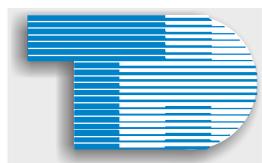


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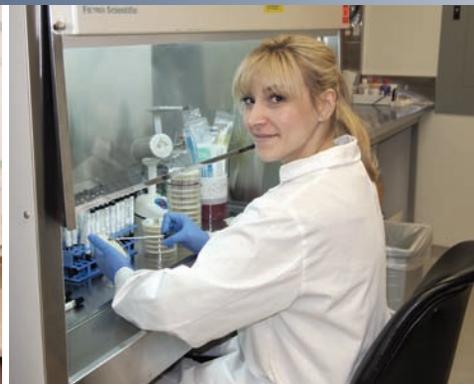
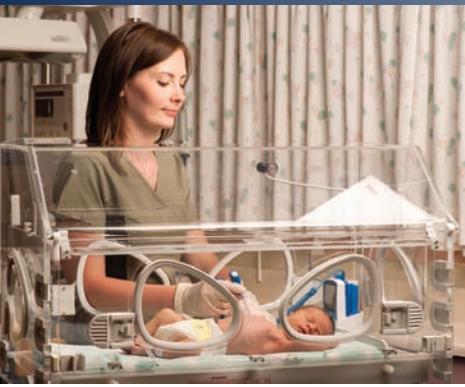


*TIMMINS AND
DISTRICT
HOSPITAL*

PATIENT SERVICES DIRECTORY

2019

700 Ross Avenue East, Timmins ON P4N 8P2
Tel: (705) 267-2131 | Fax: (705) 267-6311 | www.tadh.com



WELCOME TO THE
TIMMINS AND DISTRICT HOSPITAL

Dear Patients and Visitors:

Welcome to your Hospital. The Timmins and District Hospital Health Care Team is committed to provide health care services that promote health, wellness and wholeness.

We endeavour to ensure that your stay or visit is comfortable and that your health care needs are addressed on a personal basis.

The purpose of this directory is to provide you with information about our services. If you require further assistance, please feel free to approach any of our staff.

The Timmins and District Hospital opened in 1993 to meet health needs of Timmins and the surrounding Northeastern communities. We are dedicated to providing health care services that are consistent with the needs of the community and district. While there have been many changes as the Hospital's programs have evolved, our top priority remains you, and the provision of safe, quality patient and family centered care.

We are committed to ensuring that your needs are met and that your privacy is respected.

We would like to hear from you and encourage you to share your feedback with us so that we can work together to serve you better in the future.

Sincerely,

Blaise MacNeil
President & CEO



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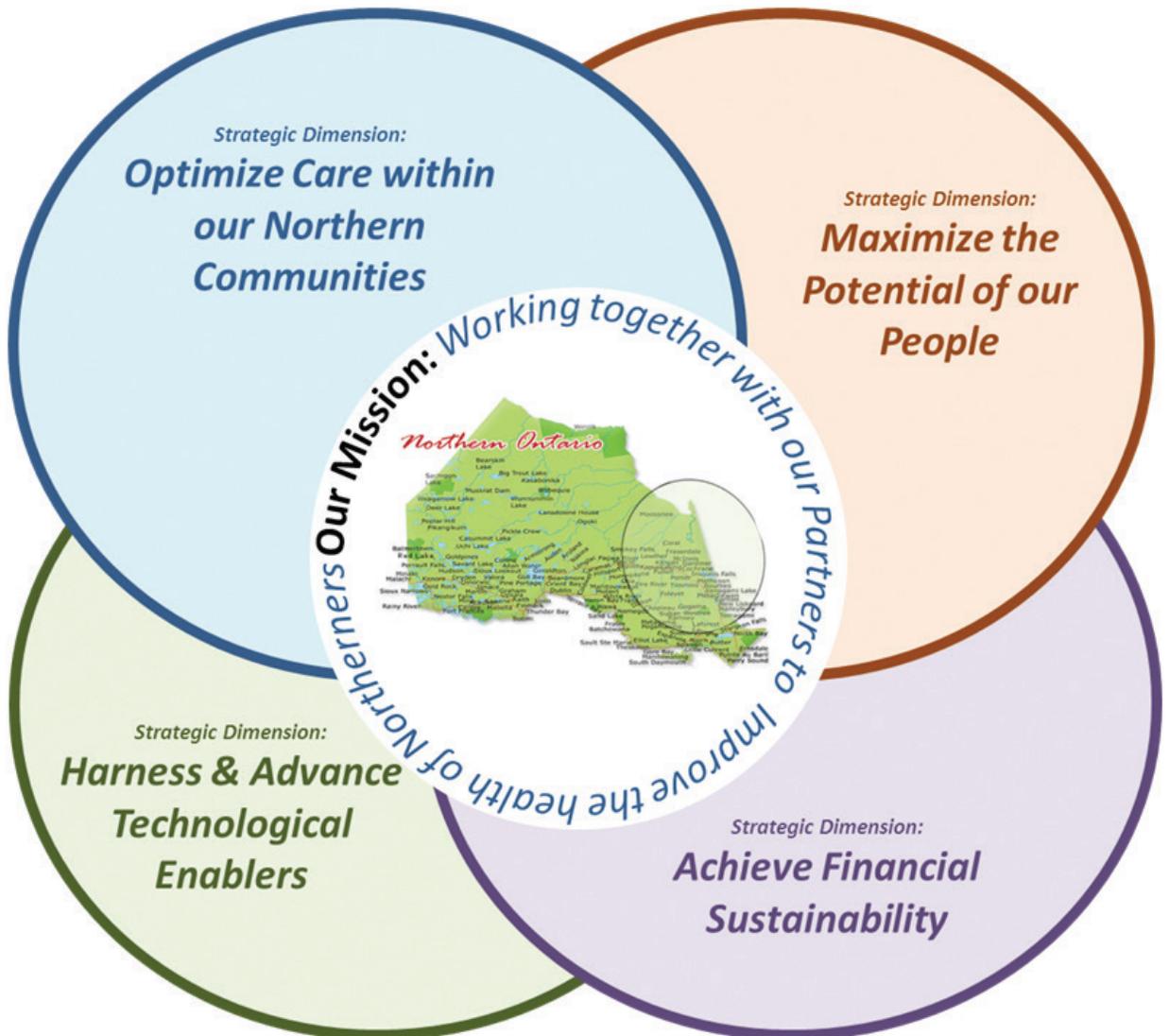
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Strategic Plan 2016-2021

