

Visiting The Scarborough Hospital



The Scarborough Hospital encourages visits from family and friends during the hospitalization of our patients. We know that having loved ones nearby makes patients feel more comfortable and speeds recovery.

Providing the safest possible environment, while ensuring everyone's experience at TSH is a positive one, is our top priority.

VISITING POLICY

If you are not feeling well or have been exposed to an infectious disease, please do not visit. Visitors are encouraged to call ahead to the patient or the patient's nurse to see if it is appropriate to visit.

- Regular visiting hours are 11:00 a.m. - 8:30 p.m. daily.
- Only two visitors per patient at a time are permitted.
- Children 12 years and under must be accompanied and supervised by an adult at all times.

EXCEPTIONS TO VISITING HOURS
Visiting hours may be extended for compassionate reasons. Visiting hours may also be restricted for medical or emergency situations. All exceptions and restrictions are at the discretion of the nursing staff.

THE FOLLOWING DEPARTMENTS HAVE SPECIAL VISITING HOURS

Maternal Newborn and Child Care / Obstetrics

- Visiting hours are 11:00 a.m. - 1:00 p.m. and 4:00 p.m. - 8:30 p.m. daily.
- Siblings are permitted for short visits only, during designated visiting hours and must be accompanied by father/partner or grandparent.
- Father/partner may visit from 8:30 a.m. - 8:30 p.m. daily.
- Father/partner and one labour support person are permitted to attend the birth.

Neonatal Intensive Care Unit (NICU)

- Visiting hours are 12:00 p.m. - 8:30 p.m. daily with the permission of a parent.
- Parents may visit at any time at the discretion of the nursing staff.
- Siblings may visit with permission of the parent.

Pediatrics

- Parents/guardians may visit from 8:30 a.m. - 8:30 p.m. daily.
- One parent/guardian may stay overnight with the child.

- Outpatient Clinics and Day Surgery**
- One adult may accompany a patient for scheduled appointments, tests, outpatient procedures or treatments.
 - Two adults may accompany a pediatric patient for scheduled appointments, tests, outpatient procedures or treatments.
 - Children 12 years and under should not accompany the patient as we do not have the staff to supervise them while the patient's test or treatment is being carried out.

Emergency

- Only one visitor per patient is permitted.
- Exceptions will be made at the discretion of the nursing staff.

Intensive Care Units (ICU/CCU)

- Visiting hours are 11:00 a.m. - 1:30 p.m. and 3:00 pm. - 8:30 p.m. daily.

Inpatient Mental Health

- Visiting hours are 4:00 p.m. - 8:30 p.m. Monday to Friday, and 12 noon - 8:30 p.m. Saturday and Sunday.
- Exceptions and restrictions will be made at the discretion of the nursing staff.

TSH is a non-smoking facility. As of February 2010, there is no smoking anywhere on TSH grounds.



Welcome to The Scarborough Hospital

நல்வரவு	Bienvenue	خوش آمدید
Mabuhay	सुस्वागतम्	স্বাগতম
Καλώς ήλθατε	Willkommen	歡迎
Benvenuti	Добро пожаловать	خوش آمدید

CONTACTING PATIENT RELATIONS

Feel free to contact Patient Relations whenever the following arises:

- To express thanks to a member of the staff, physicians, students or volunteers
- When you wish to share ideas for making things at TSH better
- When the concerns you have brought forward are not adequately dealt with
- When you have a question or concern about hospital policies or procedures

Contact Patient Relations

Birchmount campus:
416-495-2701 ext. 5424
416-495-2701 ext.5478

General campus
416-438-2911 ext. 6433

Website: www.tsh.to and click on Patient Relations

PATIENT PARTICIPATION

TSH believes that patients, family members and visitors should understand as much as they can about their health, an illness, treatment or tests you may undergo. This will help you work together with your healthcare team, take part in the care you need and help you to make good decisions about your health.

Some things you can do to take part in your care:

1. Write down your questions so you will be prepared to ask them of your health care provider. Ask them to explain in "plain language" anything you do not understand.
2. Tell your healthcare provider about your past illnesses and any new or

different symptoms you are having.

3. Bring all or your medicines, including vitamins and any over the counter or herbal remedies when you go to the hospital or when you visit your health care provider
4. Inform your healthcare provider if you follow a special diet at home for health reasons (such as a diabetic or healthy heart diet) or for religious/cultural reasons (such as vegetarian or halal), or if you have any particular requirements.
5. Tell a member of your healthcare team if you have ever had an allergic or bad reaction to any food or medicine

and make sure that you are given an allergy band to wear.

