

Patient & Family Guide

2022

Welcome to the QE II

Also available in Arabic: AR85-2209

متوفر أيضاً باللغة العربية.

Aussi disponible en français : FF85-1126



www.nshealth.ca

Welcome to the QE II

Who we are

The QE II provides patients throughout Atlantic Canada with the most advanced health care available. The QE II is home to leading care, research, teaching and learning in all medical and surgical fields.

Where we are

The QE II has 10 buildings on 2 sites in Halifax: the Halifax Infirmary (HI) site and the Victoria General (VG) site:

HI site 1796 Summer Street	VG site 1276 South Park Street
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To see where specific buildings at the QE II are located, please see the map at the end of this pamphlet.

Parking

Parking locations are also shown on the map at the end of this pamphlet. Special parking rates are available for families of long-term inpatients after the patient's 14th consecutive (back to back) day in hospital. Discounted rates are also offered for outpatients with long-term treatment schedules. Please ask staff at the nursing station or clinic registration desk for details.

Shuttle service

Patients who need transportation between the HI and VG sites can take the patient and staff shuttle, which runs between sites every 20 minutes during the day.

Shuttle pick-up and drop-off areas are located at the:

HI site	VG site
Outside Halifax Infirmary Building 1796 Summer Street Leaves every 20 minutes starting at 6:15 a.m. and ending at 4:10 p.m.	Outside MacKenzie Building 5788 University Avenue Leaves every 20 minutes starting at 6:22 a.m. and ending at 4:20 p.m.

Please note that the shuttle bus is not wheelchair accessible.

Local transportation

You can view local bus and ferry schedules for Halifax Transit at www.halifax.ca/transit.

For a taxi, you can call Yellow Cab at 902-420-0000 or pick up one of our taxi phones for direct access to Yellow Cab dispatch.

While you are here

The QE II offers many amenities and services for patients and families. These include:

Wi-Fi

Patients and visitors at the QE II have free access to wireless Internet services (Wi-Fi), generously provided by the Gauthier and David families through a gift to the QE II Foundation. Wi-Fi areas are marked with signs, and no password is needed. The network name is QEII_wifi.

Cafeterias and restaurants

The following locations are open to everyone for meals and snacks:

VG site

Scotia Room Restaurant and Coffee Shop

VG site, main floor

Weekdays: 6:45 a.m. to 9 p.m.

Weekends and holidays: 7 a.m. to 9 p.m.

HI site

Summer Savory Restaurant

Halifax Infirmary Building, second floor

Weekdays: 7:30 a.m. to 7 p.m.

Weekends and holidays: 8 a.m. to 7 p.m.

Coffee Shop on Robie

Halifax Infirmary Building, 4th floor

Weekdays: 6:45 a.m. to 11 p.m.

Weekends and holidays: 3:30 to 11 p.m.

Camp Hill Veterans' Memorial Cafeteria

Camp Hill Veterans' Memorial Building, main floor

Weekdays: 7:30 a.m. to 2:30 p.m.

(Closed on weekends and holidays)

Drugstore

There is a drugstore located within the HI site of the QE II.

HI site

Halifax Infirmary Building, 4th floor

Weekdays: 8:30 a.m. to 4:30 p.m.

Library

There is 1 health sciences library located within the QE II. Patients, families, and staff are welcome to use the library, including available computer services. There is also free wireless Internet (Wi-Fi) available at the library.

HI site

Halifax Infirmary Building, second floor, room 2201,
1796 Summer Street
Phone: 902-473-4296

Weekdays: 8:30 a.m. to 4:30 p.m.

Spiritual care and places of prayer and meditation

These spaces are open 24 hours a day and are accessible to all who seek a place of peace and tranquility. Each space has an area set aside for worship, prayer, and meditation.

