

# Unit 5A

## Victoria General site

Our goal is to get you home.

This pamphlet is just a guide. If you have questions, please ask. We are here to help you. We hope you get well quickly and that your stay with us is as comfortable as possible.

# Unit 5A

- We are a 26-bed unit with both private rooms (1 bed) and ward rooms (4 beds). We provide the following services:
  - › Medical oncology
  - › Radiation oncology
  - › Gynecology oncology
  - › Hospitalist medicine services
- You will most likely share a room with another person(s). Sometimes, we may need to move patients from one room to another for patient care needs. We try not to do this unless it is needed.
- If you would like to request a private room, please give the unit clerk at the nursing station your information and ask to be put on the waiting list.

## Home First and discharge planning

- It is important to start planning for your discharge home as soon as you are admitted to the hospital. Right now, you may not feel ready to go home. Our team will work with you to make sure that you have the support you need to go home.
- We know that for most people, living at home is where they want to be. Home First is about:
  - › creating a discharge plan with the goal of getting you back home.
  - › providing the care you need to keep living at home.
- We know that it can be stressful to find and put in place all of the programs and services you need. **Please ask for a referral to Home First.** We can connect you to programs and services in your area.
- We can help you figure out the best next step for you if you meet 1 of these:
  - › You are facing health changes that affect your ability to meet your needs.

### OR

- › You are helping a loved one who wishes to return home from the hospital, but needs help to do this.

- We work with you and your loved one(s) to find the best ways to support you at home.

**The following organizations can help you find resources to support your discharge from the hospital or your care at home:**

### **Caregivers Nova Scotia**

- › <http://caregiversns.org/>
- › Phone (toll-free): 1-877-488-7390
- › Email: [info@CaregiversNS.org](mailto:info@CaregiversNS.org)

### **211**

- › [www.ns.211.ca](http://www.ns.211.ca)
- › Phone: 211
- › Email: [help@ns.211.ca](mailto:help@ns.211.ca)
- › Text: 21167
- › Live chat is available online  
Monday to Friday, 9 a.m. to 4 p.m.

## **Your health care team**

You will be cared for by a team that includes:

### **You and your loved ones**

- The care, love, and support of loved ones are some of the best medicine. It is important that you and your loved ones take an active role in your care and recovery.

This may include:

- › asking questions about your care.
- › being involved in making decisions about your care.
- If you and your support person(s) would like to ask questions or share concerns, please talk to a member of your health care team. They will help arrange a meeting with the team.

### **Nurses**

- This may include:
  - › Registered Nurses (RNs)
  - › Licensed Practical Nurses (LPNs)
  - › Nursing students (sometimes)
- Your nurse will be caring for many people at the same time. If you need a nurse, ring your call bell. It may take time for the nurse to get to you.

- Care Team Assistants (CTAs) help with basic patient care (like bathing, dressing, feeding, and answering call bells).

### **Charge nurse**

- The charge nurse is available 7 days a week from 7 a.m. to 7 p.m.
- They do daily rounds with the doctors and are familiar with your condition. The charge nurse is also a resource and support for staff, patients, and loved ones. They are the go-to person for dealing with concerns.

### **Nurse manager**

The nurse manager is available Monday to Friday from 8 a.m. to 4 p.m. We encourage you to contact the charge nurse or the nurse manager if you have any issues during your hospital stay. We appreciate your feedback. This helps us to make sure we are meeting your needs.

## **Other members of the team you may meet:**

### **Physiotherapist (PT) and/or Occupational therapist (OT)**

The PT and/or OT can help with mobility (movement) and how well you can do daily activities. For example, strengthening your leg muscles to help you walk or showing you how to use a device to help you get dressed.

### **Social worker**

- The social worker works with you and your health care team to find resources (financial or other types of resources and services) you will need during your hospital stay and after you go home.
- They can also help you and your loved one(s) cope with the stress and decisions that often come with illness and being in the hospital.

### **Dietitian**

The dietitian sees patients who need help getting better nutrition. They can help you eat a healthy amount of nutritious food and prevent weight loss.



## **Unit clerk**

The unit clerk looks after clerical issues (like keeping patient charts in order, answering the phone, ordering meals, and making appointments for tests). They can often help you with your questions.

