

Together , we'll take care...

A PARTNERSHIP PLEDGE

Everyone at PRHC takes part in your care and keeping you safe.

As an organization we will go above and beyond to ensure we exceed your expectations, every day, and provide you with the best possible care and hospital experience.

Patients and family members also have a role. Please join us in creating the best care experience possible for you.

As your PRHC healthcare team, we will:

Put you, the patient, at the centre of every decision that is made about your care

Introduce ourselves and explain our role in your care

Recognize your family (as defined by you) as important members of the healthcare team

Share information in ways that you and your family will find helpful

Deliver care that respects your values, preferences, and expressed needs

Involve you and your family in all aspects of the planning, delivery and evaluation of healthcare services

Be respectful and courteous to patients and family members

As PRHC patients and family members, we will:

Ask questions and share our feelings and concerns with the healthcare team

Work with our healthcare providers to develop our plan of care and follow it as best we can

Be open and honest in providing health related information, including current medications

Designate, where possible, one person to liaise with the healthcare team

Provide feedback to support the improvement of care practices and services

Be respectful and courteous to PRHC physicians, staff, volunteers and other patients

Thank you - your involvement is important and we want to hear your thoughts. Your care team members and the manager in your area are available to speak with you. For more details on any of the above, please see our Handbook for Patients and Visitors.

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About Peterborough Regional Health Centre

Peterborough Regional Health Centre (PRHC) is a regional hospital with a proud local history extending back over a century. The Health Centre is located in Peterborough, Ontario – a 90-minute drive north-east of downtown Toronto.

We deliver acute healthcare to our community and a population of 300,000 in the surrounding region, with more than 460 inpatient beds and a wide variety of outpatient and community-based services. Our Emergency Department sees approximately 90,000 patient visits each year.

As a regional hospital, we offer a wide range of services, including specialized programs in renal, stroke, cardiac, cancer care, vascular surgery and mental health & addictions. We are the region's largest employer with more than 2,500 staff, 430 physicians with privileges, and a core team of 500 volunteers.

Caring for our patients is our highest priority. If you have any questions about your care, please speak with a member of your healthcare team. We hope your stay with us is as comfortable as possible.

A patient and family working group was consulted for this directory.

Contact Information

Peterborough Regional Health Centre
1 Hospital Drive
Peterborough, ON K9J 7C6
Main Telephone line: 705-743-2121
Website: www.prhc.on.ca
General e-mail: info@prhc.on.ca (*checked weekly*)



A message from the President & CEO



Welcome to Peterborough Regional Health Centre (PRHC), where the care we provide is shaped by three values: Guided by you, Doing it right, Depend on us. PRHC is a regional hospital of nearly 500 beds, providing acute and tertiary services to a population of 600,000 people, including the residents of Peterborough City and County, Northumberland, the City of Kawartha Lakes, Haliburton, and the First Nations of Curve Lake, Hiawatha and Alderville. I am very proud of the skilled and compassionate team of professionals who are here to provide you with excellent, safe patient care, close to home.

My commitment as President & CEO is that we will put the needs of our patients and their families first – at the centre of everything we do. I am passionate about the care we provide, and about ensuring we provide it in a way that is accountable to our stakeholders and our community.

We understand that being in the hospital can be a difficult and stressful time for you and your family, so to make your time with us more comfortable, we have created this Patient & Visitor Handbook. This guide is yours to keep, so please feel free to use it to take notes or write down any questions you may have about your care.

If you have any questions about the information in this booklet, or about the services available to you and your family, please ask a member of your healthcare team – we are here to help. On behalf of our entire organization, thank you for choosing PRHC.

Dr. Peter McLaughlin,
President & CEO

COVID-19

The COVID-19 global pandemic has brought many changes to the Health Centre. PRHC continues to work closely with our partners in the community to keep patients, visitors and healthcare workers as healthy and safe as possible. A few changes you'll see at PRHC include:

Active Screening

We are actively screening everyone entering the hospital. Anyone whose travel history and/or symptoms indicate they may be at risk of having COVID-19 will be directed away from the hospital and/or advised to contact the PRHC COVID-19 Assessment Centre at 705-876-5086. We are actively screening all patients and visitors at two (2) public entrances:

Main entrance: 24 hours/day

Emergency Department (ED) entrance: 24 hours/day (for emergency care and Labour & Delivery patients only)

All other public entrances will be closed until further notice.

Patient & Visitor Information

You will be asked by screeners to remove your non-medical mask and replace it with a medical mask before entering the building. The hospital will provide you with a medical-grade mask.

Throughout the COVID-19 pandemic, we have had temporary visiting restrictions in place, and we continue to assess and make changes to our family presence policy as required.

Visit the link below for the latest information related to temporary COVID-19 visiting restrictions at PRHC.

www.prhc.on.ca/about-us/covid-19-novel-coronavirus/

Hospital Services

Numerous other areas of the hospital, such as: volunteer services, the cafeteria, health records, bill payments and more have been impacted by the COVID-19 pandemic. Thank you for understanding and for your help in keeping our people and community healthy and safe.

COVID-19 Assessment Centre

If you suspect you might have COVID-19:

COVID-19 testing and medical assessment services in Peterborough have been consolidated at PRHC's COVID-19 Assessment Centre. Please contact the Assessment Centre at 705-876-5086 if you believe you require a medical assessment or PCR testing for COVID-19. A list of patient groups who are currently eligible for testing through the Assessment Centre can be found on our website.

Trent University student health services and some pharmacy locations in Peterborough are also offering PCR testing for specific patient groups.

If your symptoms are severe, call 911 or come to the Emergency Department. Alert the 911 dispatcher/entrance screener to your travel history and symptoms.

Visit the link below to learn more about where to get tested, based on the severity of your symptoms.

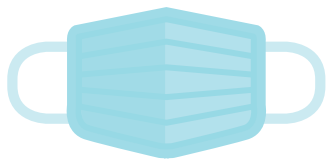
www.prhc.on.ca/about-us/covid-19-novel-coronavirus/getting-tested-for-covid19/

Caregivers & Visitors

Visitors must wear a hospital-provided medical mask at all times in public and patient areas.

If you do not or cannot wear a mask, you may not enter the hospital or visit a hospital patient.

If you remove your mask, you will be asked to leave.



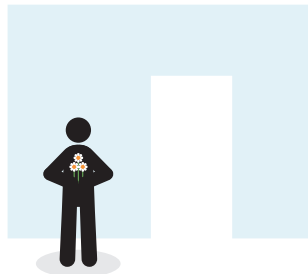
A medical mask is required at all times



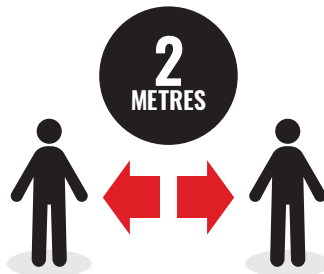
Face shields do not replace the use of a mask



Sanitize your hands before entering or leaving the patient's room



Stay in the patient's room when you visit



Keep a distance of two metres from others



Do not eat or drink in patient or public areas. There is a designated area for visitors in the cafeteria.

Thank you for your help in keeping our community healthy and safe.

Frequently Called Numbers

Information/General Inquiries	705-876-5017
Administration	705-743-2121 x. 3903
Central Registration	705-743-2121 x. 3103
Cashier's Office	705-876-5026
Gift Shop	705-743-2121 x. 3069
Health Records	705-743-2121 x. 3900
Parking	705-743-2121 x. 3020
Patient Relations (compliments & concerns)	705-743-2121 x. 3674
Patient telephone, TV, Internet services	Call the phone number on your bedside screen
PRHC Foundation (donations)	705-876-5000
Retail Pharmacy	705-743-2121 x. 3102
Security	705-743-2121 x. 0
Volunteer Services	705-876-5066

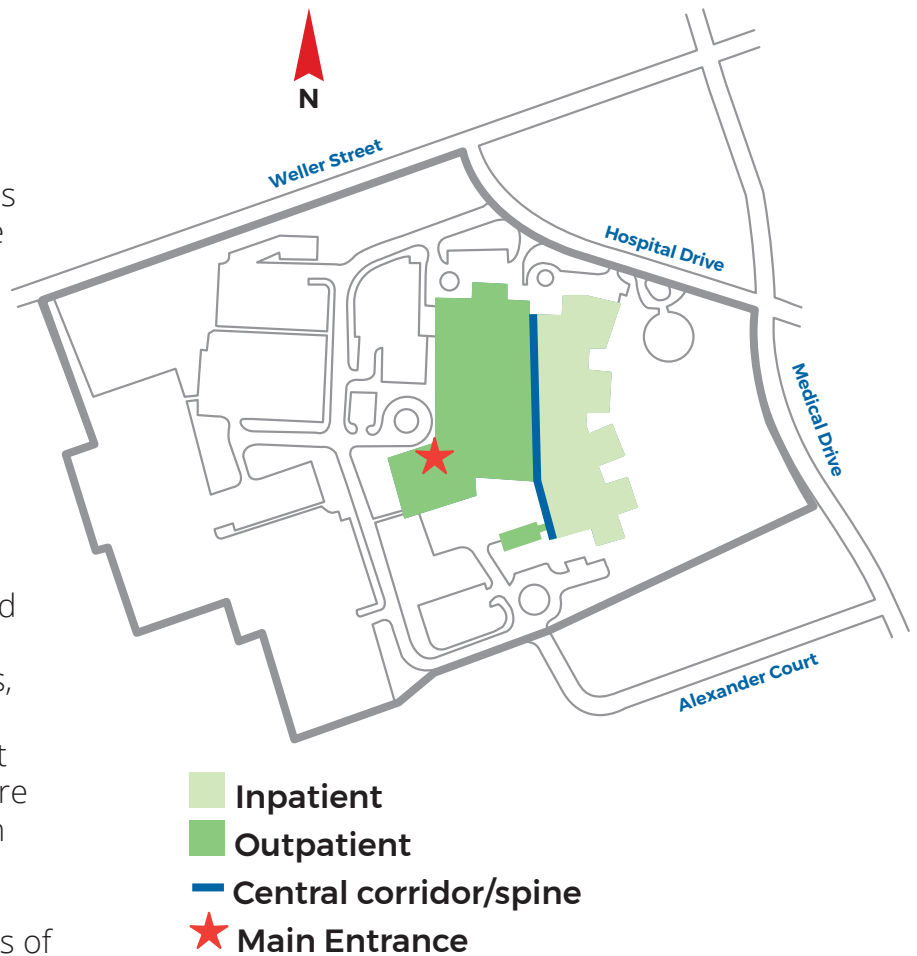


Getting Around PRHC

To help you find your way around PRHC, understand that:

1. The hospital is built on the side of a hill. This means the main entrance is located on Level 4, on the west side of the building.
2. The hospital is built with a central corridor, called the “spine.” This hallway runs the length of our inpatient areas.
3. Generally, inpatient and outpatient care areas are grouped at PRHC. Inpatient areas are generally located on the east side of the spine, outpatient and administrative areas, as well as hospital services (e.g. cafeteria, Gift Shop) are on the west side of the spine. Public elevators are located at the main entrance and in the spine hallway.

Maps to inpatient and outpatient areas of the hospital are available on the following pages. Please note that due to construction projects, clinic locations may shift. Check at the information desk for changes, or watch for signage.



Inpatient

Inpatient care is when you are admitted, and spend at least one night in the hospital, sometimes more, depending on your condition.

Outpatient

Outpatient care is a term that is used when treatment and/or procedures can be done within a day and do not require an overnight stay.

