

Welcome to 9A General Surgery Unit

VG Site

This pamphlet is for educational purposes only. It is not intended to replace the advice or professional judgment of a health care provider. The information may not apply to all situations. If you have any questions, please ask your health care provider.

Find this pamphlet and all our patient resources here:
<https://library.nshealth.ca/Patients-Guides>

Connect with a registered nurse in Nova Scotia any time:
Call 811 or visit: <https://811.novascotia.ca>

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Nursing station: 902-473-7540
Patient switchboard: 902-473-1510

Scents

Nova Scotia Health is **smoke-free, vape-free, and scent-free**. Please **do not** use perfumed products or bring in flowers.

Hand hygiene

- Hand washing is the best way to stop the spread of germs. Wash your hands often, including after using the washroom, and before and after eating.
- **Encourage your visitors to wash their hands before and after visiting you.**
- Please see the pamphlet *Hand Hygiene* for more information:
 - › www.nshealth.ca/patient-education-resources/1036

Welcome to 9A

Welcome to Unit 9A, Centennial Building, at the Victoria General site. We are glad to have you stay with us and hope you and your family have a positive experience.

Patient accommodations

- Unit 9A is a 30-bed general surgery unit. There are 3 private rooms. The rest of the rooms have 4 beds.
- We will ask about your accommodation preferences when you are admitted. We cannot guarantee that you will get your chosen room. People who need a private room because of their medical needs take priority.
- Sometimes, we may need to move you from one room to another to accommodate patients' needs.
- It is common to share a room with people of another gender. We thank you in advance for your understanding.

Visitors

- We recognize that visitors and support persons are an important part of the healing process. We welcome visitors as often as possible.
- Please remember that space is limited and most rooms are shared. Please consider the number of visitors you have at one time.
- There may be visitor restrictions due to the Covid-19 pandemic or for other reasons. Please ask unit staff for updates or visit:
 - › www.nshealth.ca/coronavirus-home/family-presence-during-covid-19-important-information-support-peoplevisitors
- Recommended visiting hours are from 10 a.m. to 7 p.m. Outside of these hours, we ask that you try to limit visitors. This is a quiet time for patients to rest.
- Public washrooms are located across from the Centennial elevators. **Please do not let visitors use the washroom in your room.**

Phone

There is a phone available at each bedside. To connect your phone for outgoing calls, dial **499** and follow the instructions. 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

There is a cost to connect the phone for outgoing calls.

TV service

TV service is available at a cost. Dial **2999** on your bedside phone and follow the instructions.

Amenities

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.

Patient representative

The patient representative is available if you would like to express concerns or compliments about your care.

- › Phone: 902-473-2880

Morning rounds

Your surgical team usually starts between 6 and 7 a.m. each day. This is a good time to ask any questions you may have. It may help to write down your questions in advance.

Parking

- The parking lot on South Park Street charges an hourly rate with a daily maximum.
- For patients staying longer than 14 days (2 weeks), a reduced parking rate is available. Ask your nurse for more information.

Family accommodations

The QE II provides specialized care. We have many patients from out of town or out of province. **It is not possible for families to stay in your room or in the family rooms.** This is for safety and privacy reasons.

Many of these accommodations offer a hospital discount:

Atlantica Hotel Halifax , 1980 Robie Street Phone: 902-423-1161 www.atlanticahotelhalifax.com
Lord Nelson Hotel & Suites , 1515 South Park Street Phone: 902-423-6331 http://lordnelsonhotel.ca
Point Pleasant Lodge , 1121 South Park Street Phone: 902-421-1599 www.pointpleasantlodge.com
South Park Lodge , 1135 South Park Street Phone: 902-423-2812
The Westin® Nova Scotian , 1181 Hollis Street Phone: 902-421-1000 www.thewestinnovascotian.com

Planning for discharge

- Planning for your discharge starts early in your hospital stay. It helps to have a plan as early as possible for transportation, prescriptions, equipment, and meals. Your hospital team can help you find any supports you may need for after your discharge.
- Your health care team will tell you and your support person(s) when they know your discharge date. This will be when they feel that you are able to continue your recovery at home.
- Discharge time is by 10 a.m. Unless you are being transferred to another hospital, you are responsible for your transportation home.

Social worker

A social worker is available to talk with you and your family about your care in the hospital, at home, or in the community. They can also talk with you about your emotional needs. If you would like to talk with a social worker, please ask your nurse.

Dietitian

The dietitian is available to talk about your nutrition concerns and teach you about nutrition guidelines before you are discharged. A diet technician is available if you have questions or concerns about your meal trays or menus.

Meals

- Meals will arrive around 8 a.m., noon, and 5 p.m. each day.
- There will be a menu form on your lunch tray each day. Please fill it out as soon as you can. Nutrition and Food Services staff will pick up your completed menu when they pick up your meal tray. All meals are ordered 2 days in advance. For example, what you order on Monday will be served on Wednesday.

Spiritual care and place of prayer and meditation

Spiritual care staff are available to everyone. 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 who seek a place of peace and tranquility. The space has an area set aside for worship, prayer, and meditation.

Unit aide

The unit aide orders supplies and makes sure the unit and rooms have what they need. They may also help the nurses, as needed.

Pharmacist

The pharmacist is available to review your personal medications. We recommend having a loved one take all of your personal medications home after we have reviewed them with you.

The pharmacist can help the team make decisions about medication changes you may need during your hospital stay. If you have any questions about your medication(s), please ask the pharmacist.

Physiotherapist

Physiotherapy staff will work with you to help you get as strong as you can. They may also help you with deep breathing and coughing exercises.

Occupational therapist

The occupational therapist may assess you and your ability to move around at home. They may help to fit you for equipment to help you manage at home.

- Your nutrition needs may change during your stay. This may mean you are given a different meal than the one you requested.
- **Do not drink the tap water.** Bottled water is available for patients. Please ask staff for help.
- **The unit kitchen is to be accessed by staff only. Please ask your nurse if you need help with food items.**

Valuables and belongings

There is limited space at each bedside. Please leave all valuables at home or send them home with a support person.

If this is not possible, we encourage you to keep your valuables locked in the Business Office on the first floor. The hospital is not responsible for the loss of any item.

Who is on my health care team?

You will be cared for by a surgical team. Team members work together to give you the best plan of care.

You and your loved ones

The care, love, and support of your loved ones are very important. We encourage your loved ones to take part in your care.

As you get better, we expect that you will be able to do more for yourself as you get ready to go home. The goal is for you to get back to your best state of health possible.

Nurses

Nurses are available 24 hours a day to help coordinate your plan of care. If you have any questions while you are in the hospital, please ask your nurse.

Nursing shifts change between 7 to 8 a.m. and 7 to 8 p.m. Please be aware that the nurses may be busy during this time.

Medical team

The medical team is made up of doctors, nurses, medical students, residents, clerks, etc. They will check you each morning and give updates on your progress.

Charge nurse

The charge nurse works with the health care team to plan the overall care and movement of patients in the unit. They are the “go-to” person for staff and patients. If you or your loved ones have a question or concern that you would like to talk about with someone other than your nurse, ask your charge nurse.

Health services manager

The manager looks after the administration and leadership of the unit. They are available from Monday to Friday during business hours (8 a.m. to 4 p.m.), except on holidays.

Your feedback helps us make sure we are meeting your needs. Please tell the charge nurse or the manager if you have any issues. They will be happy to talk with you.

Unit clerk

The unit clerk is responsible for all clerical issues (like keeping patient charts in order, answering the phone, ordering meals, and making appointments for tests). They can often help you find the answers to your questions.