Our Vision: Exemplary Care to Northerners



Our Mission: Working Together with our partners
to improve the health of Northerners

Timmins and District Hospital Your Health Information

A Summary of Our Facility's Privacy Responsibility to Patients

- Timmins and District Hospital collects, uses, releases, and keeps personal health information to be used in:
 - Direct patient care (i.e. as it relates to this hospital visit);
 - Administration and management of the health care system (i.e. to administer/ track tests or procedures which are then filed in your medical record chart);
 - Research, statistics; and,
 - Obeying legal and regulatory requirements (i.e. Personal Health Information Protection Act, Coroner's Act, Vital Statistics Act)
- Your personal health information will be used in accordance with Timmins and District Hospital's Privacy policy (which is available at your request). If you wish to learn more about how your personal information will be used and the security measures being taken to protect your privacy, please ask for a copy of the *TADH Privacy Pamphlet* from one of the staff.
- Your request for health care services means that you are agreeing to allow us to use your personal health information for specific, related health care purposes.
- Your request for health care services means that you are agreeing to allow the hospital to share your personal health information with your Family Physician/ Referring Doctor/Consulting Doctor(s), all health care professionals within the NEON, NORrad, CRLP, and eCHN Hospital partnerships, who will be directly/ indirectly involved in your care (see *TADH Privacy Pamphlet* for description of partnerships).
- Timmins and District Hospital has specific guidelines and procedures for the safe keeping and destroying of personal health information, details are available from the Manager of Health Data.
- You can ask to see and seek corrections to correct your own personal health information. The hospital can give you a report on how your information has been used and with whom it has been shared (the *TADH Privacy Pamphlet* will explain how to make this request).
- Questions or complaints about privacy may be addressed to our Privacy Officer at (705) 267-2131 ext 6338 or e-mailed to privacy@tadh.com.

Timmins and District Hospital Patient Declaration of Values

The following values are embraced by the Timmins and District Hospital. These values reflect a patient and family centered environment to which we aspire.

Voice

- Provide patients with a means of expressing their opinions, positive or negative, about their health care experience.

Respect

- Treat patients and their families with respect, including respect for cultural diversity.

Quality

- Providing high quality, evidence-based care and services.

Engagement and Participation

- Enable patients to be active participants in their health care and health care decision-making.

Informed

- Provide patients with access to reliable and current information about their health care options, in order to support informed decision making and active participation in care.



Patients Have a Right to:

- Be treated in a respectful manner, considerate of you as a whole person, valuing the uniqueness of every individual.
- Privacy and confidentiality of your health information.
- Receive relevant information and education concerning your condition, diagnosis, treatment, and prognosis, in a manner which is understandable to you.
- Be informed of any expenses that will be incurred by hospitalization.
- Know who your care providers are, and who the doctor is in charge of your treatment.
- Make decisions about the plan of care prior to and at any time during the course of treatment.
- Refuse treatment in accordance with the law, and to be informed of the health risks and benefits of this decision.
- Express your concerns, positive or negative, and to receive a response to your questions.
- A clean, comfortable, safe and secure environment.
- Expect members of your health care team will communicate with one another in order to ensure coordination of care.

Patients are Responsible to:

- Provide accurate and complete information about your health to your hospital team members in order to help them care for you.
- Participate cooperatively in the mutually agreed upon plan of care, to the best of your ability.
- Assist in the provision of your care by identifying one spokesperson, with whom the team can communicate in the event you become incapable.
- Tell the hospital team if there is a change in your condition, or if concerns arise during treatment.
- Accept responsibility for the consequences of refusing treatment or medical advice.
- Be courteous and respectful of other patients, visitors, and all members of your hospital team.
- Recognize that the needs of other patients may sometimes be more urgent than your own.
- Recognize that providers need not provide any treatment that they consider being medically or ethically inappropriate.
- Respect hospital property and comply with hospital regulations and policies.
- Make arrangements for discharge, when the physician determines that discharge is appropriate, or accept alternate level of care as appropriate.
- Be responsible for all expenses not covered by OHIP or private insurance, during your hospitalization.

Patient Relations Process

If you have any questions about your care or treatment, we will help you understand. If you wish to offer compliments about the hospital's service or staff, we will pass it along.

If you have needs that you feel have not been met, we are here to listen.

We try to meet your needs in the best way possible. If you feel you have a problem or concern about your care, please follow these steps:

- Talk to your nurse or physician. If you are still not satisfied, or they are not available, ask to see the Program Manager.
- In other areas of the hospital, you may talk to the staff in that department. If no one can assist you, ask to see the supervisor.
- If you still have questions or concerns, or to schedule an appointment, please contact the Director of Organizational Performance at (705) 267-2131, ext. 2193.