Floor Plans

LEVEL 1



1. Mental Health & Addictions Services:

Psychosis Assessment and Treatment Clinic (PATC)

Eating Disorders Clinic

C1 Inpatient Medical Unit

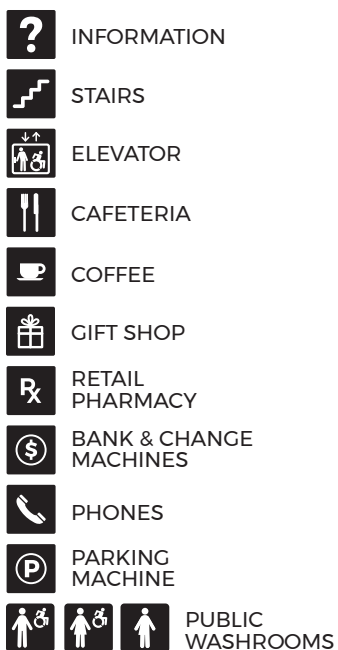
2. Child & Adolescent Inpatients

3. Psychiatric Intensive Care

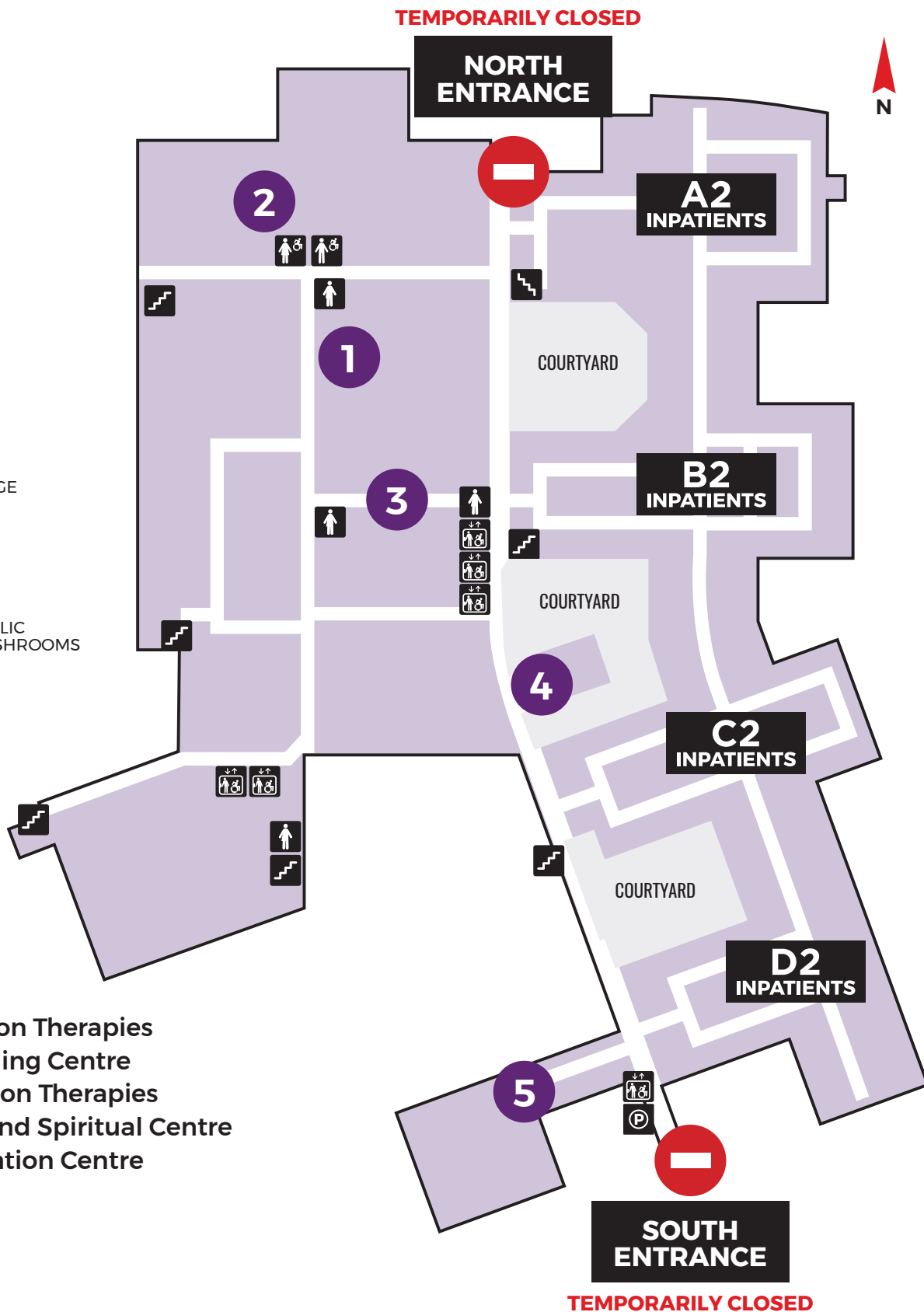
4. Adult Outpatient Program

5. Mental Health & Addictions Adult Inpatients

LEVEL 2

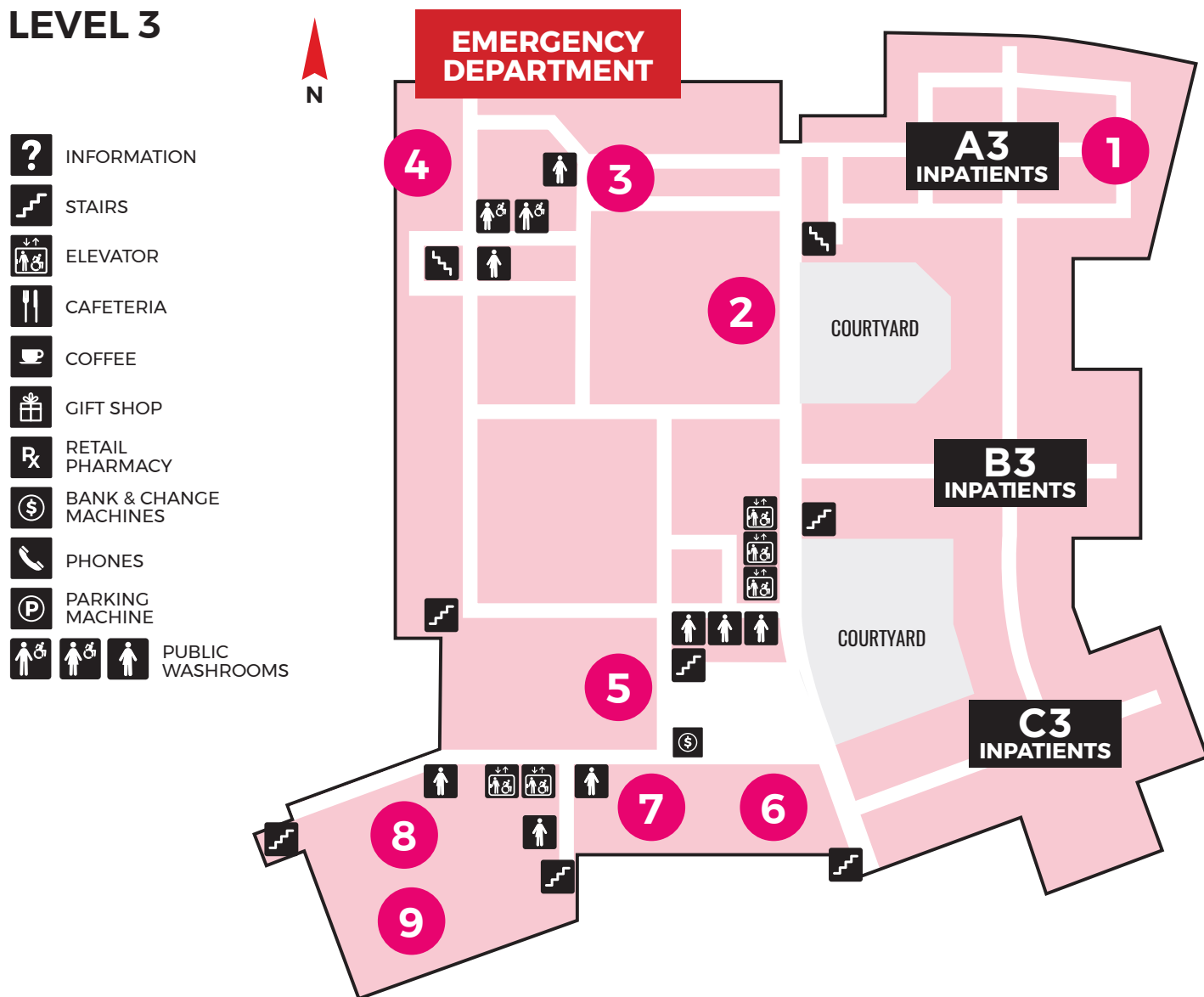


1. Rehabilitation Therapies
2. PRHC Learning Centre
3. Rehabilitation Therapies
4. Multifaith and Spiritual Centre
5. PRHC Radiation Centre



Floor Plans













LEVEL 3

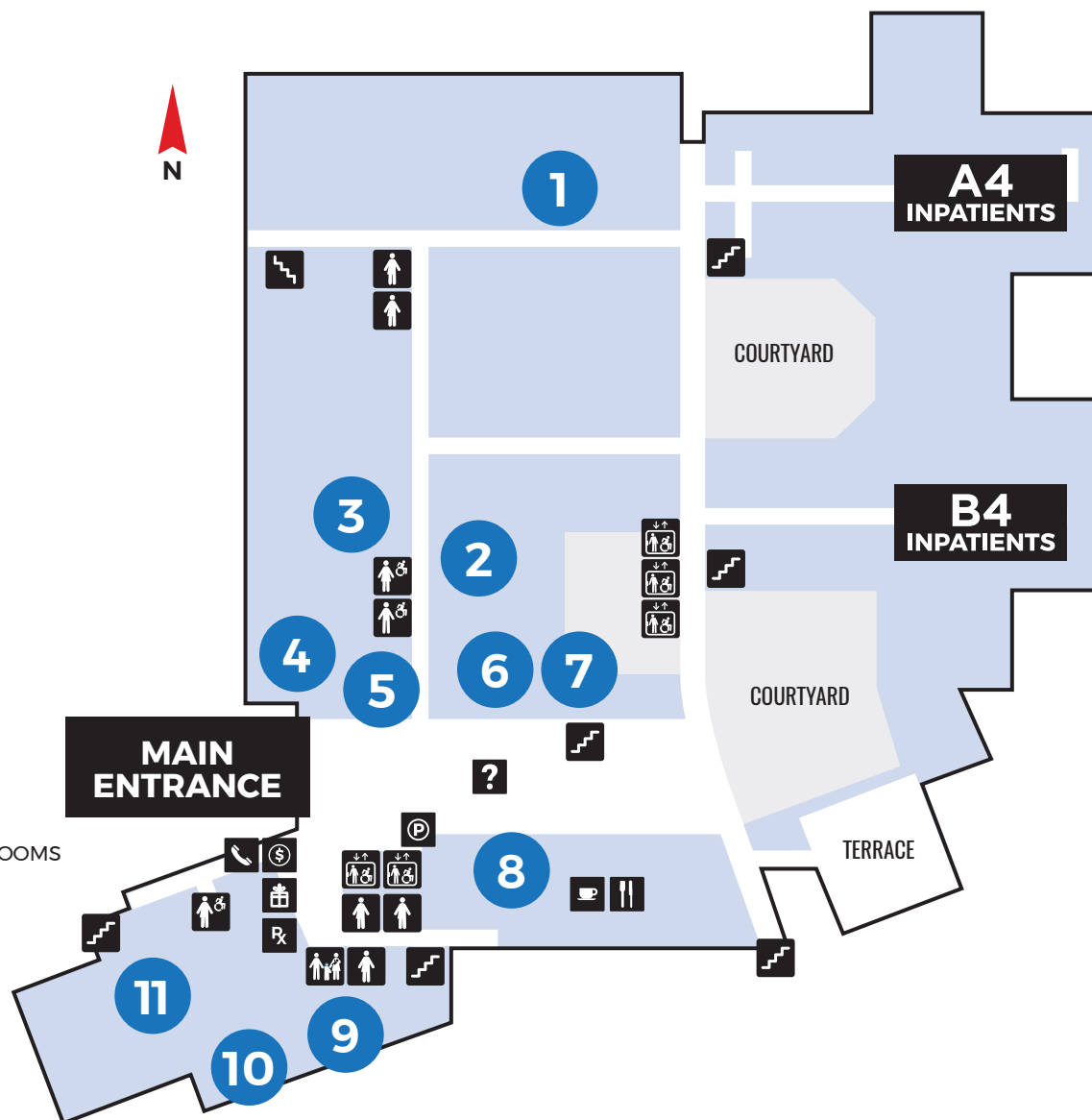


1. Intensive Care Unit (ICU)
2. MRI suite
3. Emergency Department
4. Security Office
5. Diagnostic Imaging
6. Family and Youth Clinics
7. Cast Clinic
8. Breast Assessment Centre
9. Genetics

HOW TO INTERPRET ROOM NUMBERS		
A	2	104
...
BLOCK	LEVEL	ROOM

LEVEL 4

-  INFORMATION
-  STAIRS
-  ELEVATOR
-  CAFETERIA
-  COFFEE
-  GIFT SHOP
-  RETAIL PHARMACY
-  BANK & CHANGE MACHINES
-  PHONES
-  PARKING MACHINE
-  BABY FRIENDLY FAMILY ROOM
-  PUBLIC WASHROOMS

