

A Guide for Patients During the COVID-19 Pandemic



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You are in good hands.

The health and safety of all patients, staff, professional staff and the community is our top priority. The following measures and guidelines are in place for the protection of everyone during the COVID-19 pandemic. During your stay you must:

- Wear a hospital-supplied procedure mask at all times. You can remove your mask only when the healthcare team instructs you to or if you are alone in a private room or your bed space with the curtain drawn. Only the healthcare team makes exceptions to this rule.
- Wash your hands after you remove your mask, before you eat, after you cough or sneeze and every time you leave or enter your room.
- Stay in your room unless you are being escorted by a staff member to go to or return from appointments or procedures outside of your room.
- Immediately notify your healthcare team if you develop new or worsening symptoms of COVID-19:
 - Fever • Cough • Difficulty breathing
 - Muscle aches • Fatigue • Headache
 - Sore throat • Runny nose/ sneezing
 - Nasal congestion • Hoarse voice

- Difficulty swallowing • Chills
- Change in sense of smell/taste
- Gastrointestinal symptoms (e.g. nausea, vomiting and/or diarrhea)

- Immediately notify the healthcare team if you become identified by public health as a contact of a COVID-19 positive person.

For your safety:

- Do not leave the Hospital and come back;
- Do not use common areas outside of your unit;
- Do not enter other patient areas of the Hospital or visit other patients;
- Only enter any patient care area where you have an appointment or procedure;
- Do not visit the cafeteria, Robin's or the gift shop;
- Smoking is not allowed while you are in the Hospital. Talk to your nurse about options to support you to be smoke-free.

Other Considerations

Your loved ones may bring your personal items to the Main entrance, left of the revolving doors and leave them with the screening staff;

Items will only be accepted between the hours of 8 a.m. to 8 p.m.;

For patients who qualify for an Essential Care Partner (ECP), we encourage the ECP to bring items directly to the patient;

Please **do not bring valuables**. The Hospital is not responsible for lost or stolen items.

Stay connected to loved ones. Ask a member of your health care team about telephone and virtual visitation options.

Guidelines are subject to frequent updates as the situation evolves.

Thanks you for you understanding and cooperation.

Contact Information

If you need support, advocacy and assistance through the complex health care system please call the Patient Advocate at 684-6211.

For more information please contact Patient and Family Centered Care (PFCC):

684-PFCC (7322) or email
pfcc@tbh.net

To provide comments or feedback please visit:

<http://tbrhsc.net/home/information-services/feedback/>