Frequently Called Numbers

Main Hospital Number..... (705) 267-2131

Admitting/Information	(705) 267-6350 or ext. 0
Breast Screening Program	(705) 360-6012
Business Office.....	(705) 267-2131, ext. 2087
Cafeteria.....	ext. 2154
Cardiopulmonary	(705) 267-6313
Chaplain's Office/Pastoral Care	(705) 267-6351
Community Care Access Center	ext. 2273 or 2272
Crisis Intervention.....	(705) 264-3003
Foundation Office	(705) 360-6039
Freedom of Information Requests/Privacy Officer	ext. 6005
Gift Shop.....	ext. 2116
Human Resources.....	(705) 267-6371
Infection Control.....	(705) 267-6344
Media Relations.....	ext. 6331
Medical Imaging	(705) 267-6312
Native Patient Services	(705) 264-4661
North East Joint Assessment Centre	ext. 6186
Patient Relations	ext. 2193
Security/Lost & Found.....	ext. 2001
Volunteer Services.....	(705) 267-6352

NURSING UNITS

Critical Care Unit (ICU).....	(705) 267-6339
Medical A.....	(705) 267-6367
Medical B.....	(705) 267-6334
Medical C.....	(705) 267-6368
Day Surgery	(705) 267-6399
Dialysis.....	(705) 267-6369
Emergency Dept.....	(705) 267-6340
Labour and Delivery	(705) 267-6364
Mental Health Inpatient	(705) 267-6309
Nursery.....	(705) 267-6382
OBS/Maternity	(705) 267-6362
Oncology.....	(705) 267-6387
Pediatrics	(705) 267-6361
Surgical.....	(705) 267-6360

Hospital Services

Accommodations

Timmins and District Hospital can provide family members/friends with a list of hotels and other accommodations available throughout the city that provide special rates. Unfortunately, the Hospital is unable to accommodate family/friends overnight.

Administration

Located on the Main Floor – Irene Krys Wing.

Admitting/Reception (Central Patient Registry)

Located on the Main Floor - in the Emergency Wing.

Hours: Open 24 hours/day, 7 days/week.

Please present your valid Ontario Health Card and private health insurance (if applicable).

AODA (Ontario Accessibility for Ontarians with Disabilities Act)

The Timmins and District Hospital is fully compliant with the Ontario's Accessibility for Ontarians with Disabilities Act and welcomes feedback. To enquire or comment on Accessibility at TADH please call (705) 267-2131 ext. 2129.

Appliances

No patient owned appliances are to be plugged into the Hospital's electrical system. Battery operated appliances without chargers are permitted.

ATM

Automated Teller Machines (ATMs) are available at the Hospital front and back entrance.

Auxiliary

If you are interested in becoming a volunteer with the TADH Auxiliary please contact (705) 267-2131 ext. 2116.

Bus Services

Timmins Transit has a scheduled stop at the front entrance of the Hospital. For the bus schedule/rates, contact Timmins Transit Services at (705) 360-8466.

Cafeteria

The Courtyard Café is located on the lower level and is happy to offer you products from Tim Horton's as well as choices of hot or cold food. The cafeteria is open from 6:30 a.m. to 7:15 p.m. Visitors are welcome!

Cellular Phones/Walkie-Talkies

Use of cellular phones and walkie-talkies in the Hospital are allowed in certain areas that are non-clinical. Please ask before you use your phone in patient care areas.

Radio wave signals from cellular phones and walkie-talkies can affect the operation of critical electronic equipment used for patient care.

Chapel

The chapel is open to patients, staff and families 24 hours/day. For pastoral care services see page 20.

Clinics

If you are trying to contact a clinic or service by phone, you can call the Hospital's main line at (705) 267-2131 and ask to be connected.

Available Clinics:

- Cancer Clinic
- Dermatology Clinic
- General Medicine Clinic
- Minor Surgery Clinic
- Neurology Clinic
- Ophthalmology
- Orthopaedic Clinic
- Pacemaker
- Pediatric Developmental Clinic
- Physical Medicine
- Pre-Admission Clinic
- Rheumatology Clinic
- Secondary Stroke Prevention Clinic
- Urology Clinic

Complex Continuing Care

This service is geared towards inpatients, with a chronic illness or a multi-system disease, who are dependent on technology based, continuing or intermittent care. Comprehensive assessments and short-term treatments are also provided for frail, elderly people experiencing medical illnesses and recent functional decline.

Critical Care

The Critical Care Unit is a 7-bed specialized unit caring for critically ill patients who require constant monitoring and whose conditions can be life threatening. Low nurse to patient ratios assure close monitoring and early detection of any subtle changes in patient condition. We provide care to medical and surgical patients.

A team of specially educated and experienced staff deliver specialized care with state-of-the-art monitoring systems. The team consists of Anaesthetists, Internists, Surgeons, Registered Nurses, Registered Respiratory Therapists, Physical Therapists, Occupational Therapists, Pharmacists, Dietitians, Social Workers, and Pastoral Care.

Cultural Interpreters

Interpreters are available for various languages. To access this service, please ask your health care provider.

Directions to the Hospital

Timmins and District Hospital is located at the corner of Ross Avenue East and Highway 655.

If travelling east or west on Highway 101, turn north on 655. At Ross Avenue, turn West (left) and the Hospital is on your right. If travelling south (from Hearst, Kapuskasing) on 655, turn West (right) onto Ross Avenue.

Discharge Information

Please note that our discharge time is 11:00 a.m. for most patients. A family member or friend should take you home after a Hospital stay. Please make sure that you have all of your belongings and Hospital cards, as well as after-care instructions and prescriptions as needed. It is important that you understand all instructions about your medication, diet, activity and return appointments. If you are unsure about anything, ask your health care provider before you leave.

Discharge Planning

Discharge planning now begins at the time a patient is admitted to the Hospital. Social Worker/Discharge Planners are available on all in-patient units. It is their job to begin the discharge process with patients and families immediately. They can assist with Long Term Care applications, referrals to community agencies, and ensuring adequate services are in place to facilitate an easy and time-appropriate discharge. Members of your healthcare team on the units ensure that all patients leave the Hospital with education specific to their medical needs. They also provide after-care instructions and prescriptions as needed.

Your health care team will begin to plan for your discharge with you and your family when you arrive. Your expected length of stay will be discussed and planning will occur accordingly.

Elevators

There are three elevators located on the East side of the promenade for patient use. Each elevator has an emergency phone located in a cabinet below the control panel which is directly connected to the Switchboard operator. Elevators return to the main floor during a fire alarm.

