August). It is located a five minute walk from RVH. For more information, please call 705-722-5190.

Rotary House, located on RVH property within Rotary Place (see map on page 11), is a hotel-like accommodation available to outpatients of the Simcoe Muskoka Regional Cancer Centre. For more information, please contact 705-739-5662.

Best wishes

The Volunteer Resources department is pleased to offer a message delivery service to inpatients. This is an ideal way for loved ones to send get well wishes to a patient at RVH. They can send a supportive message by email, through the RVH website, which will be printed and hand-delivered to patients.

Cell phones

The use of cell phones is permitted throughout most areas of the health centre. RVH does reserve the right to restrict usage in sensitive patient areas such as the Intensive Care Unit and Newborn Intensive Care Unit. RVH also reserves the right to ask that cell phones be turned off in some circumstances. If sharing a room, please be considerate of your neighbour.

Flowers and balloons

Flowers delivered to RVH will be brought to patients' rooms where allowed. Please confirm with nursing staff prior to sending/bringing flowers to a patient. Flowers may also be purchased at Victoria's Gift Shop (Level 2, near the Atrium entrance – see page 13).

Latex balloons are not permitted at RVH as they are a risk to people with allergies.

Food vendors

Food Court

The food court is located on Level 1 in the Atrium.

Druxy's

- Email: druxys@rvh.on.ca
- Phone: 705-728-9090 ext. 44442

Jugo Juice

- Email: jugojuice@rvh.on.ca
- Phone: 705-728-9090 ext. 44443

Subway (open 24 hours)

- Email: subway@rvh.on.ca
- Phone: 705-728-9090 ext. 44441

Tim Hortons

- Email: timhortons@rvh.on.ca
- Phone: 705-728-9090 ext. 44440

Gino's Pizza and Wing Machine

- Email: rvh.bestpizza@gmail.com
- Phone: 705-728-9090 ext. 44444



Main Lobby

Café Royale

- Operated by the RVH Auxiliary, Café Royale is the ideal place for hot, fresh coffee, a sweet treat, or a quick sandwich or wrap
- Catering also available
- Located on the main level of RVH near the Main entrance (see map on page 14)
- Proceeds from the Café support patient care at RVH
- Hours of operation
 - Monday – Friday: 6:30 a.m. – 6:30 p.m.
- Email: caferoyale@rvh.on.ca
- Phone: 705-728-9090 ext. 42433



Health library

RVH has a consumer health and medical library located in the Atrium area of Level 2 (please see map on page 14). It is open to patients, families, physicians, staff and volunteers, who may use the services and borrow materials. In addition to offering free internet access, paperbacks, audio books, large print books, children's books, pamphlets and health information, the library can also assist with printing, copying and faxing on a fee-for-service basis. You can also find library information on the Patient Entertainment System. The library is open 9:00 a.m. to 4:30 p.m., Monday to Friday, and can be reached at 705-728-9802 ext. 42631.

Hearing impaired services and language interpretation

RVH is committed to effective communication between patients, their loved ones and their care teams.

RVH can access local sign language interpreter services to help hearing impaired clients. We can also access an 'over-the-phone' interpretation service - 24 hours a day, seven days a week - which is available for all patients and their families. To arrange for either of these services, please contact Locating by dialing '0' on a patient room phone (free of charge). If you have a hearing impairment you can request a package from your care provider that will assist with communication during your stay. During weekends, holidays and after hours, Ontario Interpreting Services can be reached at 1-866-518-0000.

Lost and found

Patients and visitors may call Locating by dialing '0' from any RVH phone to inquire about or report any lost articles.

Mail delivery

Incoming mail is delivered to patients on a regular basis (several times per week, if not daily). Please ask friends and relatives to address your mail as follows:

Your Full Name
Unit, Room Number
Royal Victoria Regional Health Centre
201 Georgian Drive
Barrie, ON L4M 6M2

Stamps can be purchased at Victoria's Gift Shop (Level 2 near Atrium entrance). Any mail that arrives at RVH after you leave the health centre will be returned to the sender.

Patient food

Patient Food Services (PFS) is an important part of your healthcare team.

PFS is a team of highly qualified culinary staff who take an active part in your recovery process. Our meals are prepared fresh daily here at RVH. We have a fully operational kitchen.

Upon admission your Doctor will order a diet best suited to your needs. Any food allergies are documented at that time. Our house menu selections are determined by your diet order. We offer all patients the opportunity to tell us what your meal preferences are. Once you have been admitted, you will receive a Meal Preference Sheet. Simply fill it out and leave it on your tray. Our staff will ensure it is returned to the Patient Food Services Department.