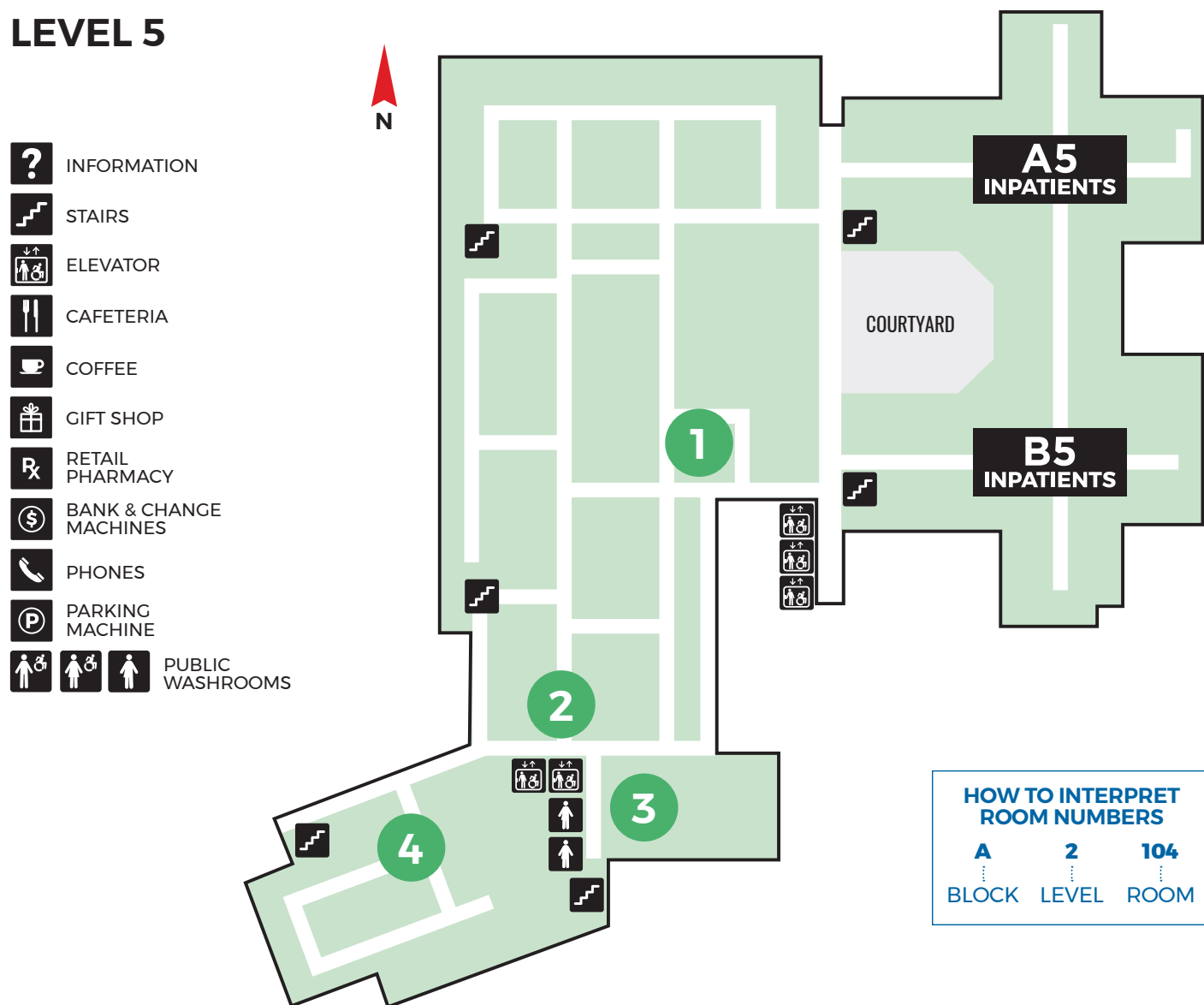


1. Cardiac Cath Lab
2. Women's Healthcare Centre
3. Medical Outpatients & GAIN Clinic
4. Central Registration
5. Cashier's Office*
6. Orthopedic Intake Clinic
7. Orthopedic Rehab Clinic (Outpatient)
8. Cafeteria
9. EEG and Pulmonary Function Lab
10. Adult Diabetes Care Clinic
11. Cancer Care

***Monday to Friday 8:00 a.m. to 4:30 p.m.**
 After-hours Payments can be made at Switchboard (Emergency entrance, Level 3), Monday to Friday, from 4:30 p.m. to 8:00 a.m. and Saturdays, Sundays and statutory holidays, 24 hours a day.

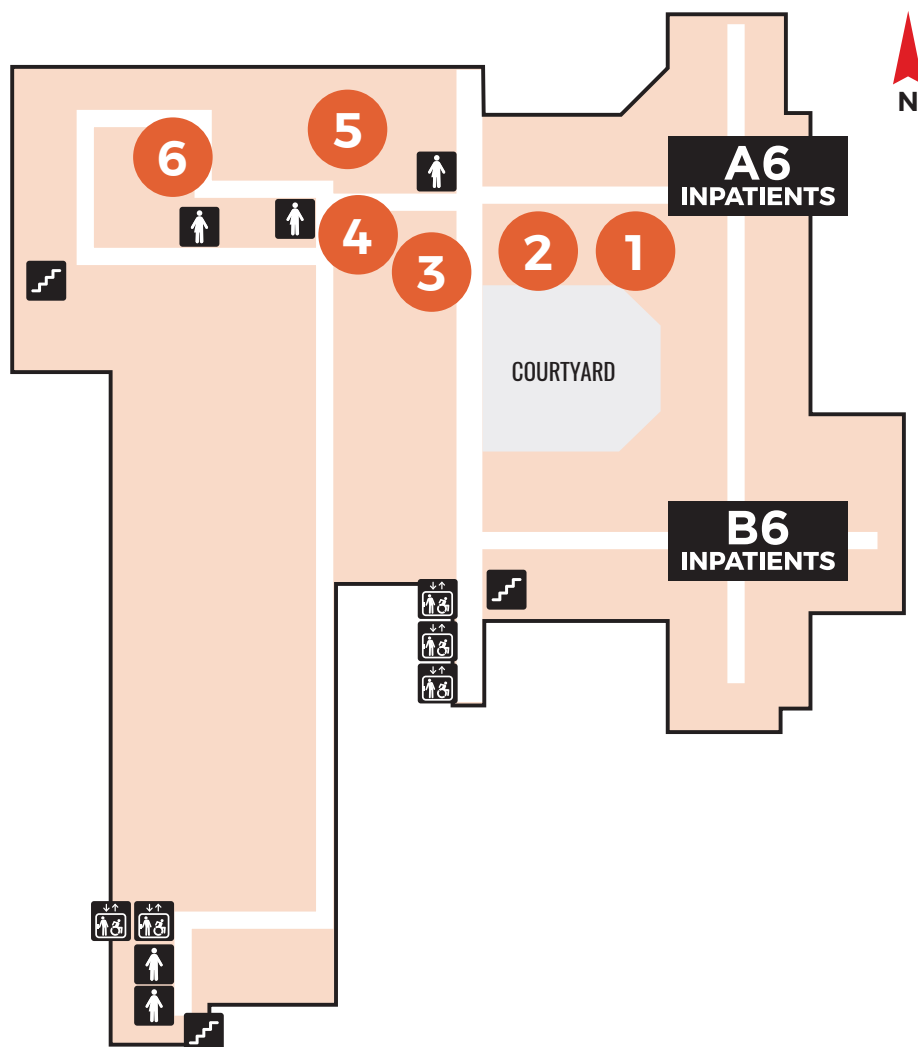
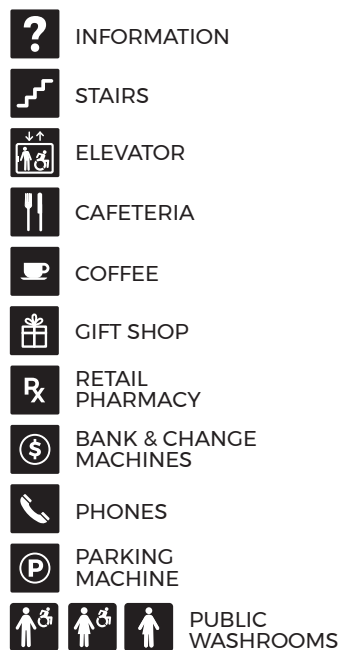
Floor Plans

LEVEL 5



1. Surgery and Outpatient Procedures
2. Lab Collection and Testing
3. Volunteer Services
4. Dialysis

LEVEL 6



1. Breastfeeding Clinic
2. Provincial Pediatric Oncology Satellite Program (POGO)
3. Pediatric Outpatient Clinic (POP)
4. POP Urgent Care Clinic
5. Neonatal Intensive Care Unit (NICU)
6. Labour & Delivery

Directory of Programs & Services

INPATIENT UNITS

A2	Stroke Rehabilitation Unit
A3	Intensive Care Unit (ICU)
A4	Inpatient Medicine/Telemetry Unit
A5	Surgical Inpatient
A6	Labour & Delivery
A6	Pediatric/Women & Children Inpatients
A6	Neonatal Intensive Care Unit (NICU)
B2	Inpatient Medicine Unit
B2	Geriatric Assessment Behavioural Unit (GABU)
B3	Inpatient Medicine Unit
B4	Inpatient Medicine Unit
B5	Surgical Inpatients
B6	Inpatient Unit
C1	Mental Health and Addiction Services
C2	Complex Continuing Care (CCC)
C2	Geriatric Assessment Treatment Unit (GATU)
C3	Inpatient Medicine Unit
D1	Mental Health and Addiction Inpatient
D2	Palliative Care

ADMINISTRATIVE & HOSPITAL SERVICES

W4	Administration offices
W4	Central Registration
W4	Cafeteria
W4	Cashier's Office
W4	Donations (PRHC Foundation)
W4	Gift Shop
W4	Health Records
W4	Information Desk
W2	Multifaith and Spiritual Centre
W4	Patient Relations
W4	Retail Pharmacy
W3	Security
W2	Spiritual Care Services
W5	Volunteer Services

OUTPATIENT SERVICE

W3	Breast Assessment Centre
W6	Breastfeeding Clinic
W4	Cancer Care
W4	Cardiac Cath Lab
W4	Centre for Complex Diabetes Care/Diabetes Education Centre
W3	Diagnostic Imaging
W5	Dialysis
W3	Emergency Department
W3	Genetics
W4	Geriatric Assessment Intervention Network (GAIN) Clinic
W3	Family and Youth Clinics
W5	Lab Collection and Testing
W4	Medical Outpatients
W4	EEG and Pulmonary Function Lab
W2	Norm & Jessie Dysart Radiation Centre
W4	Orthopedic Intake Clinic
W3	Orthopedic and Cast Clinic
W4	Orthopedic Rehabilitation Clinic
W6	Pediatric Outpatient Clinic (POP)
W3	Psychiatric Assessment Service for the Elderly (PASE)
W2	Rehabilitation Therapy
W5	Surgical Outpatients
W4	Women's Health Centre (WHCC)
W5	WHCC Gynecology Clinic

Parking

Patient & visitor parking lots are located on the west and south sides of the hospital.