6. Be ready for discharge by 0900 on the day you are going home and make sure you know what to do when you go home.
7. Wash your hands before and after eating, after using the washroom, after shaking hands or touching others, before and after touching your bandages or wounds.
8. Ask questions if you do not understand what test you are having, what medication you are being given, or anytime you feel uncomfortable or uncertain about what is happening.

INSIDE

Visiting TSH..... 2

Patient Participation 2

Committed to Patient Privacy..... 3

Protecting our patients, families and staff members 3

What should I do if I have a concern? 3

Useful information for patients and visitors..... 4

Visit our web site at **www.tsh.to**

Committed to patient privacy

Protecting your privacy is important to The Scarborough Hospital (TSH). The hospital promises to ensure that your confidential information is kept secure and will only be used for the purposes set out here and in the notice on “Privacy of Personal Health Information” document posted throughout the Hospital.

What kind of information do we collect?

TSH collects information that is essential for providing quality care to patients. Some examples of the types of information collected include, but are not limited to, names, telephone numbers, addresses, health card numbers, diagnoses, treatments, medical and personal histories.

What does TSH use your personal health information for?

TSH uses your personal health information for your direct care, the administration of the healthcare system, teaching and research, and to meet legal and regulatory requirements. Please refer to the notice on “Privacy of Personal Health Information” document for the complete list of possible uses of your personal health information.

Can all TSH staff access my personal health information?

No. Your personal health information is only accessed by the care team members involved in your care and the support staff who are required to access your personal information for provision of your care. Hospital staff is bound by a strict confidentiality agreement that they must sign as part of the conditions of their employment.

Do I have the right to access my own personal health information and/or health record?

Yes. You do have the right to access your own personal health information. Ask one of the health care providers involved in your direct care how this can be done. If you have already left the Hospital, contact the Health Records Department to find out how you can access your personal health information.

There are a few exceptions to accessing your personal health information. Please contact the Health Records Department or the hospital’s Privacy Specialist for further information. There is a fee for obtaining a copy of your record.

The phone number of the Health Record Department at the General Campus is (416) 438-2911 Ext. 6445 and at the Birchmount Campus is (416) 495-2438.

Can I change the information on my health record?

You have the right to notify the health records department if you believe information in your health record is not the correct information. No information can be removed from your record; however, new information can be added to it. The request must be written. The Health Records department requires 30 days to process your request.

Can I view someone else’s health information?

No. You are only allowed to view your own health information. A legally designated Substitute Decision Maker (SDM) for an incapable patient is also allowed to view that patient’s health information.

Do we share your personal health information with the TSH Foundation?

No. Your name and address is provided to the Foundatoin to help with raising funds. Your monthly pledge, estate gift, donations and participation in fundraising events contribute much-needed funds to help purchase medical and surgical equipment, patient care items and improvements to patient units. You have the right to have your name removed from the list. Please contact the Foundation to make a gift or have your name removed.

Does TSH sell or share my personal health information to outside agencies?

No. TSH does NOT sell or share any information it collects to outside companies or agencies.

Protecting our patients, families and staff members

1. TSH makes sure that all areas of the hospital, especially patient care areas are cleaned and disinfected regularly.
2. The staff of TSH, in collaboration with the Infection Prevention and Control team, ensures that everyone follows infection control guidelines, including good hand hygiene practices. You will see hand sanitizing dispensers throughout the hospital. We encourage you to use these when you enter the hospital, before you leave and during your visit.
3. TSH has a number of strategies in place to stop or reduce hospital-acquired infections such as patient screening.
4. All TSH staff are monitored for infectious diseases such as “the flu” and other illnesses that can spread easily in hospital. Employees are expected to stay home if they are sick. Flu shots are provided on an annual basis to all staff, physicians and volunteers.
5. Patients requiring isolation are placed on specific precautions depending on their illness. Please adhere to the Isolation Precautions and Guidelines as posted when you are visiting a patient under precautions.

Useful information for patients and visitors

PARKING

General campus:

Parking is available in the Visitor’s Parking Garage located on the west side of the hospital. Entrance to the lot is off of Lawrence Avenue East.

Birchmount campus:

Parking is available in the Visitor’s Parking Lot located on the north side of the hospital. Limited short-term meter parking is available outside the emergency department for emergency use only.