Our staff provide friendly and positive encouragement during your stay. You may provide feedback to our team at any time.

Upon discharge if you require home-cooked meals, they are available to purchase using our "Meals to Go" program. Please call Patient Food Services at extension 44428 for more information and ordering.

Meal Service Times

Our daily patient meal service times are:

- Breakfast: 7:30 – 9 a.m.
- Lunch: 11:30 a.m. – 1 p.m.
- Dinner: 4:30 – 6 p.m.

Retail

Victoria's Gift Shop

- Located on Level 2 by the Atrium entrance
- Proceeds from the gift shop support patient care at RVH
- Hours of operation
 - Mon – Fri: 8:30 a.m. – 8 p.m.
 - Sat & Sun: 12:30 p.m. – 4:30 p.m.
- Email: keysc@rvh.on.ca or giftshop@rvh.on.ca
- Ext. 42431



PureHealth Pharmacy (see ads on page 3 and the outside back cover of this guide)

- Located next to the Emergency department (ED) under the ED canopy (northwest corner of the building)
- Products and services include: delivery within the Barrie area, extensive Home Healthcare and wound care selection, rentals available, patient education sessions, medication checks, annual home visits by a pharmacist, online access to prescriptions with ability to request refills online
- Hours of operation
 - Mon – Fri: 8 a.m. – 8 p.m.
 - Sat – Sun, Holidays: 10 a.m. – 5 p.m.
 - Open 365 days a year
- Phone: (705) 797-3070
- Email: info@purehealthpharmacy.com

Spiritual care

RVH's Spiritual Care Services provide spiritual, religious, and emotional care for patients and their families while at RVH. We can also assist with access to religious support from diverse faith communities. Spiritual Care can be reached 24 hours a day, seven days a week by contacting Locating (dial '0') or through a member of your care team. The Spiritual Care Office is located on Level 1 around the corner from Jugo Juice (in the Food Court).

Television and telephone

The unit you see beside your bed allows healthcare professionals to review and update your medical information electronically. It also offers you a variety of services for entertainment and communication purposes. Watch TV, browse the internet, listen to the radio, call friends and family and access important information about RVH all from the comfort of your bed.

The bedside TV, internet, radio and phone services are activated by a card which is inserted into the unit. You can purchase the cards at pay kiosks located at the Main entrance, Atrium entrance and directly outside of the Respiratory, Cancer & Palliative, Cardiac & Renal, Specialized Seniors Care and Birthing units. Payment is accepted in cash, credit or debit. For assistance, please contact Customer Service at ext. 45777. Cards are also available in Victoria's Gift Shop.



Vending machines

Vending machines containing snacks and drinks are situated throughout the health centre:

- Level 1 – Simcoe entrance (just off Food Court)
- Level 2 – Atrium entrance
- Level 3 – Specialized Seniors Care, Cancer & Palliative Unit
- Level 4 – Birthing Unit entrance, Surgery 3 Unit, Cardiac & Renal Unit
- Rotary Place - basement level
- Level 2 - south east Atrium near Pro Resp

Volunteer Resources

RVH volunteers – or the ‘Blue Brigade’ as we affectionately call them -- are very important team members who work together with staff and physicians to provide the best care possible to our patients. They can be easily identified by the blue vests they wear. RVH’s 750 volunteers add to our collective ability to connect with you and ensure that every day we Make each life better. Together.



Would you like to give back to your community while at the same time being part of a dynamic committed team? Consider volunteering at Royal Victoria Regional Health Centre. Please call 705-739-5650 for more information.

Wi-Fi

RVH offers free Wi-Fi for patients and visitors. To use Wi-Fi, you will need your own Wi-Fi enabled device such as a mobile phone or laptop. To access free Wi-Fi, select RVH_Guest_WiFi from your list of available networks. If you don't have a device, internet is still available for a daily fee on the bedside entertainment system.

Leaving RVH

Discharge information/instructions

Throughout your stay at RVH, your care team will discuss your estimated date of discharge with you and your loved ones. Ideally, we like to provide you with this date within the first 24 hours of your admission to hospital. Please ensure you have a friend or family member available to pick you up on your discharge date by 9 a.m.

Supporting you in your return home

Planning for your return home begins as soon as a patient is admitted to the health centre. Throughout your stay at RVH, your care team will speak with you about a plan for discharge and the support you may need once you return home. Members of your care team may arrange a meeting with you and your loved ones to discuss your needs once you return home.