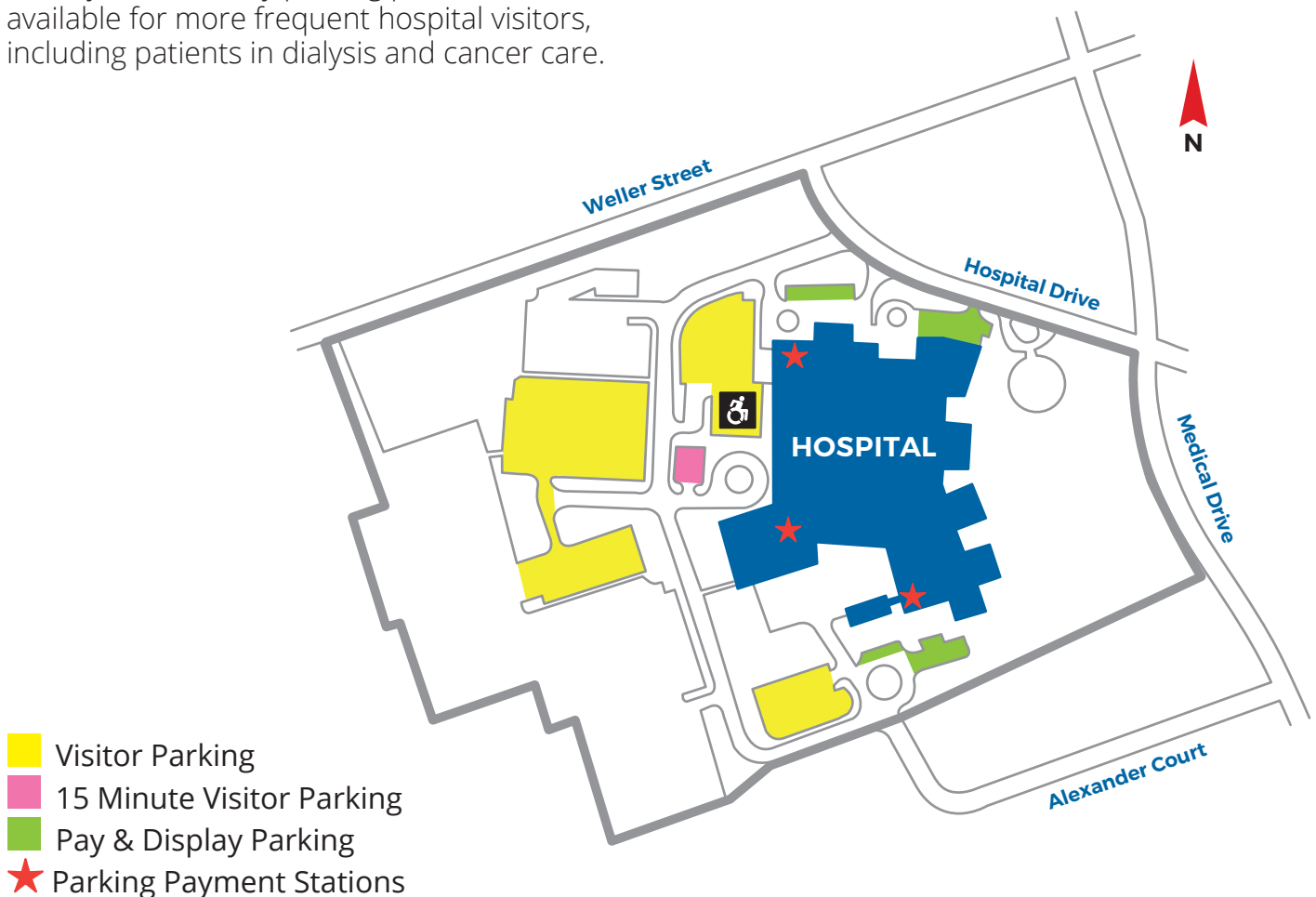
Pay and display parking is available at the north and south entrances, by the Emergency Department and the Radiation Centre. If your visit is likely to be two (2) hours or longer, you will find the main visitor parking lots more affordable.

A small lot with a strict 15-minute parking limit is located at the main hospital entrance, and **all gated visitor lots provide complimentary parking for a period of 15 minutes or less.**

Weekly and monthly parking passes are available for more frequent hospital visitors, including patients in dialysis and cancer care.

Visitors to the hospital are required to take a ticket upon entry to the parking lot and to pay by cash or credit card at one of the pay stations located at the main entrance, south entrance, Emergency Department, or at the parking kiosk, which is located in front of the main entrance by the flagpoles.

For current parking rates and for additional information, please contact the parking office at 705-743-2121 x. 3020, or visit our website at www.prhc.on.ca.



Public transportation

Buses

Peterborough Transit serves passengers travelling to and from the hospital with two (2) bus routes: Charlotte West (Route 5) and Jackson Park (Route 4). Kneeling buses, which are easier to get on and off, are available on these routes as often as possible. The bus schedules can be found in the bus shelters outside the main entrance and outside the Emergency Department. For more information on fares and schedules, call Peterborough Transit at 705-745-0525 or visit www.peterborough.ca.

Taxi service

You can find a direct-dial taxi phone next to the Gift Shop inside the hospital's main entrance.

Accessible transit services

For information about accessible transit options, speak to your healthcare team, call Peterborough Transit at 705-745-5801, contact Community Care Peterborough at 705-742-7067 or visit www.peterborough.ca and search "accessible services."



Strategic Plan

Guided by you · Doing it right · Depend on us



1. Deliver Culturally Safe, Outstanding Care
2. Deliver Seamless Care Transitions
3. Deliver Regional Programs in Collaboration with Our Care Partners
4. Build Strong Foundations to Achieve Our Mission

We are a regional hospital building healthier communities
with our patients and partners.



www.prhc.on.ca



Information for Patients

Admission to the hospital

Planning your visit and stay will help make your experience more relaxed and trouble-free. If you, a friend, or relative needs to stay overnight, please consider our list of what to bring and not bring to the hospital.

What to bring

- Your current Health Card
- Photo identification that clearly shows your name, address and date of birth (e.g. Driver's Licence, Health Card)
- Proof of supplementary insurance coverage, if you have it. Please bring the certificate or card that shows the name of the insurance company and policy/certificate group plan number
- COVID-19 vaccination record
- Bring all current medications, including prescription and non-prescription/over-the-counter medications, in their original containers and packaging
- If you use eyeglasses, dentures and/or hearing aids, please bring them with you. For your hearing aids, remember to bring along extra batteries
- Although we provide patient gowns, you may want your own pajamas or nightgown, bathrobe, slippers and a pair of sturdy shoes with non-slip soles
- You will also need a toothbrush, toothpaste, soap, shampoo, brush or comb, body/hand lotion (unscented only), cosmetics and shaving items. These products are not supplied by the hospital, but may be purchased from the Gift Shop or the Retail Pharmacy

For a full checklist of what to bring for your stay at PRHC, refer to page 45 or review our Patient to Patient Handbook by visiting prhc.on.ca and searching "patient handbook."

What to leave at home

- All valuables, including rings, watches, jewelry, important papers or documents, items of sentimental value
- Any strongly-scented perfume or products, including strongly scented flowers - the hospital is a scent-free environment

Labour & Delivery

When coming to Labour & Delivery, enter the hospital through the Emergency Department. Go directly to the registration desk and you will be escorted to Labour and Delivery on Level 6.

What to bring to Labour & Delivery:

- Health Card
- Insurance Coverage Information
- Maxi Pads
- Extra underwear and socks
- Slippers
- Housecoat and sleepwear (opens at front for skin-to-skin)
- Cell phone and charger
- Your own pillow
- Toiletries (e.g. soap, shampoo, comb, toothbrush, toothpaste)
- Diapers
- Sleepers for baby

**Please leave all valuables at home.*

Central Registration

PRHC's Central Registration office (formerly Admitting) is now up and running just inside the hospital's main entrance. If you have an upcoming appointment at one of the clinics listed below, you will need to register at the Central Registration office before going to the clinic for your appointment.

- Cardiac Catheterization Lab
- Diabetes
- Endoscopy
- Genetics
- Medical Outpatients
- Orthopedic physiotherapy/RAC/Cast Clinic
- Ontario Telemedicine Network (OTN)
- Pediatric Outpatient (POP)
- Physiatry
- Pulmonary function/EEG
- Rehabilitation Therapies (Pulmonary Rehab, Cardiac Rehab, Hand Therapy Clinic, Amputee Clinic, Stroke Clinic)
- Renal
- Surgical Outpatients

IMPORTANT

While you are in hospital, it is important that you and your loved ones take responsibility for all belongings (e.g. eyeglasses, dentures, jewelry).

Please ensure all valuables remain at home if they are not needed for day-to-day use.

The hospital is not responsible for lost, stolen, or damaged items.

Central Registration is open from 6:00 a.m. to 10:00 p.m. daily.

If you are coming to PRHC for an appointment with the Outpatient Laboratory (Level 5), Diagnostic Imaging (Level 3), Cancer Care (Level 4) or the Breast Assessment Centre (Level 3), please proceed directly to the clinic.

If you are not sure whether you need to go to Central Registration when you arrive at the hospital, please speak with a PRHC Volunteer at the information desk.

We ask because we care

We are here to support you during your hospital stay. Our staff and physicians may ask you for information about yourself, which will help us to provide you with any additional supports you may need when you are at the hospital. This is to ensure you are as comfortable as possible while you are with us at PRHC.

Please speak with a member of your healthcare team if you would like additional resources or supports for any of the following reasons:

Accessibility:

- Vision
- Hearing
- Physical
- Developmental
- Speech/Language
- Learning

Mental Health and/or substance abuse

Sexual orientation or gender identity

Translation/interpretation

Cultural needs

Spiritual care needs

MyChart

Patients can now download and register MyChart by visiting mychart.ourepic.ca.

MyChart is a free, secure online tool providing patients and designated family members and partners in care at Peterborough Regional Health Centre access to medical records and personal health information:

- Find important information about your visit or appointment
- Share health information with members of your healthcare team
- View your test results and other health information from seven partner hospitals:
 - Campbellford Memorial Hospital
 - Haliburton Highland Health Services
 - Lakeridge Health
 - Northumberland Hills Hospital
 - Peterborough Regional Health Centre
 - Ross Memorial Hospital
 - Scarborough Health Network.

Additional information on how to register can be found on our website: prhc.on.ca.



Your healthcare team

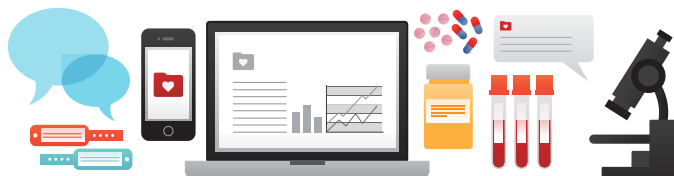
Like most hospitals, PRHC takes a team approach to delivering healthcare. This means patients are examined and treated by a variety of medical and allied health professionals, rather than by a single person.

At PRHC, this team may include any of the following:

- Doctors
- Nurse Practitioners
- Registered Nurses (RNs)
- Registered Practical Nurses (RPNs)
- Occupational Therapists
- Physiotherapists
- Psychologists
- Respiratory Therapists
- Dietitians
- Pharmacists
- Laboratory Technicians
- Recreational Therapists
- Social Workers
- Speech Language Pathologists
- Spiritual Care professionals
- Surgeons
- Technologists
- Other staff & volunteers

Your healthcare team will work with you and your family to ensure you receive excellent, safe, patient care during your stay at PRHC.

We encourage you and your family to be active participants in your care.



Patient meals

Most patients will receive their meals by tray service at the following times:

Breakfast: 8:00 a.m. to 9:15 a.m.

Lunch: 11:30 p.m. to 12:45 p.m.

Dinner 4:45 p.m. to 6:00 p.m.

If you would like to speak with a dietitian, please let a member of your healthcare team know.

Our patient menu accommodates a wide variety of diets to provide adequate nutrition. If you are on a special diet, have food allergies or intolerances, inform your nurse as soon as you arrive at the hospital. If you would like the carbohydrate or fibre counts for our inpatient menu, please ask your care team.

Telephone, TV and Internet

Telephone and TV service is available through the Integrated Bedside Terminals (IBTs) in inpatient rooms. There is a fee to subscribe to this service. To subscribe, visit the Information Desk kiosk, located inside the main entrance of the hospital or call the IBT kiosk at 705-243-5700 x.4400.

IBT staff are available at the kiosk as follows:

Monday to Friday, 8:00 a.m. to 6:00 p.m.

Saturday & Sunday from 9:00 a.m. to 4:00 p.m.

The IBT service team also schedules regular visits to patient units to sign patients up for services at their bedside. Transactions can only be made by debit or credit card; cash is not accepted.

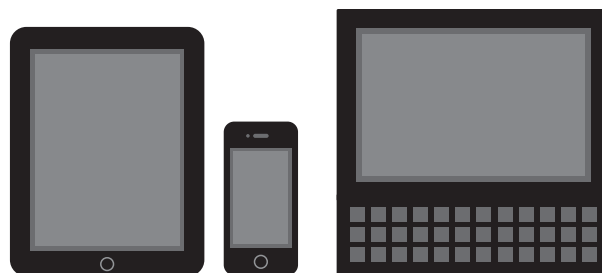
When you subscribe to the service, you will receive an access card. The card is inserted into the card reader on the back of the phone to activate the services. The access card is your responsibility, and subscribers will be asked to pay a \$10 refundable deposit when signing up for the service.

Please call 705-243-5700 and the patient's extension number for bedside telephone service. If the patient has not subscribed to the service, outside calls cannot be transferred to the bedside.

The IBT access card should be returned to the kiosk when the service is no longer needed. An after-hours drop box for returns is located on the kiosk desk.

Patients in ward or semi-private rooms are required to use headphones for the IBT. You may bring in your own headphones or purchase headphones at the kiosk.

For questions, concerns or assistance, please visit the kiosk, or call the number displayed on your bedside terminal.