Lost ticket pays a maximum 24 hour rate. Rates apply for each 24 hour period. Rates are subject to change.

A one-day pass allows for in and out privileges and can be purchased at the cashier booth at either campus. Multi-day passes must be purchased from the parking office, located at the General campus in the office inside the parking garage and at the Birchmount campus inside the emergency department entrance of the hospital.

Day passes expire at midnight of the purchase date. There are no parking fee exemptions. Payment by cash or cheque only.

BANK ATM

Bank machine services at The Scarborough Hospital are available 24 hours a day, seven days a week.

General campus: An ATM is located in the Medical Mall, across from the Rexall Pharmacy, as well as in the lobby of the Tower wing.

Birchmount campus: An ATM is located on Level 2, across from the main elevator, and beside the Emergency Department.

PHARMACIES

The Scarborough Hospital has on-site retail pharmacies at both the General and Birchmount campuses for patients to conveniently fill prescriptions.

General campus: Rexall

Located in the Medical Mall

Hours:

Monday to Friday, 9:00 a.m. – 9:00 p.m.
Saturday & Sunday, 9:00 a.m. – 6:00 p.m.
Phone: 416-438-6668

Birchmount campus: Scarborough Grace Drug Store

Located on Level 2, beside the Emergency Department waiting room

Hours:

Monday to Friday, 9:30 a.m. – 6:00 p.m.
Saturday, 10:00 a.m. – 2:00 p.m.
Sunday, closed.
Phone: 416-495-2899

DINING

While patients admitted to the hospital receive in-room meals and snacks during their stay, cafeterias and coffee shops are also available to provide a wide range of nutritious meal and snack choices at both the General and Birchmount campuses. These options are open to patients, families and visitors during the hours listed below. Vending machines are also available 24 hours a day.

General campus:

Cafeteria: Ground Floor, Tower wing
Monday to Friday, 6:30 a.m. – 7:00 p.m.
Saturday/Sunday/Holidays, 7:00 a.m. – 7:00 p.m.
Grab & Go Snacks: 7:00 p.m. – midnight

Tim Hortons: West Wing
Monday to Friday, 6:00 a.m. – 10:00 p.m.

Coffee Time: Medical Mall
Monday to Sunday, 24 hours a day

Birchmount campus:

Cafeteria/Tim Hortons: Level 2, across from main elevators
Monday to Sunday, 7:00 a.m. – 8:00 p.m.

STAXI/WHEELCHAIRS

Staxi wheelchairs are available for patient transport at the General campus, in the lobby of the West Wing. Use of the chairs requires a twoonie as a deposit, much like some grocery store shopping carts.

A limited number of wheelchairs are also available in the lobbies at both campuses.

OTHER SERVICES

GIFT SHOPS

General campus: Ground level, Tower entrance
M-F: 10:00 a.m. – 8:30 p.m.
Sat: 10 a.m. – 7:00 p.m.
Sun: Noon – 8:00 p.m.

Birchmount campus: Level 2, beside the elevators
M-F: 10:00 a.m. – 8:30 p.m.
Weekends and holidays: 1:00 p.m. – 5:00 p.m.

HOME AT LAST

Home At Last is a free program that provides transportation and support to assist seniors to settle at home when discharged. Please ask for a brochure if you are interested.

TSH FOUNDATION

We rely on our patients and their families to make donations to purchase new equipment, patient care items and improvements to the hospital buildings. If you would like to contribute, receive more information or meet with someone from the Foundation, please call 416-431-8130 or email foundation@tsh.to.

Chapel/Worship Centres

General campus: Ground Floor, West Wing

Birchmount campus: Level 2, beside cafeteria

What should I do if I have a concern?

1. Speak to your nurse, physician or other care provider directly about your concern.
2. If you require further assistance, the Patient Care Manager or Director of the unit can help to resolve your problems.
3. If you continue to have a concern, feel free to contact Patient Relations.

Health Information Resource Centre

The Scarborough Hospital has a Health Information Resource Centre at both campuses. Feel free to drop by either Resource Centre. The trained and friendly staff will help you find the information that best meets your needs.

HIRC General campus

Located on ground Floor, East Wing, Across from the Breathing Centre

HIRC Birchmount campus

Located on the 1st Floor, across from Health Records

Hours:

Monday to Friday, 0830 - 1630 h
Monday to Friday, 0830 - 1630 h