There are in-home supports available for individuals who need care and support in order to leave RVH and continue their recovery at home, or are awaiting transfer to a long term care facility.

Working together to support you:

- Extensive planning occurs between RVH and providers of community services and in-home supports
- Home and community care case managers, work together with your RVH care team, and are specialists in planning for in-home supports such as nursing and personal care assistance
- We will support you in decision-making about long-term care, so that you are confident and fully informed in your choices
- RVH works with other community partners to ensure other needs will be met once you are home, such as cooking/meals, housekeeping and transportation, while you await a vacancy in a long-term care facility
- If you were already receiving services and supports before this recent hospital visit, your care team will work with you, your loved ones and caregivers to ensure your services and supports continue and are adjusted to meet your current needs

For more information on home and community care please visit <http://healthcareathome.ca/nsm> or contact the office at 1-888-721-2222 Ext. 6100.

Home First

RVH embraces the Home First philosophy which means making every effort to support patients in their safe return home to continue their recovery. When you no longer need RVH's specialized, acute services, your ongoing needs and recovery are best met at home where you are more comfortable and will recover more quickly. Your care team will work with you and your family to identify the supports you need and will make sure all necessary services are in place for you as soon as you are ready to go home. This could include nursing, a personal support worker, physiotherapy, occupational therapy, a social worker, a dietitian, a speech pathologist, respiratory therapy, medical supplies, and equipment and care coordination.

Cashier Office and bill payments

During your stay, you may incur some additional costs not covered by the Ontario Health Insurance Plan (OHIP) or other insurance such as crutches or some casts. When this occurs, RVH will keep track of the charges and send you an invoice five days after you are discharged. Usually these charges are put on the credit card you provided on the Inpatient Responsibility Form at the time of admission.

Accounts are due when you receive the invoice from RVH. Payments can be made at our cashier Office located inside the Main entrance (beside Café Royale - see page 14 for map). Cashier hours are Monday to Friday from 8:30 a.m. to 4:00 p.m. For your convenience, payments can also be made:

- At most banking institutions in person or online
- By mailing a cheque or money order to RVH made payable to Royal Victoria Regional Health Centre
- Through the RVH website - www.rvh.on.ca - click on "Pay Account Here" (MasterCard only)
- By calling 1-877-210-3162 (MasterCard only)
- Over the phone by calling 705-728-9090 ext. 42139 during business hours (Visa, MasterCard, American Express)
- In one of two drop boxes - located just inside the Main entrance beside the front doors (across from volunteer desk) and in the Emergency department located in Minor Exam (beside the interprofessional station)

Patient transportation and taxis

Patients are responsible for arranging their transportation home from RVH. If you can be transported safely in a car, RVH recommends that you plan a ride home with family or friends. If a loved one is not available to drive you, a taxi service can be called by the Volunteer Information Desk at either the Main, Simcoe or Atrium entrances. If you require transportation home by a private patient transfer service (because you are in a wheelchair or stretcher), RVH can help arrange it. The cost is the responsibility of the patient. Some medical insurance will cover some or all of the cost of a patient transfer service.

RVH will pay for transportation when an appointment related to ongoing inpatient medical care is at a location other than RVH, for instance, at another hospital.

Patients can also contact Home at Last – a free service for seniors providing help with patient transitions from the hospital to home – at 705-737-5044 ext. 223.

Once transportation home has been arranged, please let your nurse know your plans.

Post care phone calls

After you leave the health centre, you will receive a phone call from RVH within 48 hours to ask you a few questions about your stay, as well as your recovery. The purpose of these calls is to ensure you made it home safely, contacted the pharmacy for your medication needs, have made your follow-up appointments and are managing well at home.



Donations contribute to your care

Over 5,000 people annually contribute to your care. If you are one of these generous supporters – thank you.

We are committed to working with donors to make a lasting difference to our patients. And what a difference it can make. By funding the medical equipment used in every part of our health centre – Surgery, the Emergency department, Imaging, Cardiac, the Simcoe Muskoka Regional Cancer Centre, the ICU and the Newborn ICU - donations touch every patient.

Thanks to ongoing community support RVH has recently added more services:

Simcoe Muskoka Regional Heart Program

Advanced cardiac care is now available in North Simcoe Muskoka, ensuring that heart patients have the same quick access to lifesaving heart services as people throughout the rest of Ontario.

Services provided are based on a carefully structured ramp-up beginning with angiograms and in the future angioplasty. As we continue to gain experience and work with our emergency service partners across the region, we will provide services to those patients being transported from further away. This phase-in approach ensures patients throughout the region receive safe, high quality care.