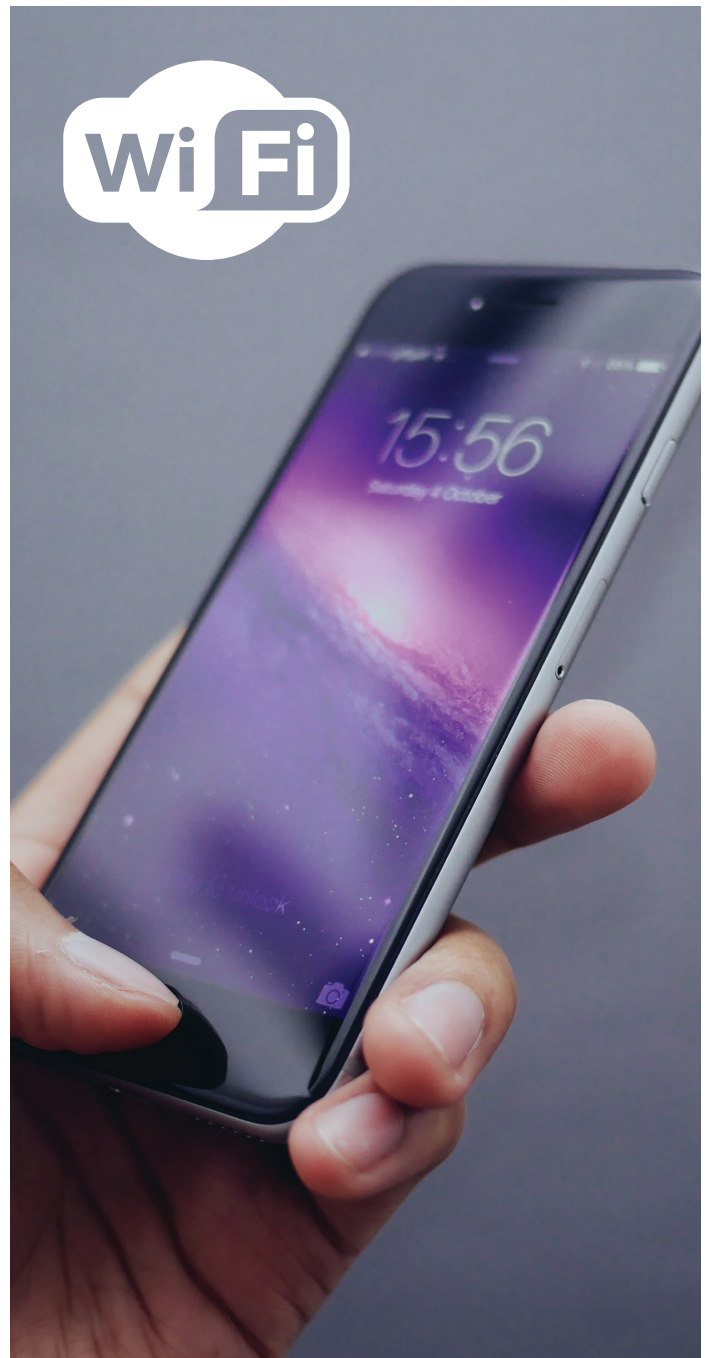
Cell phones & wireless devices

The use of cell phones and other personal electronic devices has become widespread. Guidelines for safe and consistent use of these devices are important to ensure that patient safety and privacy are protected at all times.

Patients and visitors are invited to use their wireless devices and cell phones in public areas such as lobbies, reception rooms, retail areas and hallways. In areas where the use of cell phones and wireless devices is permitted, a user must be respectful of others and adhere to all related PRHC policies. In particular, the use of these devices must not disturb patients and staff in the area, and must respect patient, visitor and staff safety, privacy and confidentiality. Photos and videos may only be taken with consent from all individuals involved and consistent with the hospital's current policies.

Certain areas may have signage posted to alert patients, visitors and staff that cell phones and wireless devices are prohibited. Please respect this signage and do not use your devices in these designated areas.

PRHC offers free wireless access throughout every area of the Health Centre.



Patient Safety

Be an active participant in your care

At PRHC, we encourage patients and their families to be actively involved in the care they receive. PRHC takes a patient-centred approach to care. It is important and encouraged to ask questions to help you better understand:

- A treatment or procedure being suggested, and the related risks, benefits and alternatives
- A treatment or procedure you have received, and the outcomes
- What prescriptions you will need to fill
- What symptoms and side effects you should watch for, and who to call if something is not right
- When you can resume regular activities

Bedside shift reporting

PRHC was among the first hospitals in Ontario to launch bedside shift reporting (BSR) – an important, hospital-wide initiative that enhances patient safety, involves patients and families more directly in the care they receive, and results in a more positive overall patient and family experience. When a new member of your healthcare team comes on shift, an update is provided through the BSR. Though information is shared, you may be asked the same questions by different members of your team.

Patient identification

All patients admitted into the hospital will receive an identification wristband with their name on it. The ID band must be worn at all times during your hospital stay. Your healthcare team will check your wristband often and ask for your name and date of birth. This practice is a proven way to improve patient safety and ensure the right care is being delivered to the right person.

Medication management

It is important for you to know the reason for all your medications and to have written information about your prescriptions and when to take your medication. Please bring your current medications in the original, labelled packaging when coming to the hospital for an appointment or to the Emergency Department.

Medications include prescriptions, vitamins, herbal products, creams, inhalers, eye drops, ear drops, nose sprays and any over-the-counter medications.

If you are unable to bring your medications with you, please bring a list that includes the medication name, dose and how often you take each medication. Refer to page 46 for a sample medication list to help track your medication management.

Pain management

People sometimes think they have to put up with severe pain. This is not the case. We want to work with you to control your pain and prevent it from getting worse. When your pain is controlled, you will heal faster, and feel better sooner. Please talk to your healthcare team and we will work with you to put the best plan in place.

Antibiotic treatment

Antibiotics can be lifesavers, but taking them too often, or when they are not needed, can put you at risk for infection by drug-resistant germs. Ask your healthcare provider if the antibiotics you've been prescribed put you at an increased risk for C. difficile infection.

Mobility

Studies show that being mobile prevents three serious hospital complications – delirium, functional decline and falls. During your hospital stay, our healthcare team will encourage you to stay active and mobile. You will be encouraged to move, sit up or walk at least three (3) times a day.

Your participation in becoming mobile is critical to your recovery and will progress according to your ability. Speak to a member of your healthcare team for more information.

Preventing patient falls

Your safety is important to us. Remember:

Call – Don’t Fall. If you require assistance to get out of bed, use the washroom or to change positions; please use your call bell beside your bed. A member of your healthcare team will answer your call and provide help.

While in the hospital, you can reduce your risk of falling by doing the following:

Call for assistance before you move, especially at night

Share any fears or concerns about falling with your healthcare team

If you feel dizzy, weak, unsteady or light-headed, sit down and call for help

Get up slowly after eating, lying down or resting

Wear proper footwear: Non-slip, well-fitting and supportive shoes, such as running shoes or slippers with heel support and treads

Wear glasses and/or hearing aids if needed

Take medications as prescribed

Use recommended walking aids and supports

Ensure clothing (such as pants, shirts and housecoats) are not too long – avoid tripping hazards

Participate in physiotherapy exercises to strengthen your muscles and balance

Eat a healthy, regular diet

Delirium

Delirium is an acute state of confusion. It develops quickly (within hours or days) and can take several weeks to clear. Delirium is considered a medical emergency and if not addressed immediately, can slow patient recovery.

Symptoms of delirium can include (but not limited to) change in personality or behaviour, inattention, depressed or withdrawn, disorientation, sleep disturbances, and hallucinations.

Although, delirium can occur in any age, it is most common in hospitalized older adults. This is especially true following major surgery. Common causes can include: infection, dehydration, or side effects/interactions of medications.

Essential caregivers and family play an important role in helping to identify and communicate sudden changes in their loved ones to the healthcare team. Early identification leads to faster management and prevention of deconditioning while in hospital.

Blood clot prevention

Venous Thromboembolism (VTE) is an unwanted blood clot in the deep veins or in the lungs. Almost all hospitalized patients have some risk of blood clot. Preventing VTE is a priority at PRHC, and we have protocols in place to help keep you safe.

What can you do to prevent VTE?

Ask your doctor or nurse what is being done to reduce your risk of getting a blood clot

Ask if you should be given medication to prevent unwanted clotting in the blood

Resume normal physical activity and walking as soon as your doctor permits it

Drink plenty of water to stay hydrated

Report any chest pain, shortness of breath, pain or swelling

Fire safety

During your hospital stay, you may hear an overhead page for one of our regular fire drills. When you hear the fire alarm, please return to your room. We will inform you should any action become necessary.

If you are in the hospital cafeteria, please stay there until the all-clear signal is given. During a fire alarm, some elevators will not be available until the all-clear is announced. Please use the stairs when necessary.

Accessibility

PRHC is committed to ensuring that staff, physicians, volunteers, visitors and patients have access to services in ways that respect an individual's independence and dignity. For more information about PRHC's multi-year Accessibility Plan, please visit our website at www.prhc.on.ca.

If you or your caregiver do not speak English as your first language, or have a limited ability to read, speak, write, or understand English, please ask a member of your healthcare team for support. Qualified medical interpreters are available by phone 24/7 in more than 200 languages.

Upon request, hospital documents and/or information may be translated or made accessible. Please speak with a member of your healthcare team to arrange for an alternative format.

If you are Deaf or hearing impaired, we encourage you to let your healthcare team know so we can support you with additional resources. Transparent face masks are available if needed to support communication.

TTY-enabled Bell pay phones are available across from the Gift Shop and in the Emergency Department.



Infection Prevention and Control

Good hand hygiene is the single most important way for patients, visitors and staff to control the spread of germs. Cleaning hands regularly with alcohol-based hand rub or with soap and water decreases hospital-acquired infections anywhere from 20% to 40%.

At PRHC, our staff and physicians work hard to protect you from infection. You should expect staff and physicians to clean their hands before and after providing your care. We encourage you to ask them if they have or to remind them. You may also see staff and physicians wearing protective equipment (e.g. gown, mask, gloves) when caring for certain patients. These are precautions that will protect the patient and others from infectious diseases.

Along with hand hygiene and additional precautions, PRHC has several initiatives underway to prevent infections, including a new program to improve the appropriate use of antibiotics and enhanced equipment and environmental cleaning.



HOW TO CLEAN YOUR HANDS

1. Hand Sanitizer: found throughout the hospital. Use it when you enter and exit patient rooms and treatment areas.

2. Soap & Water: every patient room has a sink and soap.

Remember to focus on all areas of your hands, and to rub with friction for 15 – 20 seconds for maximum effectiveness.

TIP: Try cleaning your hands while singing “Happy Birthday!”

If you are unable to clean your hands on your own ask your nurse for help.



Your role in reducing the spread of infectious diseases

As a patient and/or visitor you must:

- Clean your hands often during your hospital stay and/or visit:
 - When you enter or exit the hospital
 - Before and after contact with a patient (family member or friend)
 - Before and after eating and drinking
 - After using the washroom
 - After covering a sneeze or cough
 - After touching hard surfaces, such as door handles and elevator buttons
- Wear a hospital-provided surgical/procedure mask at all times when inside the hospital, except in the designated area of the cafeteria where you may remove your mask as needed to eat or drink (as of March 1, 2022).
- Cover your mouth and nose with a tissue when coughing and sneezing, then throw away the tissue and clean your hands. If you don't have a tissue, cough or sneeze into the crook of your elbow and clean your hands.
- Delay your visit to the hospital if you have symptoms of illness, or if you are positive or suspected to have COVID-19.
- If you or a friend or family member are in isolation, find out what isolation means and what you should expect from the hospital staff or visitors (e.g. wearing gloves, gown, mask).
- Do not bring many belongings into the hospital. If your bed area becomes too cluttered, it is difficult for the Environmental Services staff to clean and disinfect to prevent the spread of germs.

For more information ask your healthcare team for related information sheets.

Thank you for wearing a mask.

Wearing a mask and cleaning your hands can help prevent the spread of germs and illness to our patients, staff and visitors.

Mask Recommendations

Clean hands before and after putting on, taking off or adjusting masks.

Ensure mouth, nose and chin are fully covered by the mask.

Avoid touching mask when on face.

Masks should be changed when they become soiled, damaged or hard to breathe through.



**CLEAN HANDS ARE
CARING HANDS**
CLEAN HANDS SAVE LIVES

Your Rights & Privacy

Protecting your privacy

Ontario has a law that protects your personal health information, including information about you kept at this hospital. Peterborough Regional Health Centre (PRHC) is required to keep your personal health information safe and secure. You have the right to know how we may use and give it out and how you can get access to it.

