Welcome to the Haldimand War Memorial Hospital

MISSION

We are committed to providing a healthy community by providing patient-focused care.

VISION

We will be the primary health facility serving our community.

VALUES

We will achieve our vision through:
* Excellence in patient care
* Continuous improvement
* An environment of trust, respect and dignity
* Responsible stewardship
* Education
PARTNERS IN YOUR CARE

We believe that patients who understand and participate in their hospital care generally experience greater satisfaction and better results. As partners in your care the staff, physicians and volunteers of the Haldimand War Memorial Hospital are committed to:

- Provide, within the limits of the hospital’s resources, a level of patient care and service that meets accepted health care standards;
- Respect the dignity of each person;
- Provide compassionate care;
- Maintain open and effective communication.

PATIENT SAFETY IS A PRIORITY

Patients and their families can help us provide safe care by:

1. Identifying unsafe conditions
2. Reporting and concerns regarding your safety, your care or the environment
3. Providing accurate information regarding:
   - Your medical history.
   - Your medical condition.
   - Medications you are taking.
   - Alternative/natural remedies you are taking.

COMMENTS

Haldimand War Memorial Hospital seeks to provide the community with the highest possible standard of health care within the limit of available resources. We strive to provide skilled, qualified, experienced staff to serve the needs of our patients. We strive to provide considerate care with respect to privacy, dignity and individuality of each patient. We believe that patients should be kept informed to their care and that families should be knowledgeable and involved in this care. We encourage families to enquire about their ill family members by speaking to his/her nurse. We do suggest that one family member be delegated as a contact/liaison person. If you call during the evening, we would suggest that you call after 10 pm.
STATEMENT ON PATIENT’S RIGHTS AND RESPONSIBILITIES

We ask that, as our patient and partner, you work with us to:

- Keep your physician and nurses informed of any changes in your progress;
- Provide accurate information, including the disclosure of allergies you may have (i.e. food, medication, latex or plastic, etc.);
- Clearly communicate to your caregivers any concerns you may have or matters which you need clarified – if your concerns are not addressed, you may ask to speak to a supervisor, manager or senior manager;
- Participate in decisions about your care;
- Accept the consequences of refusing treatment;
- Appoint one person as a communication link between your family and your caregivers;
- Be considerate of other patients and, as well, respect their privacy and confidentiality;
- Abide by hospital policies and regulations as outlined in this Patient Information Booklet;
- Communicate your wishes to your caregivers concerning Substitute Decision Makers and Living Wills.

ADVANCED DIRECTIVES

Members of the Advanced Health Care Directive Team of Haldimand War Memorial Hospital invite you and your loved ones to an organized information session to assist you in advanced health care planning. In these sessions, the issue of an Advanced Directive/Living Will (such as “No CPR”) will be addressed.

By completing a directive and discussing your health care concerns in advance, you can prevent conflicts later among those who are forced to make difficult treatment decisions.

“MY HEALTH CARE WISHES” is an Advanced Health Care Directive/Living Will Kit provided by the hospital and available to all interested.

For further information or assistance in completing your personalized Advanced Health Care Directive, contact the Haldimand War Memorial Hospital at 905-774-7431 Ext. 245. Please call Monday to Friday between 8:00 am and 5:00 pm.

Plan Today for Peace of Mind Tomorrow
Your family doctor or surgeon will arrange your admission in advance through the Admitting Department. Enter the hospital by way of the Emergency/Admitting Entrance located off of the central Courtyard.

*Always bring your Health Card with you.*

Every effort will be made to provide you with accommodations related to your insurance coverage. Therefore, it is necessary that you bring with you any additional insurance certificates to cover special accommodations. If you do not have the appropriate insurance coverage, you will be responsible for the additional daily charge if you choose to upgrade your accommodation.

If you are admitted to a service or accommodation other than that requested by you or your family, you will be moved as soon as a bed becomes available or as soon as your condition permits. Likewise, if you are placed in a private or semi-private room and you do not have the appropriate insurance coverage, you will not be charged, however, you may be moved if the accommodation is required for another patient. We will make every effort to place you in the appropriate accommodation at the beginning of your stay and the duration. Given the limited space available to accommodate a wide variety of patients, you may be moved during the course of your admission. Please understand that we will try to keep this to a minimum but, for clinical or other considerations, we may have to move you from one room to another.