Emergency

Where we provide 24/7 quality emergency care. The Emergency Department (ED) at TADH is designed to care for patients suffering from serious medical problems who are unable to wait to be seen by their family physician. Specially trained doctors and nurses work as a team to provide the best possible care. We are a medium volume ED who sees greater than 38,000 patients a year and sees approximately 98-120 patients per day.

Fire Exits

Fire exits are clearly marked by "Exit" or "Sortie" signage throughout the facility. During a fire alarm, remain in your area and do not move through the Hospital unless directed by staff or Fire Department personnel.

Flowers

If you receive flowers, they will be delivered by the florist's delivery service. Flowers are not permitted for patients in the Critical Care Unit (ICU). Flowers are also available in the Gift Shop.

Food Services

For inpatient meal inquiries, call ext. 6310. Select Service offers a new way of presenting your meal choices. At mealtime, our CSA or Dietary Aide will come to your room to offer the menu choices and serve your meal. If you follow a special diet, be sure to let us know when you arrive. A Clinical Dietitian or a Dietary Coordinator may visit you to discuss special needs. Meals are served at approximately 8:00 a.m., 12:00 noon, and 5:00 p.m.

Gift Shop

Located on the Main Floor. It is operated by the TADH Auxiliary and has a large selection of gifts, cards, and personal items available for sale.

Hours:

- Monday, Wednesday, and Friday: 10:00 a.m. to 4:00 p.m.
- Tuesday and Thursday: 10:00 a.m. to 7:00 p.m.
- Saturdays and Sundays: 1:00 p.m. to 4:00 p.m.

Health Records

Access to Health Records

How do I access a copy of my health records?

Information is released only as authorized by the patient, legal representative or as authorized by law. You have a right, by law, to access your own hospital health record either by viewing or requesting a copy.

You can obtain a copy of your health record by completing the Request for Access to Personal Health Record form or submitting a written request to the Health Records Department.

What if I am inquiring about records for a deceased patient?

To obtain records for individuals who are deceased, authorization is required from the Executor of the estate. Proof of executorship or legal signing authority must be submitted with the request.

Does it cost anything to request my health record?

There is an administration cost for requests for access to personal health records. Please contact the Health Records department for our Fee Schedule.

The Health Records department is located off the Main Promenade. (705) 267-2131 ext. 2095.

Helpline Program

Personal Emergency Response Service; for information call 1-800-667-8019.

Infection Control

Handwashing with alcohol hand rub or soap and water are the most effective ways to prevent the spread of infection.

- **Isolation:** Observe the signage on patient's door and follow directions to clean your hands and wear the personal protective equipment (PPE) indicated prior to entering room. Remove PPE when leaving the room and discard in hamper. Clean hands again. Ask your healthcare provider if you have questions or need assistance with PPE.
- **Tips:** Do not use the patient's washroom; use public washrooms down the hall. Cover your cough or sneeze, do it in your sleeve.

How to **HANDRUB**

1. Apply hand rub gel or foam to palm of hand.
2. Spread over both sides of hands and between fingers.
3. Rub fingers together for at least 15 seconds or until dry.
4. Once dry, your hands are safe.

How to **HANDWASH**

1. Wet hands with warm water.
2. Apply soap and lather onto hands.
3. Wash both sides of hands and between fingers for 30 seconds.
4. Rinse hands under running water.
5. Pat hands dry with paper towel. Turn off tap with paper towel.

Integrated Nephrology

This out-patient program includes a 9-station haemodialysis unit, weekly Nephrology clinic and Peritoneal Dialysis program. Continually expanding the program serves patients with progressive renal insufficiency, haemodialysis needs, peritoneal dialysis needs and transplantation preparation and follow up.

Referral Information:

A physician referral is required; please bring your Ontario Health Card with you.

Latex

Timmins and District Hospital is a "Latex Allergy Aware" facility. Since latex balloons can cause allergic reactions for some people, we ask that no latex balloons be brought onto the premises. Mylar balloons are permitted. Latex-free patient care products are available for those who have allergies. If you have an allergy, please notify your health care provider immediately.

Lost and Found

All lost and found items are to be turned into or recovered from Security. The Security office is located at the Hospital's main entrance.

Mail

Ask your friends and relatives to send items clearly marked with your full name and room number to:

Timmins and District Hospital
700 Ross Avenue East
Timmins, ON P4N 8P2

A Canada Post mailbox is located outside at the front entrance. Stamps may be purchased in the Gift Shop.

You can also email your loved one while they are in the Hospital; this is a great way to let them know you are thinking about them during their Hospital stay. Please visit our website at tadh.com and click on 'Send an ECard'. Your message is printed and brought to the patient.

Maternal Child

This program includes a 10 bed Maternity Unit and a 5 bed modified Level 2 Nursery. Out-patient services include triage 24 hours per day, scheduled procedures and an Obstetrical Pre-admission Clinic.

Pre-admission Clinic

Women who plan to give birth at the Timmins and District Hospital or at home, under the care of a midwife, are strongly encouraged to visit our Obstetrical Pre-admission Clinic.

To book an appointment for the Pre-Admission Clinic, please call (705) 267-2131 ext. 6362, between the hours of 9:00 am to 4:00 pm.

Labour & Delivery

Our team of Obstetrical care providers includes physicians and midwives. Up to 2 support persons are permitted to accompany mothers during labour and birth. Early bonding and feeding are encouraged while mother and newborn baby are monitored.

After the delivery, the health care team will support the mother by offering maximum opportunity to learn about self and baby care, and to become comfortable in the new role as a parent. The typical length of stay after a vaginal birth is 24 to 48hrs and following a Cesarean Section birth 48 to 60 hrs.

Visiting Hours

Visitors are welcome between the hours of 1:00 pm to 8:00 pm. Only 2 visitors per patient are permitted at one time (the patient's chosen support person is not included). Children under the age of 12 are not permitted to visit, unless they are siblings of the newborn and they are accompanied by an adult. For the health and safety of our mothers and babies, please do not visit if you have any symptoms of cold, flu or other contagious infections.