We may collect, use and give out your personal health information to others, as reasonably necessary to:

- Provide you with healthcare and assistance, both within and outside the hospital
- Communicate or consult about your health with other doctor(s) and other healthcare providers
- Get payment for your healthcare and hospital services, including from OHIP and private insurance
- Do health system planning and research
- Report as required, or permitted by law

You, or a person who can make decisions for you about your personal health information, have the right to:

- See and get a copy of your personal health information or hospital record
- Ask us to make corrections to inaccurate or incomplete personal health information
- Ask us not to give out your personal health information to other healthcare providers
- Be told if your personal health information is stolen, lost or improperly accessed

Your family and friends can be told general information, such as your location in the hospital and your health condition, unless you tell us not to give out this information.

If you give us information about your religion, we may give your name and location to a member of the clergy, or spiritual care provider, unless you tell us not to do so.

The Privacy Office can be reached at 705-743-2121 x. 3856.

The Information and Privacy Commissioner of Ontario (IPCO) is responsible for making sure that privacy law is followed. The IPCO can be contacted at:

Information and Privacy
Commissioner of Ontario
2 Bloor Street East, Suite 1400
Toronto, ON M4W 1A8
1-800-387-0073
www.ipc.on.ca

Your rights & choices

The hospital protects your information with safeguards and works to make sure that all records are as current as possible. If you would like to see your health record, ask one of your care providers to arrange a time to review your record with you. Once discharged, you may also request a copy of your record from the Health Records department at 705-743-2121 x. 3900.

Please let us know if you would not like your information to be shared with:

- Visitors and callers
- A religious or spiritual care provider from the community
- PRHC Foundation

PRHC's Privacy Office can tell you more about how the hospital protects privacy and will respond to any questions or concerns. Contact the Privacy Office at 705-743-2121 x. 3856.

Ethics at PRHC

Ethics involves helping patients, families and those who work in healthcare when they are facing difficult moral or value-based choices about the right, or best course of action.

All PRHC patients, their families, and hospital staff have access to an external Ethicist.

The Ethicist is a person with advanced training in ethics, who can help clarify ethical issues, offer different perspectives, review options, and assist patients, families, and healthcare teams with decision-making.

For guidance with an ethical issue, please contact PRHC's Ethicist at ethics@prhc.on.ca.

Patient relations

If you need the assistance of our Patient Relations representatives to address compliments, concerns, complaints, disagreements, or conflict, please do not hesitate to contact us at 705-743-2121 x. 3674 between 8:00 a.m. and 4:00 p.m.

We are available by email at [**patientr@prhc.on.ca**](mailto:patientr@prhc.on.ca).

Our mailing address is:
Patient Relations
Peterborough Regional Health Centre
1 Hospital Drive
Peterborough, ON K9J 7C6



There's no Place Like Home

Preparing for your discharge home

The average patient spends three (3) to five (5) days in the hospital. Patients do better at home with the right supports in place once they no longer require hospital-level care.

You should begin to plan for your discharge as soon as you are admitted to the hospital. Patients coming to the hospital for elective procedures should start preparing for discharge before they are admitted. This will allow lots of time to plan where you will stay when you leave the hospital, and to make arrangements for transportation and ongoing care if needed. Your healthcare team will work with you and your family to develop a plan for smooth discharge. This will include providing you with appropriate resources in the community to help your transition from hospital to home.

Please ensure that someone is available to pick you up from the hospital or arrange transportation home prior to your date of discharge. As you prepare to leave the hospital, please make sure that you have all of your belongings, as well as any prescriptions and instructions you will need when you go home. If you have any questions, please ask a member of your healthcare team.

Community resources

Home and Community Care Support Services Central East (HCCSS) has built strong relationships with trusted care providers in the community, and can provide you with the following home or community-based services: nursing care, personal support, physiotherapy, occupational therapy, speech-language therapy, social work, nutritional counselling, medical supplies and equipment. For more information, please ask to speak with a HCCSS care coordinator during your hospital stay.

Home at last

The Central East Home at Last program is a free service providing support for aging adults and adults with special needs, helping them to settle in at home safely and comfortably after a stay in hospital. For more information about the Home at Last program, please speak with a member of your healthcare team, call 705-872-6850, or email homeatlast@commcareptbo.org.

Below is a list of suggested questions you may want to ask your healthcare team before discharge

Do I continue taking my medication at home?

When can I resume everyday activities?

Do I need to make a follow-up appointment with my family doctor?

Hospital to home program

Located at PRHC, the Hospital to Home program is a collaboration between the Canadian Mental Health Association (CMHA), Fourcast Addiction Services and the Health Centre. The program connects individuals who present with mental health and addictions issues at PRHC (ED, Crisis Unit, Mental Health Inpatient Unit) with community supports and services.

The goal of the program is to provide these individuals with the information, education, resources and planning they need to manage in the community, decreasing the need to visit the hospital. The H2H Program aims to decrease frequency of hospital visits by providing strength-based, short-term community support. This program can help to encourage the individual to manage mental health and addiction issues within the community with the appropriate resources.

For more information about the Hospital to Home program, please contact the CMHA at 1-866-990-9956 or Fourcast at 1-800-461-1909.

Hospice

Hospice Peterborough offers support services to people of all ages within Peterborough City and County. Services offered include support for those living with a serious illness, caregiver support, bereavement support and community education.

For more information, please call 705-742-4042 or visit www.hospicepeterborough.org.

Depending on your treatment, you may be offered other community resources. Check with your healthcare team before discharge.

Patient accounts and billing

During your stay, you may incur some additional costs that are not covered by OHIP or other insurance. When this happens, the hospital will keep track of the charges and bill you when you are discharged to go home. Usually, these are charged to your credit card number, which is taken at the time of admission. The following list is not complete, but contains some of the expenses not covered by OHIP:

- Upgrades to private or semi-private rooms
- Equipment (*e.g. crutches, air cast boots, walkers*)
- Ambulance services and patient transfers
- Cosmetic surgery and other procedures not covered by OHIP

Please make sure the Cashier's Office knows what your OHIP coverage is and any extra insurance coverage you may have, and that they have your correct home address.

Have this information available when you are admitted to the hospital. If we did not get your OHIP number when you were admitted, you may be billed the full, uninsured rate.

Patient bills can be paid at the Cashier's Office located on Level 4, inside Central Registration at the main entrance. You may pay by cash, cheque or credit card. You can also pay your bill through MyChart (mychart.ourepic.ca) or online through most chartered banks or a local credit union.

The Cashier's Office is open Monday to Friday, 8:00 a.m. to 4:30 p.m.

After-hours patient bill payments can be made at the switchboard on Level 3, next to the Emergency Department, as follows:

Monday to Friday from 4:30 p.m. to 8:00 a.m.

Weekends and statutory holidays 24 hours/day

For additional information or inquiries, please call 705-876-5026.

Patient survey

Our goal is to provide the best care possible, and we want to hear your feedback on how we are doing. Following your stay, you may receive a Patient Satisfaction Survey from an independent research company.

Your response to our surveys is appreciated, and will help us to improve the care we provide. Your response is confidential.

Post-discharge follow-up calls

Post-discharge phone calls are made by a PRHC volunteer or healthcare professional to most patients within 24 -72 hours of discharge.

Questions include whether you felt that you were treated with respect and dignity, whether you were prepared for your discharge, and if you would recommend PRHC to your family and friends.



PRHC

PATIENT & FAMILY EXPERIENCE

JOIN OUR TEAM OF PATIENT & FAMILY PARTNERS

If you or a family member have received care at PRHC in the last five (5) years, have a positive attitude and are interested in contributing to make things better for other patients and families at PRHC, you qualify to become a Patient & Family Partner (PFP) as well.

Learn more by emailing
ptexperience@prhc.on.ca



**Add more life
to your career.**



**Experience the PRHC difference.
Visit prhc.on.ca/careers**

**Shining a light
on frontline
workers.**



**Thank you to all of
our doctors, nurses and
every healthcare and
support worker on the
front lines of COVID-19.**

**Your courage and heart
are an inspiration.**

#PRHCstrong #InThisTogether

PRHC
Peterborough Regional
Health Centre

Information for Visitors

Information desk

The information desk is located inside the main entrance on Level 4. It is staffed daily from 7:00 a.m. to 8:00 p.m. by dedicated, knowledgeable volunteers.

The volunteers at the information desk are available to assist with directions, to escort patients, and to help visitors locate a patient. An information telephone is also available at our main entrance to request information regarding a patient's room and services.

The information desk can be reached by phone directly at 705-876-5017.

Family presence policy (24-hour visiting)

Peterborough Regional Health Centre offers open visiting hours and encourages family presence whenever possible. We know that having loved ones nearby helps our patients feel more comfortable and speeds up their recovery.

Each unit may have recommended visiting hours based on the specific needs of their patient population. For more information please speak with a healthcare team member on the patient unit.

The guiding principle for all visiting hour decisions is to maintain a balance between the patient's need for effective care and the importance of family presence to the patient's recovery.

If you are not feeling well, or you have a cough or cold, please delay your visit to the hospital until the illness has passed.

Note:

Throughout the COVID-19 pandemic, we have had temporary visiting restrictions in place, and we continue to assess and make changes to our family presence policy as required. Please visit our website for the latest news around family presence details.

Virtual Visiting at PRHC

During the COVID-19 pandemic, PRHC launched a virtual visiting program to support inpatients at the hospital. The program offers patients the opportunity to video chat with family and friends by using PRHC devices if they do not have their own. Virtual visits are social only and are not intended for clinical consultation.

Appointments can be booked by patients or their families.

Patients are asked to notify their primary nurse or unit clerk that they would like to book a virtual visit.

Families may call the virtual visiting hotline at: 705-876-5815 or email virtualvisits@prhc.on.ca.

Bookings will be made for 30-minute to one-hour time slots.

Learn more here:
www.prhc.on.ca/about-us/covid-19-novel-coronavirus/visiting-prhc-during-covid/

Smoke-free environment

PRHC is proud to be a smoke-free and vape-free facility. There is no smoking permitted anywhere on hospital property, which includes in vehicles and in parking lots. If you are interested in nicotine replacement therapy, or in finding out more about ways to quit smoking, please talk to your nurse or healthcare team.

Patients who insist on smoking during their hospital stay will be asked to sign a waiver stating that they are leaving the Health Centre's property against medical advice. Under the City of Peterborough's smoke-free property bylaw 18-114, tickets for smoking on hospital property may now be issued by the City Bylaw Officer and by PRHC Security, up to a maximum of \$305 per incident.

Scent-free environment

PRHC is a scent-free environment. Strong perfumes or scents can cause severe allergic reactions in some people. Please respect our patients, visitors and staff by not using perfumes, body lotions, colognes, aftershaves or other strongly-scented products while at the Health Centre.

Please use great care in sending flowers to a patient in the hospital. Our Gift Shop has a variety of floral arrangements available for sale that are not strongly-scented.

Latex-free environment

Please do not bring latex balloons into the hospital. Latex can cause severe allergic responses in some people. Mylar (foil) balloons are permitted, and are available for sale at the PRHC Gift Shop.

PETERBOROUGH REGIONAL HEALTH CENTRE

IS A SMOKE-FREE FACILITY

Under Bylaw of the Corporation
of the City of Peterborough and
PRHC policy 1.A.140



**No smoking is
permitted anywhere on
hospital property,
including parking lots.**

**This includes any product where
smoke or vapour is emitted:**

Cigarettes

E-cigarettes

Vaping

Marijuana

**Tickets for up to \$305 for
smoking on hospital property may
be issued by the City Bylaw Officer,
by PRHC Security, and by the
hospital's Health & Safety Officer.**

PRHC Gift Shop

The hospital's Gift Shop is located on Level 4, across from the information desk, just inside the main entrance. The Gift Shop offers a wide selection of gifts, including flowers and non-latex balloons, cards and personal items. Phone orders are welcome at the number below and delivery can be coordinated.

All profits from the Gift Shop are used to purchase new equipment for the Health Centre.

The Gift Shop is open:

Monday to Friday – 9:00 a.m. to 4:00 p.m.
Saturday & Sunday – closed

The Gift Shop can be reached by phone at 705-743-2121 x. 3069.

Retail pharmacy

The pharmacy is located next to the Gift Shop on Level 4, just inside the main entrance, and can be reached by phone at 705-749-0008.

