

# ORIENTATION TO SURGICAL UNITS FOR PATIENTS' FAMILIES



## Television

- There is a television available at each patient bedside (except in the sun room and treatment room on each unit and in 340 on 3B) for a daily rental fee. The instructions for renting are posted on the wall below the television or may be accessed by turning the television on. There is a hand remote for the TV with a built in speaker which can be used to adjust the volume and change the channel.
- There is a free public television located in the patient lounge (when not in use as a patient room).

## Phone

- The phone is available at each bedside for a daily rental fee. Contact Patient Billing for rates and to have it connected:
- Weekdays 9 am -10 pm - ext 6617
- Weekends 10:30 am - 6:30 pm - ext. 6072.

## Wi-Fi

- Internet Access can be purchased with any Major Credit Card or Prepaid Access cards from Season's Gift Shop (Main Level).
- This service can be accessed through the Thunder Bay Regional Health Sciences Centre web site.

## E-mail

- E-mail may be sent to patients by logging on to [www.tbrhsc.net](http://www.tbrhsc.net) and then select the Patient Message E-mail Service icon and follow the instructions.

## Patient Lounge

- There is a patient/family lounge located behind the Nursing station on each surgical unit. Family members of Neuro patients may wait in the 3C patient /family lounge.
- Please make the Nursing staff aware that family members are waiting in the lounge so that they can notify them when their family member has returned from the Operating Room.

## Hand Hygiene

- To decrease the risk of the spread of infection, please use the alcohol hand sanitizer located throughout the hospital especially when entering the Nursing unit and when entering or leaving the patient room.
- If the patient is isolated family must follow the proper isolation protocol. This will be posted on the sign on the door of the room or they may ask any of the Nursing staff.
- If your family member is isolated please keep items brought into the room to a

minimum. If food items are brought into the room these cannot be placed in the fridge in the pantry afterwards.

## Pantry

- The Pantry is for patient use only. Families may visit the cafeteria on the first floor or Robin's Donuts in the main lobby for food and beverages.
- Families may obtain items from the pantry for the patient if the patient is allowed to eat and drink.
- As the cups that we have are small, the patient/family may like to bring in a water bottle for use while in the hospital.
- Please put the patient name and date on any items placed in the fridge.

## Scents

- Exposure to strong scents and fragrances in the environment can cause discomfort and impact the health of sensitive individuals. For the comfort and health of all, we ask that strongly scented and fragrant products not be worn in the hospital by patients and visitors. This may include but is not limited to soaps, colognes, perfumes, lotions, powders, deodorants, hair products, other personal scented products, strongly scented flowers, air fresheners and deodorizers.

## Pets

- In the interest of patient safety, cleanliness and infection control, restrictions are necessary when bringing animals into the Hospital for visits. Any request for pet visitation to a patient care unit must be directed to the Manager or his/her delegate to determine appropriateness, time, place and length of visit.
- Note: Pets are not allowed on the Neurosurgical unit.

## Visiting

- We believe that family and friends play an important role in the healing process. For this reason, our visiting hours of 11:30 am to 8:30 pm are flexible, to allow patients and families to partner in their care. We ask that family and friends also understand patients need time to rest to aid in recovery.
- Visitors at the bedside are limited to two at a time to aid and support staff in providing care and to help maintain patient privacy.
- Additional visitors are welcome to use our family lounge or the lobby. As this is a high risk environment, we

do not encourage visits from infants and children under 12. For those children who do visit, a visiting adult must provide direct and constant supervision. For the comfort of all, we ask that children who become restless during their visit be taken for a break off of the unit.

## Parking

- Daily, weekly and monthly parking passes are available at the Patient Billing Office, located in the Main Lobby across from the information desk. Patient Billing Hours are Mon-Fri 7:30- a.m. to 8:30 p.m., Sat and Sun 9:00 am to 5:00 p.m. Closed STAT holidays.
- There are eight lots designated as Public Parking around TBRHSC. Most lots operate using a metered pull tab ticket. Your entry ticket to a parking lot will also allow you to exit within eight (8) minutes of entering, should a parking space not be available. Lot C-1, directly across from the Emergency Department entrance, is an individual meter lot. Lot A-3, the small lot next to the Medical Centre is a "Pay & Display" parking lot.

- Parking fees may be paid utilizing the Pay Master machines located in the Main Lobby and the Emergency Department

## Accommodation

- We make every effort to place patients in their proper accommodation. This is checked daily and if possible we move patients in order to place them in the proper accommodation. If you believe that you have or would like different accommodation than we have for you, please proceed to patient billing in the main lobby and review this with them.

## Operating Room Status Board

- The operating room (O.R.) status board provides family members with a status update of a procedure and the location of the patient, in real time. It is located in the OR family waiting room. Family can use the TB number given to them by Admitting or Surgical Day Care to locate and track their family member as they move through the O.R. and recovery areas.