Medical Imaging and Cardiopulmonary

This program offers a full spectrum of diagnostic and therapeutic services. The medical imaging department utilizes state-of-the-art integrated PACS to minimize patient turnaround time and maximize clinician satisfaction. The medical imaging department includes MRI and CT services, nuclear medicine services, general radiology services, fluoroscopy, ultrasound, and mammography.

- Breast Division and Services
- Cardiopulmonary Services
- Medical Imaging Services

Referral Information:

A physician referral is required; please have your physician or nurse practitioner complete a referral form and fax it to us at (705) 267-6346. Please bring your Ontario Health Card with you.

Medication

Bring all medication with you in original containers if possible. (Prescriptions drugs, over-the-counter medications, herbal and alternative medications)

Mental Health

The Mental Health Program offers a wide range of in-patient and out-patient services designed to provide the highest quality of care in the least restrictive and most effective setting. Psychiatrists, social workers and nurses provide a diverse mix of clinical services to patients with mental illnesses.

Services:

Mental Health Unit (MHU) is a 20 bed acute care unit for adults who are 18 years of age or older, who are in acute psychiatric distress. Individuals seeking a psychiatric admission can speak with their family physician, call our local crisis line (705) 264-3003 or 1-888-340-3003), or present to their local emergency department.

Crisis Team is a 24 hour, 7 days/week service available to individuals who may be experiencing a mental health crisis. The Crisis Team assesses individuals presenting to the Timmins and District Hospital's Emergency Department seeking assistance, and can assist with connecting individuals with services that may meet their needs. The Timmins and District Hospital also has a 24 hour, 7 days/week crisis line service that individuals can access by calling (705) 264-3003 or 1-888-340-3003.

Child and Adolescent Mental Health Program (CAMHP)

Outpatient Mental Health Program (OPMH)

Overcoming Anxiety, Panic and Phobia Program

Transitional Care Program (TCP)

Eating Disorders Program Community Treatment Order (CTO)

Referral Information:

Referrals are accepted from physicians or primary care practitioners within the Cochrane District, and from the Timmins and District Hospital's Crisis Team.

Mutual Respect and Tolerance

Timmins and District Hospital believes that its patients and staff are entitled to an environment free of harassment and aggression. Physical or verbal abuse of staff, patients, family members or visitors will not be tolerated. We encourage mutual respect and tolerance at all times. Any person who verbally or physically threatens or attacks another, or destroys Hospital property, is liable to be reported to the police.

Native Patient Services

Native Patient Services provides Cree translation and support for patients. For assistance please call the Kapashewekamik Hostel at (705) 264-4661.

Newspapers

Newspapers are available at the Gift Shop.

North East Joint Assessment Centre

The Joint Assessment Centre (NEJAC) is located on the Main Promenade next to the Gift Shop. Patients requiring hip and/or knee replacements are referred through their family physician, nurse practitioner, walk in clinic, or ER department for an appointment with the Advanced Practice Physiotherapist. A thorough assessment is done to determine if the patient requires surgery. The NEJAC will support the patient's choice for a referral to the local Orthopedic Surgeon, or the Surgeon of their choice in the North East Local Health Integration Network (NE LHIN), or the first available surgeon in the NE LHIN. In addition, the centre offers a conservative treatment plan to help manage symptoms while patients are waiting for joint replacement surgery.

Oncology

As part of the Regional Cancer Program, the Oncology Program provides out-patient cancer treatment, detection, and prevention care. Services are provided by an interdisciplinary team comprised of doctors, nurses, pharmacists, social workers and dietitians.

Referral Information:

A physician referral is required; please bring your Ontario Health Card with you.

Organ Donation

Timmins and District Hospital provides guidance and information to those individuals/families who have decided to give a personal gift of life - organ and tissue donation.

Medical advances have made it possible to successfully transplant the following organs: kidney, liver, heart, lung, pancreas and small bowel as well as these tissues: cornea, skin, bone and heart valves.

For more information, contact your health care provider.



Orthopedic Clinic

The orthopedic clinic at Timmins and District Hospital is staffed with one orthopedic surgeon and 1-2 specially trained orthopedic technologists. The clinic is offered 3-4 days a week dependent on volumes and availability of surgeon. A physician referral is required to be seen in the orthopedic clinic.

We are located on the main floor of the Hospital, near the back entrance, next to the outpatient rehab department.

The services provided include:

- Casting
- Splinting
- Some dressing and/or suture removal
- Post op follow up
- Injections and aspirations

Some of these services may incur additional costs.

Our telephone answering hours are Monday-Friday 9:00 am to 12 noon and some days from 1:00 pm to 4:00 pm. If you receive an automated voice message, please leave a brief message with your name and your phone number. Due to the high volume of calls, messages may take up to 2 business days to be returned.

Please note that while we book appointments, these appointments may be delayed by patients coming from the other areas that require immediate care and follow-up. Please be prepared to spend additional time in the clinic should your appointment be delayed. We apologize for any inconvenience this may cause. We will do our best to provide the care you require as soon as we can.

We have limited seating in our waiting room; we ask that each patient only be accompanied by one companion, if needed. Please ensure you bring your health card for your appointment.

Palliative Care

Palliative services take an integrated approach to emotional and spiritual support along with pain and symptom management to individuals in the end stages of terminal illness and is extended not only to patients, but to their families and friends.

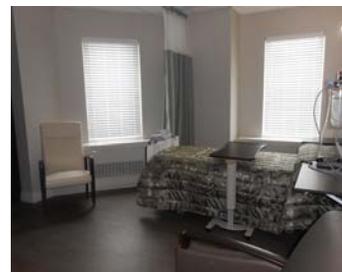
Parking

Parking Information

Parking lots are available for patients in the front and rear of the Hospital. Fees are as posted.