The Retail Pharmacy is open Monday to Friday, 9:00 a.m. to 6:00 p.m. and on Saturdays and Sundays from 10:00 a.m. to 4:00 p.m. and on statutory holidays from 10:00 a.m. to 2:00 p.m.

Lost and found

The lost and found is located in Security on Level 3, next to the Emergency Department, and can be reached by calling 705-743-2121 x. 3186.

Cafeteria

The cafeteria is a place for you to rest and refuel. Visit us for familiar offerings from Tim Hortons or enjoy a wide-range of options from Morrison Healthcare including:

- New limited Grill & Co menu
- Starbucks coffee
- Pizza Pizza
- Sandwiches and salads
- Cold beverages and snacks
- Hearty soup

Vending machines are located in the PRHC cafeteria (W4), Mental Health (D1), Labour & Delivery (W6), POP Clinic (W6) and Emergency Department (W3).

Bank (ATM) & change machines

Bank machines (ATMs) are located just inside the main entrance on Level 4, adjacent to the Diagnostic Imaging waiting area on Level 3, and in the Emergency Department on Level 3. A change machine is located across from the Gift Shop on Level 4, inside the main entrance.

Books, magazines & newspapers

PRHC volunteers circulate through the hospital several times a week with a book cart, offering previously-enjoyed books and magazines for patients. For infection control reasons, we ask that patients keep the books and magazines they take from the cart.



Dogs at PRHC

PRHC has a team of therapy dogs that visit patients in the hospital. For the safety and comfort of all patients, visitors and staff, all family dogs must be registered with the appropriate nursing unit before coming to the hospital. While visiting, the animal's designated handler assumes full responsibility for the care and control of the animal and must follow all hospital guidelines, including current Infection Prevention & Control policies and practices.

Dogs must be comfortable in a hospital environment and not exhibit any aggressive behaviour or disrupt staff or patients. Under most circumstances, guide dogs, hearing dogs, and assistance dogs do not require authorization to enter PRHC.

Hospital visits by other family pets are not recommended and will be considered on a case-by-case basis, consistent with PRHC policies and procedures.

Multifaith and Spiritual Centre

The Multifaith and Spiritual Centre is a quiet place available 24/7 and located on Level 2 (C2303).

During your time at the hospital, your community faith leader is welcome to visit you. The hospital also has Spiritual Care Providers available. These trained members of the care team provide a wide range of spiritual and emotional support for patients, families and healthcare workers of all beliefs, cultural backgrounds, values, traditions and practices.

Ask a member of the Spiritual Care team about the services available at PRHC, which include support for Roman Catholic patients, ecumenical services, Indigenous smudging and Muslim prayer mats.

To contact a Spiritual Care Provider, please call 705-743-212, x. 3704 or call Switchboard at x. 0 for a Roman Catholic priest, available 24/7. Please see **prhc.on.ca** for further details.

PRHC Art Collection

Art in the hospital enriches the healing environment for patients and their families. It strengthens the spirit and inspires hope during the most difficult times. We invite you to peruse the hospital's art collection of more than four hundred donated paintings and photographs.

Send best wishes

Well-wishers are encouraged to send mail and best wishes to a patient's home. Family and friends may also send an email message to patients by clicking on "Send Best Wishes" on the PRHC website.

These messages are delivered to patients as they are received. These email messages should be treated as postcards – please do not include personal or confidential information in your message.

Traditional mail (cards and letters) is delivered to a patient's room. Please ask friends and family to clearly address mail with the patient's proper given name and room number. Patients who wish to send mail to family and

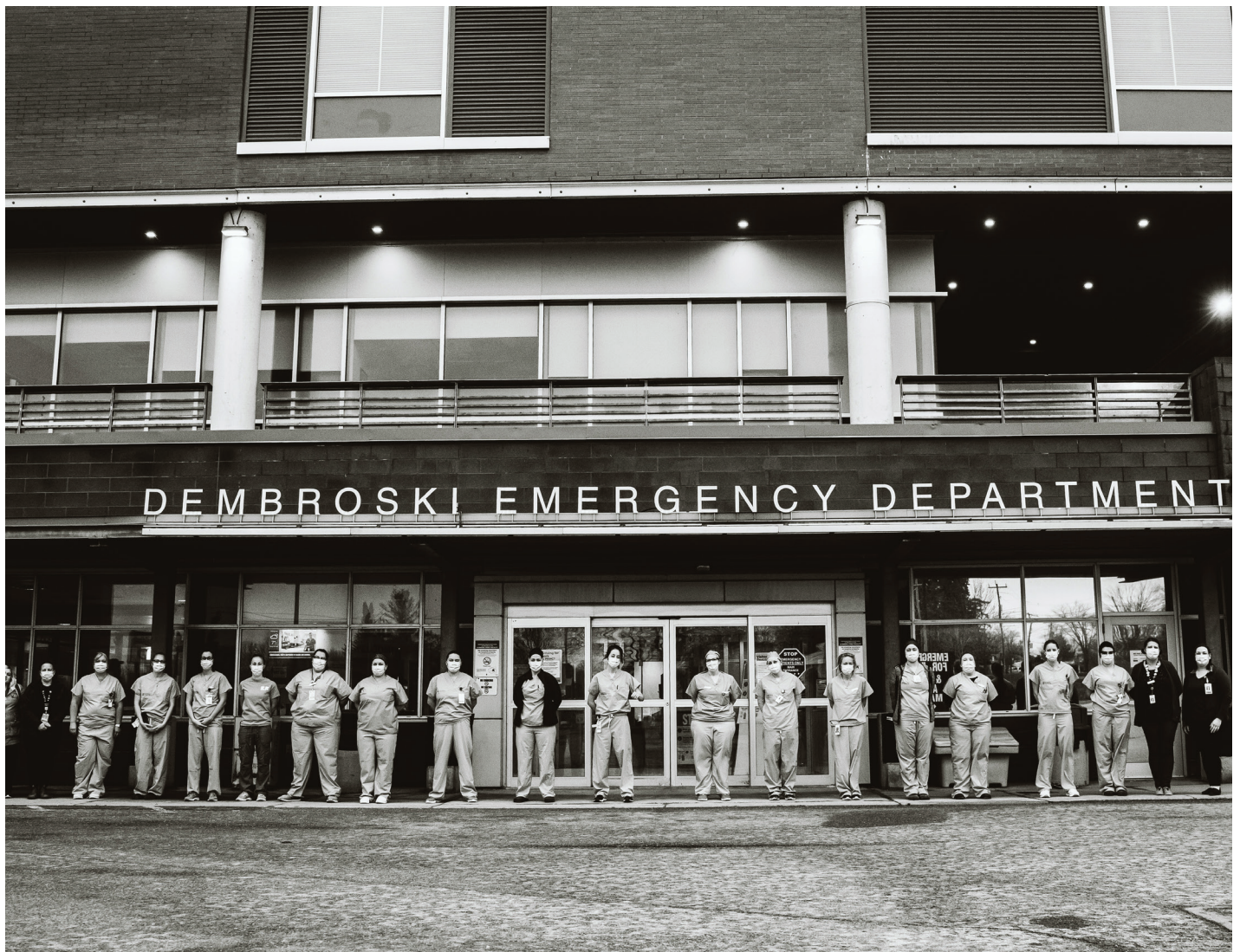
friends while in hospital can use the Canada Post box just outside the main entrance on Level 4. Stamps are available for purchase at the Gift Shop.

Medical Assistance in Dying

Medical Assistance in Dying (MAID) is a term to describe a situation where a clinician provides or administers medication that intentionally brings about a patient's death, at the request of the patient.

For more information, and to access our patient information booklet on Medical Assistance in Dying, please visit **www.prhc.on.ca** and search "MAID", or speak with a member of your healthcare team.

To connect with the MAID Coordinator, call 705-743-2121 x. 3674.



TOGETHER WE ARE
#PRHC
STRONG

PHOTOS: MARY ZITA PAYNE www.maryzitapayne.ca

Should I go to the ED?

Visiting the Emergency Department

PRHC provides 24-hour access to Emergency care for approximately 90,000 patients per year. When you arrive at the Emergency Department (ED), you will be seen by the triage nurse, who will assess your condition. You will then be asked to register and take a seat in the waiting room.

In the ED, the sickest patients are seen first, meaning you may wait longer even if you arrived first.

While no one looks forward to a visit to the ED, we hope the following information will answer some of your questions. For more information, visit www.prhc.on.ca and search "Emergency Department".

I know I'm sick, but should I go to the Emergency Department or seek care elsewhere?

If you feel you need emergency care, please go to your nearest ED immediately, or dial 911. If your illness or injury is not an emergency, please consider these alternative options before coming to the ED: <https://bit.ly/31bMTWj>.

Do you need a family doctor?

Please contact Health Care Connect to register. Once registered, a nurse will try to connect you with a family healthcare provider in your community who is accepting new patients for both you and your family. If you do not have a family doctor you may hear yourself referred to as an "unattached patient."

Health Care Connect

Monday to Friday, 9:00 a.m. to 5:00 p.m.
ontario.ca/healthcareconnect
1-800-445-1822

What should I bring to the Emergency Department?

Be sure to bring with you:

- Your current Ontario Health Card
- A list of allergies and any medications you're currently taking, including prescription and non-prescription/over-the-counter medications, in their original containers and packaging
- If you are bringing a child with you, please consider bringing a favourite book or toy
- Due to limited space, adult patients are asked to limit their companions to one at a time in the Emergency Department

How long will I have to wait?

We know waiting can be frustrating, especially when you are unwell. How long you will wait depends on how sick you are, how many other people are being treated at the time of your visit and their medical condition. If we are treating many critically ill or injured patients, you may have to wait longer. Exact wait times are unpredictable.

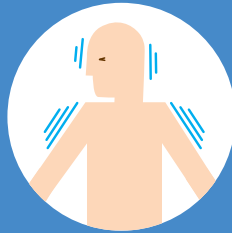
We ask for your patience and understanding. Rest assured that you will be seen as quickly as possible. If you have any concerns, or if your condition changes, please talk to the triage nurse.

SHOULD I GO TO THE EMERGENCY DEPARTMENT?

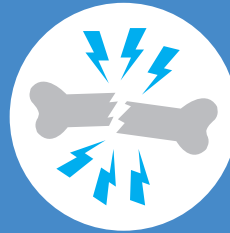
PRHC'S EMERGENCY DEPARTMENT IS READY TO HELP YOU WITH THESE AND OTHER EMERGENCIES:



CONFUSION
and disorientation.



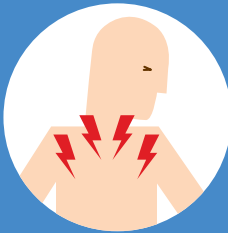
SEIZURES
or convulsions.



A BROKEN BONE
or a wound needs stitches



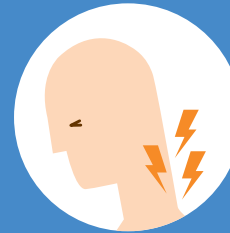
MENTAL HEALTH CRISIS



CHEST PAIN
or tightness in the chest.



INFANT UNDER 3 MONTHS WITH A FEVER OVER 38.5°C (101°F)
or has a fever and is difficult to wake.



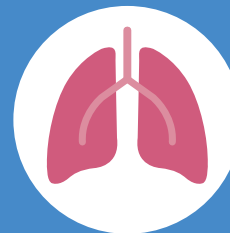
STIFF NECK
and sensitivity to light.



CONTINUOUS VOMITING
or severe diarrhea
with signs of dehydration.



SUDDEN SEVERE HEADACHE, WEAKNESS
vision problems, numbness/tingling,
trouble speaking, dizziness.



DIFFICULTY
breathing when doing
very little or resting.

How You Can Help

Peterborough Regional Health Centre (PRHC) Foundation

The government funds only a portion of hospital operations. Peterborough Regional Health Centre relies on community donations to the PRHC Foundation to give our doctors, nurses and staff the state-of-the-art equipment they need to provide exceptional, compassionate care to patients from all across our region. It's this technology that forms the foundation of world-class patient care today, brings new lifesaving services to our region, and helps your hospital attract and retain expert healthcare professionals. And it fuels innovation to meet the needs of our growing and changing community tomorrow.

Our healthcare professionals have the talent and the ambition. Our hospital has a bold vision for the future of healthcare and the will needed to bring the best, most innovative procedures here. All we need now are the tools. You can help with a donation today.

Together, the PRHC Foundation and donors are ensuring that no matter what the future brings, our family, friends and neighbours can always find the world-class care they need and deserve right here, closer to home.

Looking for a way to say thank you for great care?