Parents are strongly urged to stay with their hospitalized child. Illness, strange surroundings and unfamiliar caregivers can be very upsetting to children. Having one parent stay with the child at all times will ease his/her hospitalization and ensure that someone is available to comfort him/her without delay.

When admitted, you will be given a blue identification card which you should keep and bring with you anytime you come to the hospital as an in- or out-patient. It carries your personal identification number and is important to our records. It is also necessary for you to provide a list of your current medications. It is advised that you carry a current list with you at all times.
VISITING HOURS

Visiting rules are established to protect you and the other patients in the hospital and to provide the quiet and rest essential for a rapid recovery. It is important that all visitors check at the Nursing Station before going to the patient rooms. Children accompanied by an adult are permitted to visit during regular visiting hours, but must be supervised. A maximum of two visitors are allowed with each patient at any one time.

Please note: visitors who have flu or cold symptoms are asked to refrain from visiting our patients.

Visiting Hours are as follows:

General Visiting Hours and Maternity (Immediate family)  
8:00 am - 8:00 pm

Maternity (Spouse/Significant Other)  
8:00 am - 10:00 pm

Maternity (General Visitors)  
2:30 pm - 4:00 pm and 6:30 pm - 8:00 pm

Palliative Care - Visiting hours are unlimited. When entering the building after 8:00 pm, use the Emergency Entrance. Please check in at the ER desk on your way through. Visitor tags are required for visitors staying in the building outside regular visiting hours. These may be obtained from the ER clerk or from a nurse.

VALUABLES, MONEY AND PERSONAL BELONGINGS

The hospital provides all your necessities with the exception of personal toiletries, dressing gowns and slippers. If you wish, you may bring your own pyjamas or nighties.

If at all possible, do not bring valuables or large sums of money with you. It is suggested that you bring only a small sum of money, $10.00 or so to purchase papers, etc.

If you have to bring valuables with you, arrangements may be made at the time of admission to have them placed in deposit for safe keeping. Patients or guardians are responsible for all personal belongings kept at the bedside.
As health care providers, it is our role to promote health, and thus, support our smoke-free facility. Haldimand War Memorial Hospital is a smoke-free facility; therefore there is no smoking within the building.

Ont. Reg. 613/94 and Hospital Policy (applicable to patients and visitors): **There is to be NO SMOKING within 9 metres (29.5 feet) of the Hospital buildings.**

Haldimand County Bylaw No. 391/03: “Smoking will not be permitted in outdoor areas adjacent to establishments where food and beverages are sold and/or consumed.”

**Therefore, smoking will not be permitted in the Courtyard.**

Building security is of prime importance to both staff and patients, therefore:

1) The time frame allotted for access to the exterior for smoking is 7:30 a.m. to 8:30 p.m.

2) **PROPPING OPEN OF OUTSIDE DOORS WILL NOT BE TOLERATED.**

3) Proper ash receptacles are provided, you must use them.

Patients are required to keep their cigarettes, lighters and matches stored safely. Patients requiring supervision are not to be left with cigarettes, lighters and/or matches. These articles must be deposited at the Nursing Station until needed.

For patients who require supervision or assistance with transportation, family members or friends must assist and accompany the patient in and out of the building.

Patients who cannot be out of bed require constant supervision by family or friends. Two people must transport the bed in and out of the building and the bed must be 9 metres (29.5 feet) from the hospital building. Beds cannot go outside during inclement weather.
CHAPLAINS

Clergy and pastoral visitors of local denominations attend the hospital regularly and would be happy to visit you. Please indicate your church affiliation when you are admitted in order to receive a visit from your minister or pastor. You may request that your minister or the on-duty chaplain visit by speaking to your nurse. A hospital chaplain is available 24 hours a day.

A “Quiet Room” is located on the first floor for use with the clergy and/or families. There is a sign on the door indicating whether the room is in use or available.

MAIL

Your personal mail is delivered daily Monday to Friday. In order to ensure prompt delivery, please ask your relatives and friends to use your full name on their correspondence. If you wish to send mail during your stay, please give your stamped letters to a volunteer or staff member who will see that they are posted.

TV, RADIO AND ELECTRICAL EQUIPMENT

To rent your bedside TV, please visit the Hospitality Network Self-Service Kiosk in the lounge across from the elevator. An Interac card is needed to rent TV service. A portion of the revenues generated from the rentals is returned to the hospital to help fund hospital improvements.