Parking at TADH

A gated parking control system is currently in place; parking locations for the public have not changed. Please refer to our PARKING LOT MAP on our website for locations and uses.



Entry and exit to all public parking areas will occur through the gated system as follows:

1. Approach the entry gate and take a ticket from the parking gate machine.
2. The gate will rise allowing you to enter the parking lot.
3. Park your vehicle.
4. Take your ticket with you to go into the Hospital.
5. Before leaving the Hospital, take your ticket to the parking pay station inside the Hospital (located at front and back entrances) and complete the steps to pay for your parking fees.
6. Parking fees will be a maximum of \$6 per day or \$56 monthly pass --- payment can be made by cash, debit or credit card at the parking pay station inside the Hospital.
7. Retrieve your paid ticket from the parking pay station and return to your vehicle with your paid ticket.
8. From the time you retrieve your ticket, you will have 20 minutes to leave the parking lot without additional charges.
9. Approach the exit gate and insert your paid ticket into the parking gate machine.
10. The gate will rise allowing you to exit the parking lot.

If you forget to pay for your parking inside the Hospital, the parking gate machine can be used to make your parking fee payment. If you are paying at the parking gate machine, you must pay with a credit card. Paying at the parking gate machine may hold up other vehicles waiting to exit the parking lot.

Please send any inquiries to parking@tadh.com or by calling (705) 267-2131 ext. 2030.

Pastoral Care Services

Hospitalization presents many challenges to the emotional and spiritual well-being of patients and family members. You may feel the need to contact pastoral care if you are experiencing grief, loss of hope, or lack of support. The chapel is open to patients, staff and families 24 hours/day. Chaplaincy services provide a caring presence to patients, family, and friends in a crisis or emergency situation. The pastoral care office is open Tuesday to Thursday 8:30 a.m. to 3:00 p.m. ; please call (705) 267-6351 or ext. 6351 from your room phone. After hours and weekends requests are to be made through the nursing staff. You do not need to belong to a specific faith community or even consider yourself religious to request a visit from the chaplain. Services are offered in a multifaith approach respecting all belief systems.

Patient Accounts

The Finance office is located on the Main Floor, Irene Krys Wing. You may pay your account upon discharge, by cheque, cash or credit card (Visa, Mastercard or American Express) or Interac.

Hours: 8:00 a.m. to 4:30 p.m. Monday to Friday. (Closed on weekends and holidays).

If you know that you will be discharged on a weekend or a holiday, please arrange to settle your account in advance or make payment in Registration/Admitting.

Please bring your:

- Insurance information
- Ontario Health Card
- Credit card

You must ensure that the Hospital has received full payment for any charges that are not covered by OHIP.

Please check your insurance coverage before you are admitted. OHIP does not cover extra costs such as an upgraded room or telephone. Your insurance company may cover all or part of the costs of the upgraded service. If not, you are responsible for the difference.

Patient Drop Off

Clients are permitted to pick up and drop off clients/patients at the front entrance of the Hospital. Drivers must remain in view of their vehicle.

Patient Safety - Partners in Care

The Timmins and District Hospital cares about your safety when you access any of our services.

We believe in safe, quality services but we need your help. One way to do this is by being SAFE.

Speak up if things don't seem right or if you have questions or concerns. Pay attention to the care you are getting. Make sure you are getting the correct treatments and medications from the correct healthcare professionals. You are the expert on you.

Ask questions. If you don't understand information given, ask again. You have the right to ask questions and get answers you can understand. Participate in all decisions about your care. Asking questions helps you to learn as much as you can about your condition, treatment plan, any planned tests, and about your choices so that you can make the best decisions.

Family or friends, with your permission, can come with you to the Hospital for support or to ask questions on your behalf when you are not feeling well. Let your health care team know who this person is.

Educate yourself about your condition, what your treatment plan is and what you can do to improve your health. The more you know, the better you are at preventing mistakes and taking care of yourself. Know what medications you are on, why you take them and keep an updated list with you.

Three Big Risks to Safety

Studies have shown that three of the most common risks for patients are infections, falls, and medicines.

The following tips outline some of the ways that you can help lower your risk while you are in hospital:

Infections

Hospital associated infections are one of the most common types of adverse events occurring in hospitalized patients. Here are some simple things that you can do to reduce your risk:

- To help prevent the spread of infections, wash your hands often using soap and water or hand sanitizer.

- When you visit the Hospital or any healthcare facility it is very important that you wash your hands.
- If you are being seen by a healthcare provider, ask them to wash their hands before examining you.
- If you are visiting a patient in isolation, follow the directions on the sign posted on the door and wear the protective equipment provided.

Falls

- Make sure you can reach the call bell if you are in bed, a chair, or the bathroom so that you can ring for help.
- Make sure you **ASK FOR HELP** if you need it to use the bathroom or sit/stand.
- Wear slippers/shoes with non-skid soles that fit well.
- Keep your room free from clutter. Be aware of tripping hazards such as cords, or newspapers on the floor.
- Some medicines can make you dizzy or sleepy. Know how your medicines affect you - ask your healthcare provider.
- If you require equipment to help you, such as a wheelchair or walker, it should be in good working order. If you have any concerns ask your physiotherapist and/or occupational therapist.

Medicines

- Know what medicines (name, strength, and how often) you are on and why (even any non-prescription medicines like Tylenol, vitamins or herbals).
- Make sure your health care provider identifies you correctly before giving you any medicine.
- Ask what the medicine is that you are being given and what it is used for each time.
- Ask questions if the medicine looks different than what you were taking at home or from what they have been giving you in hospital.
- Ask for a list of all the medications you are supposed to be on at discharge.