Express your gratitude or best wishes to a PRHC care provider or team with a Grateful Heart donation to the PRHC Foundation. We'll share your message with those you've honoured as a reminder of the difference they've made, and your donation will help fund the lifesaving and life-changing equipment and technology that make world-class patient care possible at your regional hospital.

- Donate online: prhcfoundation.ca
- Donate by phone: 705-876-5000
- Drop by our offices:
Monday - Friday, 8:30 a.m. - 4:30 p.m.
Level 4, W4770 (*just past the main visitor elevators*)

Trillium Gift of Life: Be a donor

Every year, thousands of Ontarians have a second chance at life, thanks to the generosity and foresight of registered organ and tissue donors. However, the need for organ and tissue in Ontario continues to outweigh availability.

As part of quality end of life care and in accordance with the Trillium Gift of Life Network Act, patients and families at PRHC may be approached and asked to consider organ and/or tissue donation.

If you haven't already done so, please register as a donor at: www.beadonor.ca/prhc. For more information, please call the Trillium Gift of Life Network at 1-800-263-2833.

We encourage you talk with your family about organ and tissue donation. Your decision can make a difference.



Show them your **Grateful Heart**

Who would you like to recognize?

Say **thank you** to a Peterborough Regional Health Centre care provider or team with a Grateful Heart donation. We'll share your message with them as a **reminder of the difference they've made.**

Your donation will help fund the advanced technology that makes world-class care possible at your regional hospital. It will also help PRHC attract and retain the best healthcare professionals.

PRHC
FOUNDATION

**Today.
Tomorrow.
Together.**



"Thank you to everyone who worked so hard to care for me. This donation is my way of helping. Please use it where needed as a thank you to our wonderful healthcare professionals."

-Grateful Patient

Donate online:
prhcfoundation.ca

Donate by phone:
705-876-5000

Drop by our offices:
Monday - Friday 8:30am - 4:30pm
4th floor - W4770
(just past the main visitor elevators)

Become a PRHC volunteer

Peterborough Regional Health Centre has a core of 500 dedicated and hardworking volunteers who provide more than 75,000 hours of service to the Health Centre each year. We cannot possibly put a price on that kind of contribution.

Volunteers are community members who contribute their time in various areas of the Health Centre seven (7) days a week, some of which generate hospital revenue. Volunteer Services offers opportunities in both patient care and non-patient care areas, all of which support our staff and enhance the patient and family experience at Peterborough Regional Health Centre.

For more information about how to become a PRHC volunteer, please visit our website at www.prhc.on.ca, or call 705-876-5066.



Hospital Elder Life Program

The Hospital Elder Life Program (HELP) is an innovative delirium-prevention program designed to improve the hospital experience of older patients.

The HELP program aims to:

Maintain the cognitive and physical functioning of patients throughout hospitalization.

Allow patients to be discharged from the hospital as independently as possible.

Prevent unplanned readmissions.

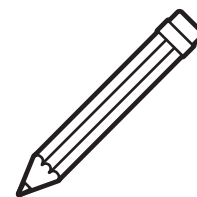
Volunteers are an essential part of the HELP program, offering 1:1 visits a few times a day.

As part of the HELP team, volunteers will receive specialized training in seniors care, and ongoing coaching and support by the program's Elder Life Specialist. Learn more about joining the HELP team at PRHC as a volunteer at www.prhc.on.ca

Resources

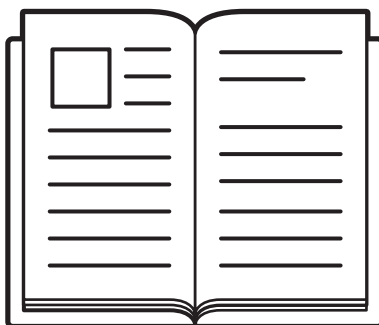
Things to pack

A hospital stay checklist



PRHC is a scent free environment; please ensure your belongings **are free of scents** before bringing them into the hospital.

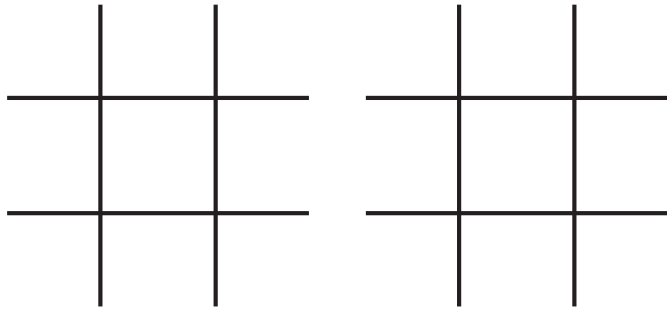
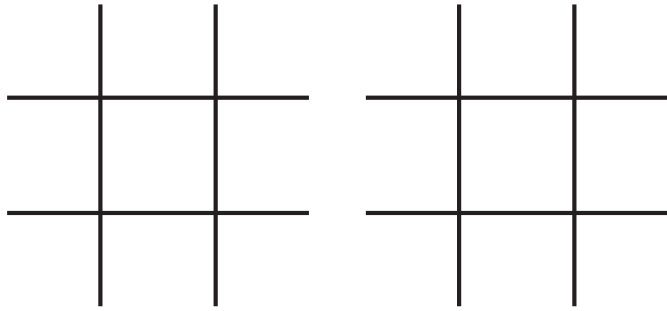
- ☐ Socks
- ☐ Slippers
- ☐ Books
- ☐ Medications (over the counter and natural) or a current list of your medications (*your pharmacy can provide you with an up to date list when required*).
- ☐ COVID-19 vaccination record
- ☐ Hearing aids
- ☐ Toothbrush/paste/denture care products
- ☐ Pajamas
- ☐ Glasses
- ☐ Sweater or blanket
- ☐ Tissues
- ☐ Electronic devices (bring at your own risk)
- ☐ Note pad and pens
- ☐ Shampoo/hair brush
- ☐ Health Card
- ☐ This handbook
- ☐ Power of attorney documents (if appropriate)
- ☐ Mobility devices and chargers
- ☐ List of contacts and their phone numbers



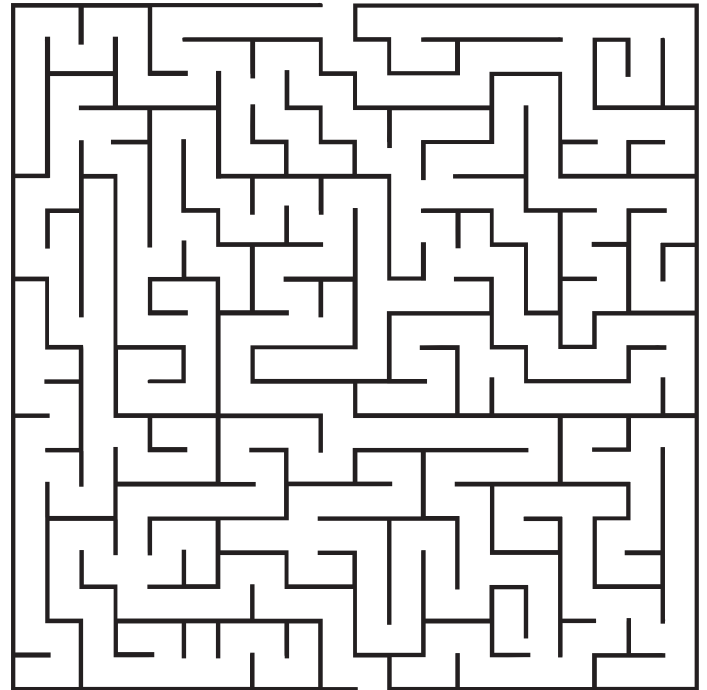
Sample Medication List

[illegible]

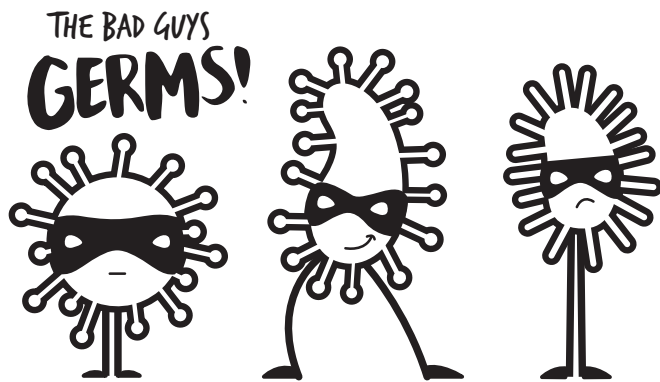
TIC-TAC-TOE



START

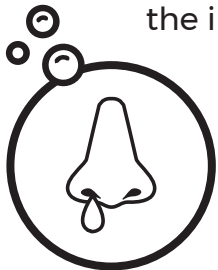


END

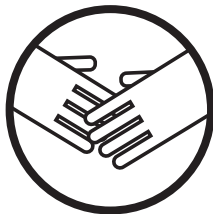


WHEN SHOULD YOU CLEAN YOUR HANDS?

Draw lines to match the image to its description.



Before and after eating.



After using the washroom.



Before & after making contact with others.



When your hands look dirty.



After sneezing or coughing.

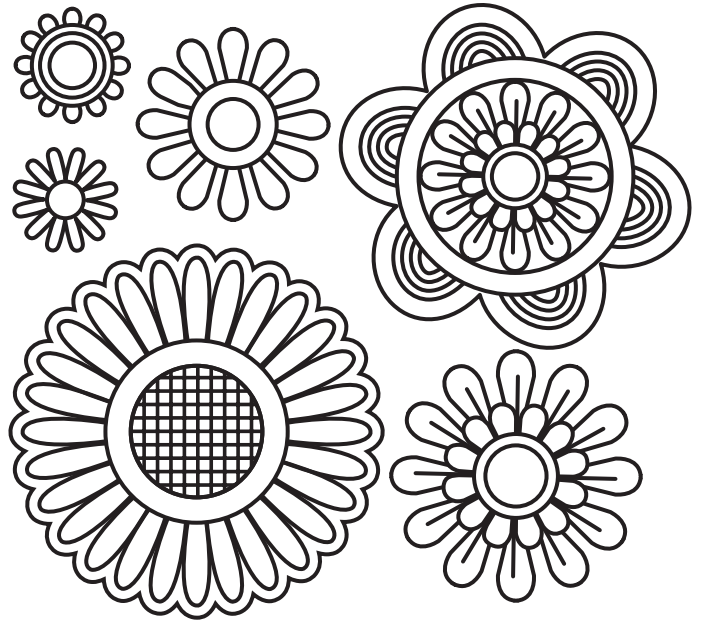


Before touching bandages.

SUDOKU

		9	4	2				1
6				3	1	4	2	8
			8	7		3		5
3	5				4	8	1	
7					3			6
2						9		
	8	7		6	9			
9			5	4	2		8	7
	1			8	7	6	5	9

COLOUR ME!



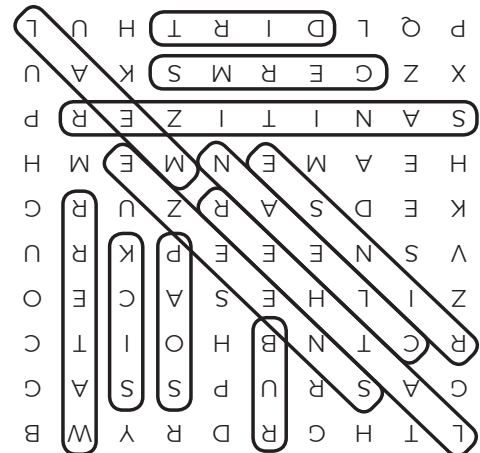
SEARCH & SANITIZE

WORD SEARCH

CLEAN	LATHER	SANITIZER
COUGH	MEAL	SNEEZE
DIRT	PUMP	SOAP
DRY	RINSE	WATER
GERMS	RUB	

L T H G R D R Y W B
 G A S R U P S S A G
 R C T N B H O I T C
 Z I L H E S A C E O
 V S N E E E P K R U
 K E D S A R Z U R G
 H E A M E N M E M H
 S A N I T I Z E R P
 X Z G E R M S K A U
 P Q L D I R T H U L

ANSWERS



9	5	6	7	8	3	2	1	4
7	8	1	2	4	5	3	9	6
4	3	2	6	9	1	7	8	5
3	7	6	8	5	9	1	4	2
9	4	5	3	1	2	8	6	7
2	1	8	4	6	7	9	5	3
5	6	3	9	7	8	4	2	1
8	2	4	1	3	6	5	7	9
1	6	7	5	2	4	9	3	8

PRHC
Peterborough Regional
Health Centre

Guided by you · Doing it right · Depend on us
www.prhc.on.ca



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