You are welcome to bring a radio from home into the hospital, provided it is first checked by the hospital electrician. The radio must have earplugs. All electrical equipment (blow dryers, etc.) must be checked by the hospital electrician prior to use...please ask your nurse to have the equipment serviced.

LIBRARY

There are book cases in the patient lounges on each floor.
NUTRITION AND FOOD SERVICES

A qualified Food Service Manager on our staff supervises the preparation of food in order to provide adequate diet and nutrition as ordered by the physician. Please do not have food sent in to you from home, especially if your doctor has put you on a special diet.

If you require information regarding your diet, ask the nurse to have the dietitian visit you. If your physician orders it, you may have a visit with the dietitian to discuss your diet at home.

CAFETERIA SERVICES

Visitors should eat meals in the hospital cafeteria. However, on special occasions or under special circumstances, family/visitors may purchase lunch in the cafeteria and eat in the room with the patient. The cafeteria is located on the ground level and is open to visitors during the following hours:

- **Beverage and cold meal service** 10:15 am - 5:45 pm
- **Hot lunch served** 12:00 pm - 1:30 pm
- **Hot dinner served** 4:30 pm - 5:45 pm

SURGICAL PATIENTS

HWMH has a Pre-Admission Program and most of the information needed will have been obtained on your Pre-Admit visit, however, you may have to answer a few questions prior to your surgery. After your surgery, the OR staff will stay with you in the Recovery Room until you have recovered from the anaesthetics and you will then return to Surgical Day Care.

MATERNITY PATIENTS

Most maternity patients receive Combined Care. Babies and mothers are cared for together in the mother’s room. Babies are returned to the Nursery in the late evening and are taken to their mother’s room early in the morning.

Requests for 24 hours Rooming In will be accommodated. If you have to leave your room, please tell your nurse. DO NOT leave your baby unattended.

Haldimand War Memorial Hospital has a Postpartum Outreach Program. Our visiting nurse will visit you in the hospital and arrange follow up for home.
PHYSIOTHERAPY

If appropriate, physiotherapy will be ordered by your doctor. If your doctor and physiotherapist feel treatment should continue after discharge, arrangements will be made for you to return to the Physiotherapy Department as an out-patient or to have a physiotherapist visit you at home. Home Care will only send a physiotherapist to your home if you are unable to travel to the hospital.

DISCHARGE PLANNING

Discharge Planning will be provided by the In-Patient Unit Manager or designate. They are available to assist patient and families to plan for the future after discharge. They can help you arrange for such services as Home Care and Meals on Wheels. Ask your nurse to have someone contact you. Leave your name and phone number at the Nursing Station and they will return your call.

HOME CARE

Home Care is a service to help you at home. It is usually ordered by your doctor. A Home Care Case Manager will see you and determine how much help is needed. Home Care is available to you after you have been interviewed, but generally not on the day of discharge.

YOUR ACCOUNTS AND DISCHARGE

In order to expedite the admission of incoming patients, we ask that you make arrangements to leave the hospital between 8:00 and 11:00 am on the day your doctor has told you that you are being discharged.

Please report to the Nursing Station before you leave to pick up any prescriptions your physician may have written for you and your blue hospital card. We will mail you a bill for any charges accumulated during your hospital stay.

MEALS ON WHEELS

Meals on Wheels is a contracted service through the Dunnville Senior Support Service. Meals can be ordered in advance of your discharge by calling 905-774-3005.
CHRONIC CARE CO-PAYMENT

Chronic care is provided in hospital for people who have a long-term illness or disability that can’t be treated at home. Chronic care provides patients with room, board and other necessities in addition to medical care.

A Chronic Care Co-payment is the patient’s contribution toward accommodation (room) and meals, unless they qualify for an exemption. Chronic Care Co-payments have been in effect since 1979 for patients in chronic care hospitals/units.

The co-payment is charged to a patient whose doctor has determined that the patient requires chronic care and is more or less permanently a resident in a hospital. This also includes a patient in a regular acute hospital bed who is awaiting placement in a chronic care hospital/unit or nursing home. The co-payment begins once they are designated by their doctor as requiring chronic care, unless they qualify for an exemption.

The money is not government revenue. Each hospital will collect the co-payment and use the money for patient care in their community. An increase in the rated normally occurs July 1st each year. Please see the Accounts Receivable Clerk in the Business Office for the current rate.

There are two types of exemptions - full and partial.