Patient Satisfaction Survey

We conduct internal surveys with you before you are discharged; however, you may instead receive a patient satisfaction survey in the mail after you leave the Hospital (for E.R and Mental Health Unit). Your opinion is important to us as we are continually trying to improve services for patients and families. We ask that if you do receive a survey, that you take the time to share your comments and feedback with us. You can also complete a satisfaction survey on our website at www.tadh.com

Quality Improvement

Quality at Timmins and District Hospital means doing the right thing, at the right time, for the right person and producing the best possible result. Our Quality Improvement Plan, or QIP, is one tool that we are using to help us document and review our current performance in a variety of areas. With this plan, we will be able to very clearly see our targeted areas for improvement and chart our progress.

QIPs contain a number of indicators and targets for improvement. QIPs must also outline how those targets will be achieved, and the results will be reported publicly. The QIP will help Timmins and District Hospital achieve continuous quality improvement and is available on the TADH website.

Rehabilitation

Rehab services strive to meet the rehabilitation needs of inpatient clients and outpatient clients of Timmins and District Hospital. The rehabilitation team consists of Physical Therapists, Occupational Therapists, Speech Language Pathologist and Rehab Assistants. Client needs may include but are not limited to injury assessment and treatment, post surgical treatment, conditioning, cardiac, return to work or daily activities programs, treating skin conditions, worksite analysis or adaptation, swallowing or speech assessment, stroke rehab, lymphedema rehab and pelvic floor rehab. Rehab Services has a well-equipped supervised gym. Gym Memberships are available to staff and can be purchased by the general public. Our main office is located on the ground floor at the rear of the Hospital. We can be contacted at (705) 267-6394.

Referral Information:

Outpatient services such as Occupational Therapy, and Physiotherapy can be accessed through a physician's referral to TADH.

Speech Language Pathology

A physician referral is required for an out-patient Modified Barium Swallow Study; please have your physician or nurse practitioner complete the referral form and fax it to us at (705) 267-6308. Please bring your Ontario Health Card with you.

Scent Reduction Policy

Many people are sensitive to fragrances and may in fact have serious reactions to them. In the interest of ensuring a healthy environment, we ask that patients and visitors refrain from using strongly scented personal care products and perfumes.

Smoking Policy

Smoking is not permitted anywhere on the Hospital property including parking lots and in personal vehicles. All patients, visitors, staff, physicians and volunteers are required to leave Hospital property entirely if they wish to smoke. The Timmins and District Hospital implemented this program to eliminate the hazardous impacts of smoking for those who work, visit and stay at the Hospital, while simultaneously staying committed to providing high-quality healthcare services.

TADH will help you to manage your withdrawal while you are in the hospital. For further information during your admission please ask your health care worker.

Community Resources include:

- Porcupine Health Unit offers assistance to people who are interested in quitting: (705) 267-1181 ext. 417 or toll free 1-800-461-1818 ext. 417
- The Smokers' Helpline Quit Specialists: 1-877-513-5333
- Ontario Lung Association: 1-146-864-9911

Please send comments/inquiries to: TADHisSMOKEFREE@tadh.com

Social Work Services

Social workers are available on all inpatient units of the hospital. There are also social workers in both inpatient and in specialized outpatient mental health services. Social workers offer a wide range of services: counselling, grief therapy, the renal program crisis intervention, coping strategies when dealing with chronic and/or palliative illnesses as well as discharge planning services. Social workers have a wide repertoire of well-developed communication, interpersonal and negotiation skills to assist patients and their families.

Spiritual Room

The Spiritual Room is available 24 hours a day for spiritual and related healing purposes. It is located on the second floor of the Hospital by the Oncology and Maternity departments. The Spiritual Room has ventilation which allows clients and families to be able to do smudging in the room. For more information, please call the Pastoral Care department at (705) 267-6351 or ext. 6351 from your room phone.



Support/Education Groups

Men's Support Group for Acquired Brain Injury

- For men affected by acquired brain injury (strokes, aneurysm, mva, infection, assault etc.)
- Every Monday morning from 10:30 a.m. to 11:30 a.m. at the Timmins and District Hospital.
- Facilitated by the Seizure & Brain Injury Centre in partnership with the TADH Social Services department.

For more information please contact the Seizure & Brain Injury Centre at (705) 264-2933.

Surgical

The Surgical Program offers a comprehensive range of services spanning a wide continuum of care for surgical patients including the specialty areas of orthopedics, urology, oral/dental surgery, ear nose and throat (ENT), gynaecology, ophthalmology and general surgery. The Hospital has a total of 6 operating room suites.

Services:

- **Day Surgery**
- **General Surgery & Operating Room**
- **Surgical services provided include:**
 - Anaesthetics
 - Dental
 - Gastro Intestinal Service
 - General surgery
 - Ear, nose and throat
 - Obstetrics/gynecology

- Ophthalmology
- Orthopedics
- Urology
- **Post Anesthetic Care Unit (PACU)**
- **Pre-Admission Clinic**
- **Surgical In-Patient**
- **Processing & Sterilization**

Taxis

A direct line to a local taxi service is located in the front lobby.

Telemedicine

The Telemedicine Department at TADH, is a program that utilizes Tele-video conferencing technology to accommodate clinical health care appointments between clients and specialists in Ontario. Studios are also provided for educational and administrative functions.

The Clinical Tele-video studios are equipped with Tele-diagnostic instruments including; Bluetooth stethoscopes, high resolution patient examination cameras, ENT otoscopes and digital imaging that can be transferred between client and doctor's sites across the province.

A Telemedicine Nurse will ensure that the medical appointment is as close to an office visit as possible. The nursing assessment will include vital signs, complete medication list, head to toe assessment, specific to each discipline. ie; Neurology, Respiriology, Cardiology, Oncology, Radiology, Teleburns, Orthopedics, Psychiatry, Pediatrics etc. These Tele-video Conferencing appointments reduce stress on the patient and time spent on travelling long distances to medical appointments, as well as avoiding significant costs for the client and the Health Care System.

The Telemedicine Coordinator Administrator makes all the necessary appointment arrangements and communicates them to the clients and specialists offices.