HI site	VG site
<ul style="list-style-type: none">› Halifax Infirmary Building, first floor, room 1211› Camp Hill Veterans' Memorial Building, first floor, room 1510	<ul style="list-style-type: none">› Victoria Building, main floor, room 2007

Church services are offered at the Camp Hill Veterans' Memorial Building:

Inter-denominational worship

- › Sundays: 9:45 a.m.

Roman Catholic Eucharist (Communion)

- › Sundays: 10:45 a.m.

There are also many sacred spaces in the surrounding community. If you have specific questions about churches, synagogues, mosques, or other sacred spaces, please contact Spiritual Care at 902-473-4055.

Patient relations

If you have questions or concerns about your care or experience at the QE II:

- › Phone (toll-free): 1-844-884-4177
- › Email: healthcareexperience@nshealth.ca

Security

Security Services ensures that all patients, families, visitors, and staff are safe at the QE II. To report a concern or for more information, visit or call:

HI site	VG site
Halifax Infirmary Building, room 1237 Phone: 902-473-4894	Dickson Building, main lobby Phone: 902-473-2230

Please note, the hospital is not responsible for lost or missing items. Please leave valuables at home.

The QE II Foundation

The QE II Foundation is a non-profit, charitable organization that inspires generosity to advance health care at the QE II. To learn more, or to contact the QE II Foundation:

<http://qe2foundation.ca>

Email: info@qe2foundation.ca

Phone: 902-334-1546

Toll-free: 1-888-428-0220

Fax: 902-442-7172

Mailing address:

5657 Spring Garden Road

Park Lane Mall, Suite 3005

Halifax, NS B3J 3R4

Accommodations

If you need a place to stay, there are not-for-profit lodgings near the QE II site that have rooms for patients and families.

Halifax Haven Guest Home

Email: halifaxhaven@gmail.com

5897 Inglis Street

Phone: 902-421-1650

Point Pleasant Lodge

www.pointpleasantlodge.com

1121 South Park Street

Phone: 902-421-1599

**The Dr. Susan K. Roberts Lodge That Gives
(The Cancer Lodge)**

Canadian Cancer Society

5826 South Street

Phone (toll-free): 1-800-639-0222 or 902-420-1849

Some places also offer special rates for families of patients. Please ask when you make your reservation.

Grocery stores

There are many grocery stores around the QE II. These include:

Sobeys

1120 Queen Street

7 a.m. to 10 p.m. every day

Phone: 902-422-9884

www.sobeys.com/stores/sobeys-queen-street

Pete's Frootique

1515 Dresden Row

Monday to Saturday: 8 a.m. to 8 p.m.

Sunday: 8 a.m. to 6 p.m.

Lunchline (cafeteria service): 8 a.m. to 6 p.m. every day

Phone: 902-425-5700

<https://petes.ca/>

Atlantic Superstore

6139 Quinpool Road

Monday to Saturday: 7 a.m. to 10 p.m.

Sunday: 8 a.m. to 10 p.m.

Phone: 902-425-1498

www.atlanticsuperstore.ca/store-locator/details/0383

Atlantic Superstore

1075 Barrington Street

Monday to Saturday: 7 a.m. to 10 p.m.

Sunday: 8 a.m. to 10 p.m.

Phone: 902-492-3240

www.atlanticsuperstore.ca/store-locator/details/0369

QEII Health Sciences Centre

is made up of 10 buildings located on two sites

- | Halifax Infirmary Site | |
|------------------------|---------------------------------------|
| 1a. | Halifax Infirmary |
| 1b. | Emergency Dept. |
| 2. | Abbie J. Lane Memorial Building |
| 3. | Camp Hill Veterans' Memorial Building |
| VG Site | |
| 4. | Nova Scotia Rehabilitation Centre |
| 5. | Bethune Building |
| 6. | Mackenzie Building Laboratories |
| 7. | Centre for Clinical Research |
| 8. | Dickson Building |
| 9. | Victoria Building |
| 10. | Centennial Building |

- P** Patient Parking
- ▶** Entrance Doors

Please do not wear scented products when you come to the QEII.