**Full exemption** is available for patients who are:

- under the age of 18
- in receipt of family benefits or general welfare assistance
- have monthly level established annually
- a third party (such as WSIB, insurance, etc.) pays either the total hospital cost or the co-payment.

**Partial exemption** is available depending on the monthly income of the patient and his/her dependents and the number of dependents.

Please contact the Accounts Receivable Clerk in the Business Office at Ext. 253 for a complete explanation of the formula used to determine full and partial exemptions and to assist you in completing forms necessary to determine eligibility for co-payment reductions.
The hospital relies heavily on our very active Volunteer Association. They are involved in both service in the hospital and fundraising in order to purchase equipment and extras not covered by a budget. For example, the Association pledged $125,000 for the new Mammography Unit, which is now in use in the hospital, helped to build the First Floor sunroom, furnished our Palliative Care Room and many other projects.

Our programs and projects are open to men, women and teenagers and require as little as 2-3 hours a month.

**Porter Services** (mornings)
Assist on the wards with such duties as taking water to patients, helping with menus, escorting patients to other departments.

**Activity Program** (afternoons and some evenings)
Assist in activities such as crafts, games, entertainment, parties and visiting with Long Term Care residents.

**Teen Volunteers** (later afternoons and weekends)
For high school students, similar to the Porter Services.

The Association also has a Memorial Fund set up to honour the memory of a friend or loved one, whose name will be inscribed in the Book of Remembrance on display in the John Street Lobby.

Donations to the D.H.C.V.A. and to the Memorial Fund are tax deductible for all donations over $5.00. Donations are gratefully accepted.

Enclosed is my gift of:   $________

NAME:__________________________________________

ADDRESS:_______________________________________POSTAL CODE:________

Please make cheques payable to:
Dunnville Health Centre Volunteer Association
Receipts will be issued for income tax purposes.
OUR COMMITMENT TO YOUR PRIVACY

What Type of Information Do We Collect About You?
We collect personal health information about you directly from you or from the person acting on your behalf. The personal health information that we collect may include your name, date of birth, address, health history, records of your visits to the Haldimand War Memorial Hospital and the care that you received during those visits. Occasionally, we collect personal health information about you from other sources if we have obtained your consent to do so or if the law permits.

Protecting Your Privacy
We take steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal and to ensure that everyone who performs services for us protects your privacy and only uses your personal health information for the purposes you have consented to. We conduct audits and complete investigations to monitor and manage our privacy compliance.

Your Choices
You may access and correct your personal health records, or withdraw your consent for some of the uses described by contacting us (subject to legal exceptions).

Uses and Disclosures of Your Personal Health Information
We use and disclose your personal health information to:

- Treat and care for you;
- Get payment for your treatment and care (from OHIP, WSIB, your private insurer or others);
- Plan, administer and manage our internal operations;
- Conduct risk management activities;
- Conduct quality improvement activities (such as sending patient satisfaction surveys);
- Teach medical students within the hospital;
- Conduct research;
- Compile statistics;
- Provide your name and address only to our Hospital Foundation, who in turn fundraise to improve our healthcare services and programs;
- Provide your name and room number only to visiting clergy, if you have provided your religious affiliation upon registration;
- Comply with legal and regulatory requirements; and
- Fulfill other purposes permitted or required by law.
How to Contact Us
For more information about our privacy protection practices, or to raise a concern you have with our practices, contact:

Catharine Cercone, Director, Clinical Records
Tel: 905-774-7431, Ext. 223    Fax: 905-774-7047

Contacting the Information and Privacy Commissioner/Ont.
You have the right to complain to the Information and Privacy Commissioner/Ontario if you think we have violated your rights. The Commissioner can be reached at:

Commissioner Ann Cavoukian, Information & Privacy Commissioner/Ontario
2 Bloor Street East, Suite 1400, Toronto ON   M4W 1A8
Tel: 416-326-3333 or 1-800-387-0073
Web:  www.ipc.on.ca    E-mail: commissioner@ipc.on.ca

ETHICS COMMITTEE

If you need advice about health care ethical issues, Haldimand War Memorial Hospital supports an Ethics Committee which is available to assist in resolving issues in care delivery. One of the duties of the hospital’s Ethics Committee is:

“To act as a resource to groups internal and external to the organization for health-related ethical issues.”