## **Unit aide**

The unit aide orders supplies. They make sure that rooms are stocked with what you and your nurse will need for the day. They may also help the nurses, as needed.

## **Continuing Care Coordinator**

The continuing care coordinator helps arrange for services you may need when you go home. Please read the pamphlet *Continuing Care: Important Information for You* for more information:

- › [www.nshealth.ca/patient-education-resources/2120](http://www.nshealth.ca/patient-education-resources/2120)

## **Patient Representative**

This service is available to patients and/or support person(s) who have concerns, compliments, or feedback about any part of their hospital stay.

- › Phone: 902-473-2133
- › Phone (toll-free): 1-844-884-4177 (option 4)
- › Email: [healthcareexperience@nshealth.ca](mailto:healthcareexperience@nshealth.ca)

## **Spiritual care and place of prayer and meditation**

- Spiritual care providers give counselling that offers spiritual and emotional support. Spiritual care staff are available to everyone, even if you are not religious. Please ask your nurse if you would like to talk to them.
- There is a place of prayer and meditation on the second floor. This space is open 24 hours a day and is accessible to all. The space has an area set aside for worship, prayer, and meditation.

## Visiting

- Visitors are an important part of the healing process. You are welcome to have visitors as often as you would like. If you are in a room with other people, please be respectful.
- Each patient has the right to confidentiality. A visitor may be asked to leave the room when a member of the health care team is taking care of you or another person in the room. This is to respect every patient's right to privacy.

## Daily rounds

- During rounds, the health care team checks how you are doing. You will meet the staff doctors, clinical associates (doctors who can assess you and help with day-to-day issues), residents, and medical students looking after you, and other members of your health care team.
- This is a good time to ask any questions you may have. It may help to write down your questions in advance. Your loved one(s) are welcome to be with you during rounds.

## Questions for my health care team:

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## **While you are here**

### **Personal belongings**

- **Leave all valuables (like jewelry, money, credit cards, cheque books) at home. The hospital is not responsible for the loss of any item.**
- If you cannot send your valuables home with a loved one, please tell a member of your health care team. Your valuables can be locked up in the Business Office on the main floor.
- Please send your medication(s) home with a loved one(s).

### **Scent-free policy**

All Nova Scotia Health facilities are scent-free. **Do not** bring in any scented items.

### **Smoking**

Smoking and vaping are not allowed in the hospital or on the hospital grounds.

## TV service

- TV service is provided by an outside company. To get TV service in your room:
  - › [www.ConnectMyBed.ca](http://www.ConnectMyBed.ca)
  - › Phone (toll-free): 1-866-223-3686
  - › You can also ask your nurse for information.
- The family room also has a TV for patients and their loved ones. The family room is located just to the left when you enter the unit.

## Phone

- There is a phone available at each bedside. To connect your phone for outgoing calls, dial **499** and follow the instructions. There is a cost to connect the phone for outgoing calls. The phone will be disconnected when you are discharged.
- You can receive incoming calls through your bedside phone at no cost through the patient switchboard:
  - › Phone: 902-473-1510
- Your loved one(s) can ask for you by giving your unit and room number, or your name.
- Cell phones are allowed on the unit. Please be respectful of others.

## 5A Nursing Station

› Phone: 902-473-2361

- Please name 1 person to get and give details to the rest of your loved ones. This avoids confusion and lets your health care team spend more time with you.
- Nursing staff give a handover report between 6:30 to 7:30 a.m., and 6:30 to 7:30 p.m. every day. Patient updates may not be available during this time.

## Kitchen

There is a kitchen on the unit with some food (like milk, bread, juice). There is a kettle and a microwave if you or your loved one(s) bring food from home. These are for patients only.

## Family room

This is a comfortable, quiet room for loved ones. You and your loved one(s) can use this room to talk privately with your health care team about your plan of care.

## Windows

When it is warm outside, please **do not** open the windows. This affects the air conditioning.

## Scotia Room Restaurant and Coffee Shop

VG site, main floor

- › Weekdays: 6:30 a.m. to 9 p.m.
- › Weekends and holidays: 7 a.m. to 9 p.m.
- › Grill is open 7:30 a.m. to 7 p.m. 7 days a week
- › “Grab and Go” food is available until 9 p.m.

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