Simcoe Muskoka Regional Child and Youth Mental Health Program

The Child and Youth Mental Health Inpatient Unit provides critically needed acute mental health services for the youth in our community. This child-friendly area provides eight beds and activity spaces, as well as counselling and education areas for children up to the age of eighteen.

Women's Cancer Services

RVH is now able to provide comprehensive cancer screening, diagnosis and treatment for women with gynecological cancer (ovarian and cervical). Currently women must travel outside the area for some aspects of this care.

Equipment

Medical technology is essential for high quality health care. Virtually every aspect of treatment requires innovation and all technology requires updating, as new advancements are discovered. When it comes to our health we should expect great tools in great hands. The provincial government does provide operating costs, but hospitals must pay 100 per cent of the cost of upgrading, replacing and expanding equipment.

Research & Education

Continually improving care requires innovation and support for our RVH caregivers to conduct research. As RVH continues to attract the brightest and best in many fields, support for their research and publication efforts is our commitment to providing best patient care.

Donations will continue to support these important programs.

Help Make each life better. Together.

We'd be happy to help you make a donation. Please visit our office beside the Volunteer Information Desk at the Main entrance, call 705-739-5600, or visit our website at <http://foundation.rvh.on.ca/>. Donations can also be mailed to: RVH Foundation, 201 Georgian Dr., Barrie, ON, L4M 6M2

Charitable Registration: 125249185 RR0001

MY CARE Hero

Patients are the centre of everything we do at RVH and our **MY CARE** philosophy puts patients and their families first. Always. Everyday. Without exception.

This philosophy inspires our **MY CARE** Heroes!

A **MY CARE** Hero is a physician, staff member, volunteer or department that provides excellent care to each patient while also supporting that patients' family throughout their time with RVH.

Making a donation to honour your **MY CARE** Hero is an excellent way to say thank you and recognize them for the care you received. Your gift will support the equipment and services at RVH that your **MY CARE** Hero uses every day to provide care to people throughout our region.

When you thank a **MY CARE** Hero with a donation, a Foundation staff member will recognize the physician, staff member, volunteer or department with a card letting them know that their dedication to care has been appreciated!

To thank a **MY CARE** Hero:

- Phone - 705-739-5600
- Online - <http://foundation.rvh.on.ca/supporting-rvh/my-care-hero>
- By mail – RVH Foundation, 201 Georgian Drive, Barrie, ON L4M 6M2
- In person - visit the Foundation office in RVH's Main entrance

Frequently called numbers

The main phone numbers for RVH are:

Locating: 705-728-9802

Automated Attendant: 705-728-9090

Outpatient areas:

Diagnostic Imaging – ext. 43500

Diagnostic Imaging (general inquiries) – ext. 43466

Mental Health Outpatient – ext. 47210

Mental Health Crisis Services – ext. 47274

Emergency department (main) – ext. 44121

Simcoe Muskoka Regional Cancer Program – ext. 43145

Surgery Treatment Clinic – ext. 47454/47457

Fracture Treatment Clinic – ext. 47400

Same Day Surgery – ext. 46740

Kidney Care Clinic (Wellington Street) – 705-728-8396

Hemodialysis – ext. 24500

Withdrawal Management (Wellington St.) – 705-728-4226

Child and Youth Treatment Clinic – ext. 47463

Cardio Respiratory – ext. 46230

Breast Imaging – ext. 43500

Sleep Lab - ext. 46238

Inpatient units:

Cardiac Renal – ext. 46111

Cardiac Care Unit (CCU) – ext. 47660

Cardiac Intervention Unit (CIU) - ext. 46123

Intensive Care Unit (ICU) – ext. 47620

Adult Mental Health Inpatient – ext. 47250

Respiratory Inpatient – ext. 48220

Seniors' Specialized Care – ext. 47330

Integrated Stroke and Rehabilitation Inpatient – ext. 47350

Birthing Unit – ext. 47160

Transitional Care Unit - ext. 48266

Newborn Intensive Care Unit (NICU) – ext. 47130

Obstetrics and Child & Youth Inpatient – ext. 47140

Surgery 2 Inpatient – ext. 46888

Surgery 3 Inpatient – ext. 46440

Cancer & Palliative Inpatient – ext. 43311

Child and Youth Mental Health Inpatient - ext. 47222

Other:

Patient Information – ext. 42435

Locating – ext. 0

Patient and Family Experience Office – ext.44510

Direct CEO line – ext. 41050

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