Your Ethics Committee is composed of a multi-disciplinary group of individuals representing various aspects of hospital activities and services. These people volunteer their time and include doctors, nurses, technicians, administrators, a chaplain and board members.

The committee is available for consultation to patients, families, staff and the community to assist in resolution of ethical questions.

If you have questions or concerns, please feel free to access the committee by directing a letter or e-mail to:

The Ethics Committee
C/o Nursing Department Office
Haldimand War Memorial Hospital
206 John Street
Dunnville, ON   N1A 2P7

Phone: 905-774-7431 Ext. 239
Fax:    905-774-6776
E-mail: SGrifford@hwmh.ca
OUR HISTORY OVER THE YEARS

1920 - The late F.R. Lalor purchased the present hospital site, which included the residence of Judge W.D. Swayze. It was presented to the Women’s Patriotic Society to be used as a public hospital in memory of those who had lost their lives in the First World War. At that time, the hospital had 20 beds and a small nursery, a small operating room and a portable x-ray machine suitable for fractures only.

1944 - A new hospital was built. It was completed and opened its doors on November 3, 1951.

1962 - Within 10 years, the need for further accommodation was realized and plans were made to double the size of the hospital. This expansion, which provided for medical, surgical, maternity, paediatric, cardiac and long-term care patients, was officially opened on November 3, 1962.

1979 - Further upgrades and changes were made to the Emergency and Diagnostic Imaging Departments and, in 1993, 1995 and 1999, to the Inpatient Unit.

1999 - HWMH becomes a part of Network 4, teaming with West Haldimand General Hospital and Hamilton Health Sciences. HWMH and WHGH share many key personnel and programs, developing a strong working relationship.

2004 - The hospital has 37 beds (22 Acute Care and 15 Long Term Care) and continues to be a leader in maintaining high standards of care for our community.

2005 - The new Edgewater Gardens Long-Term Care Facility broke ground and is slated to be open in January 2006.

2005 - Haldimand County received approval for two Family Health Team projects. The Dunnville Hospital and Healthcare Foundation has committed to funding the building at the east side of John Street.

Watch us as we continue to grow for, and with the help of, our community. We thank you for your continuing support.
CONTACT US

Haldimand War Memorial Hospital
206 John Street
Dunnville, ON  N1A 2P7

Phone:  905-774-7431

Administrative Assistant:  Ext. 269
JMiler@hwmh.ca

Administrative Assistant:
(Nursing Office)  Ext. 239
SGifford@hwmh.ca

Emergency/OR Services:  Ext. 255
KBrooks@hwmh.ca

Accounts Receivable:  Ext. 253
PLane@hwmh.ca

Health Records  Ext. 223
CCercone@hwmh.ca

Fax:  905-774-6776

Visit our website at www.hwmh.ca
HALDIMAND HEALTH & WELLNESS PROGRAMS

Focussing on pro-active healthcare, H.H.W.P. offers education and information to the community. Funded by the Haldimand War Memorial Hospital and sponsored by the Dunnville Hospital & Healthcare Foundation, HH&W offers programs on such topics as babysitter training, healthy eating, active living, back health and prenatal preparation and produces a bi-monthly newsletter which is delivered free of charge to Dunnville and area homes. We can also arrange a guest speaker for your group or organization on the topic of your choice. Many of our program ideas come from you, so call us at 905-774-7431 Ext. 285 with your suggestions.

DUNNVILLE HOSPITAL AND HEALTHCARE FOUNDATION

It is through the generosity and commitment of our community that the Dunnville Hospital and Healthcare Foundation has been able to see its vision and reach its goals of providing funding for state-of-the-art equipment for the Haldimand War Memorial Hospital and to ensure ongoing enhancement of the hospital’s facilities and other health-related services.

It is essential now, more than ever, that we work together as a community to ensure that the excellent facility we have today remains so tomorrow.

We ask you to consider your ability to support the Foundation by way of a donation now or through a planned gift of life insurance, bequest or gift in kind.

HELP US HELP YOU

XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

YES! I want to support quality health care in MY community.

Enclosed is my gift of: $________

______ Please send me information about planned giving.

NAME:____________________________________

ADDRESS:____________________ POSTAL CODE:___________

Please make cheques payable to:

DUNNVILLE HOSPITAL & HEALTHCARE FOUNDATION

Receipts will be issued for income tax purposes.

REGISTERED CHARITABLE #045077-13-14 BUSINESS #11888 9690 RR0001