Changes for RVH patients and visitors as patient care transition into expansion continues

The safe, carefully-phased transition into Royal Victoria Regional Health Centre’s expansion continues and that means some changes to how patients and visitors enter RVH and where they park.

Beginning Saturday, June 9, all non-emergency patients and visitors will enter through the health centre’s new main entrance, located on the north side of the expansion facing Georgian Drive, across from Rotary Place. The separate, dedicated entrance to the Emergency department has also been relocated to the expansion’s north side, and is well-signed. After hours, (between 9 p.m. and 6 a.m.), patients – including women in labour -- should use the Emergency department entrance.

Also as of June 9, RVH’s visitor/patient parking will be conveniently re-located to the lot directly in front of both the new emergency and main entrance, on the north side of the expansion parallel to Georgian Drive.

Abundant signage, as well as numerous volunteer navigators, will help direct people to their destination within the expansion and the existing health centre.

“With the opening of the expansion, Royal Victoria Regional Health Centre has doubled in size to almost one million square-feet,” notes Janice Skot, RVH president and CEO. “We recognize that navigating this large space, with entrance and parking changes, will be a bit of a challenge initially, but RVH is committed to doing whatever it can to ensure the transition is as seamless as possible for our patients and visitors.”

RVH has gradually begun caring for patients in the new expansion. Registration is open and procedures are now being performed in the state-of-the-art Imaging Department and inpatients are being admitted to the new 32-bed Respiratory Unit, the only unit of its kind in the region. RVH’s Emergency department will begin the safe transition into its expanded space the weekend of June 9. Bold signage will direct patients to the new Emergency department entrance, directly across from the new visitors’ lot.

“The Emergency department is very patient-centred and features significantly more space to relieve congestion and improve flow throughout the busy department. Our processes will be more efficient, we will be better equipped, and we now have specialized treatment areas within the Emergency department,” says Dr. George Karasmanis, medical director of RVH’s Emergency department.

The expanded Emergency department includes four isolation rooms to safely care for patients with infectious diseases, dedicated orthopedic procedure room, a secure area for patients experiencing mental health issues and nine fully-equipped resuscitation/trauma rooms.

The carefully-phased transition into RVH’s 400,000 square-foot expansion will continue over the next few months. The Simcoe Muskoka Regional Cancer Centre will become fully-operational in July, and the expansion’s 101 new inpatient beds will open gradually over the next few years, as operational funding becomes available.

“Patient safety has always been our highest priority in determining the opening timeline of the expansion,” says Skot. “We must ensure our staff, physicians and volunteers are fully oriented to the new space and safely trained on the new equipment and processes. It’s a steep learning curve and it’s critical all departments and services in the expansion open only when we’re confident that we’re 100 per cent ready. The safety of our patients is that important.”

The expansion is one of the largest hospital capital projects in the province. It doubles the size of the existing health centre and includes $70 million in the latest medical equipment and technology.
Parking – Visitor/patient parking is now conveniently located in the lot directly in front of both the new main entrance and emergency entrance, on the north side of the expansion, parallel to Georgian Drive. Emergency patients should park in the designated lot, located directly adjacent to the Emergency department. The Parking Office is now located beside the main visitor parking lot across from the new main entrance. There are 25 parking spots for disabled patients/visitors in RVH’s new visitors’ lot, as well as 10 designated spots at Rotary Place.

Building Access - All non-emergency patients and visitors should enter through the new main entrance, located on the north side of the expansion facing Georgian Drive, across from Rotary Place. The main entrance is open daily from 6 a.m. to 9 p.m. If you are attending an outpatient treatment clinic on Level 1 of the existing hospital and have mobility challenges, you may want to be dropped off at RVH’s lower entrance. (Your driver will need to park the vehicle in the new visitors’ lot, re-located to the north side of the expansion, in front of the new main entrance.)

Emergency department (ED) Access - A separate, dedicated entrance to the Emergency department is located on the expansion’s north side, and is well-signed and well-lit. After hours (between 9 p.m. and 6 a.m.), patients – including women in labour -- should use the Emergency Department entrance.

Finding Your Way – A volunteer Information Desk is located in the new main lobby for your convenience. RVH Volunteers are on-hand to assist patients and visitors from 8 a.m. to 8 p.m. An information desk is also located on Level 1 of the health centre. Wayfinding/information maps are available at the Information Desk and on the RVH website www.rvh.on.ca. RVH has introduced new senior and accessibility-friendly signage and wayfinding which uses colour-coding and plain language department/service names to safely direct patients and visitors throughout the health centre.

Transit - City bus service is available to RVH via the 10 and 20 routes. There are two bus stops at RVH -- one on the lower level roadway outside the Level 1 (west) entrance and a second bus stop is located directly in front of the new Emergency department entrance on the health centre’s north side.

Smoke-Free Property - RVH has been a smoke-free property since 2006. The entire campus is non-smoking, including all buildings, parking lots, access roads and the walking trail along the southern perimeter of the health centre. The policy applies to everyone, including patients, visitors, staff, physicians, and volunteers and continues to be strictly enforced.

Café Royale – The coffee bar, operating as a successful fundraising venture by the RVH Auxiliary, will be open in RVH’s new main lobby from 6:30 a.m. to 8 p.m. Café Royale offers a new look and new menu, in addition to an expanded selection of gourmet coffee.

Victoria’s Gift Shop - Operated by the RVH Auxiliary, the gift shop offers a variety of giftware, cards, magazines and flowers and is currently located on the 3rd floor of the existing health centre. The outlet will move to a new and expanded location on the second floor in 2013.

Food Services – The food court, with seating for 250, offers Jugo Juice, Tim Hortons, Subway, Druxy’s and Panzerotto Pizza & Wing Machine. Vending machines are also located on all levels of the health centre and provide a selection of food and snacks.

ABM and Parking Machines – For your convenience, ABMs are available in the new main lobby, Atrium/Outpatient entrance, Emergency entrance as well as the staff/volunteer entrance. Parking pay stations are located at the new main entrance, Emergency department entrance and in Rotary Place.

Foundation – The Royal Victoria Regional Health Centre Foundation raises funds to purchase much-needed medical equipment. To make your donation, visit the new Foundation office, located off the main lobby across from the Simcoe Muskoka Regional Cancer Centre, online at www.rvh.on.ca or by calling (705) 739-5600.

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