A referral must be initiated by a family physician, nurse practitioner, walk in clinic or ER department and sent to the Specialist in question, which in turn will decide if the appointment can be beneficial via Tele-video conference

Telephones

For your convenience, local telephone service is provided for a nominal fee payable at registration. Telephones are located at the bedside but will not be activated until the fee is paid.

Pay telephones are located as follows:

- Front entrance
- 2nd floor
- Rehab entrance (North)

Televisions

Hospitality Network is pleased to offer patients a new quick and easy method of renting personal TV services at the Timmins and District Hospital.

Call the Hospitality Network Call Centre between the hours of 8:00 a.m. – 8:00 p.m., Monday to Friday and 1:00 p.m. – 5:00 p.m. on weekends (excluding statutory holidays) by dialing extension 4288 from your patient bedside phone. Payment is by **VISA or MasterCard only**. Service will be activated within a few minutes.

If you are transferred to a different location within the Hospital, please dial extension 4288 and a Hospitality Network Call Centre Agent will gladly transfer your TV rental service to your new location.

Please note: Service is non-refundable and non-transferable to another patient.

Transportation

Patients will often be transported from their local hospital to Timmins and District Hospital by ambulance. If however the doctor feels that your condition is stable and that you can be discharged from Timmins and District Hospital, you will be responsible for arranging your own transportation home. Please ensure that you have made arrangements with your family or friends to assist or that you bring sufficient money to cover the cost of a bus or taxi fare back to your home.

Uninsured Services

Include:

- Ambulance services
- Crutches, special braces and other personal therapy equipment
- Fiberglass casts
- Delisted services and cosmetic surgery (unless medically necessary and approved by the Ministry of Health)
- Circumcision
- Tubal ligation
- Personal accounts such as telephone, television, etc.

Valuables

Please leave money, credit cards, jewelry, valuable items and papers at home. If you arrive at the Hospital with anything deemed valuable, please ask your health care provider to have it deposited by Security for safekeeping. Dentures are valuable too; keep them safe.

The Hospital does not accept responsibility for lost or damaged valuables or personal property kept at the bedside.

Vending Machines

Vending Machines are located near the cafeteria, in the Promenade, and on the 3rd floor.

Visiting Hours

- **Medical, Continuing Care, Obstetrics/Maternity, Surgical:** 11:00 a.m. – 8:00 p.m.
 - **Surgical:** In addition to the above, up to 2 visitors may accompany patients during the immediate pre and post-operative periods.
 - **Mental Health:** 2:00 p.m. – 4:00 p.m. and 6:00 p.m. – 8:00 p.m.
 - **Paediatrics:** 24 hours
 - **Critical Care:** 24 hours except 8:00 a.m. – 9:00 a.m. and 8:00 p.m. – 9:00 p.m.
 - **Emergency:** 24 hours except 7:00 a.m. – 8:00 a.m. and 7:00 p.m. – 8:00 p.m.
 - **Dialysis and Oncology:** During treatment periods.
1. Immediate family and support persons are welcome in the Hospital and are encouraged to support and provide comfort to patients. Visitation times and the number of visitors can be amended to meet the compassionate and special care needs of the patient. The health care team along with the patient, will determine what visiting modifications are required on an individual basis.
 2. Visitors must wash their hands on entering the Hospital, on entering the patient room, after any contact with the patient or items in their room, on leaving the patient room and on leaving the Hospital.
 3. Visitors who are sick with cold, flu or gastro like symptoms (cough, fever, chills, muscle aches, nausea, vomiting, diarrhea, etc.) must not visit patients.
 4. No more than two visitors per patient at any one time including children.
 5. All arrangements for children under the age of 12 to visit must be made in collaboration with the health care team. A responsible person must supervise children under the age of 12.
 6. During outbreak situations when the Hospital is experiencing clusters or wide scale incidents of infectious and/or contagious conditions, the visiting policy may be unilaterally amended and restricted as appropriate by the CEO or designate.
 7. The Hospital and its staff may, in their sole discretion, acting reasonably, restrict a visitor's access to the Hospital or to a particular patient where such a restriction is in the best interest of a patient or patients of the Hospital.

Please keep noise and activity (e.g. active children) to a minimum and please do not visit if you have a cold or contagious illness.

Volunteers

Our team of volunteers is comprised of individuals dedicated to giving time back to their community. Volunteers are involved in many hospital departments including Clinics, Dialysis, Information Desk, Integrated Medical, Maternity, Oncology, Surgical as well as other areas.

To become a volunteer, you must be 14 years of age or older. All volunteers must go through an initial screening interview, reference check, criminal record check, TB skin testing and Hospital orientation.

During this process, the interests and skills of the individual are matched with available Hospital services and patient units. If you are interested in becoming a volunteer at the Timmins and District Hospital, please contact Volunteer Services at (705) 267-6352.

Wash Your Hands

When you arrive at the Hospital, you will see hand-wash stations set up at each of our entrances. Please stop and wash your hands before entering the hospital.

Washrooms

Public washrooms are conveniently located throughout the Hospital and most are wheelchair accessible. Public washrooms are identified.

Website

If you are interested in obtaining additional information about Timmins and District Hospital, we invite you to visit our website at www.tadh.com

What to Bring to the Hospital

We recommend that you bring the following items with you during your stay. These items **will not be supplied** in our Hospital:

- comb and brush
- slippers with non-slip soles
- toothbrush and toothpaste
- razor (electric preferred)
- shampoo
- shaving cream
- housecoat, nightgown or pyjamas
- Kleenex
- mouthwash
- sanitary napkins/tampons
- specialty soaps and lotions

What **NOT** to Bring to the Hospital

- large sums of money
- credit cards
- cellular phones or two way radio
- jewelry
- television (rental sets are available)
- fans or other electrical equipment

You can use the safety deposit system if you bring valuables.

The Hospital does not accept responsibility for personal items or valuables.

Your Health Care Team

During your stay at the Hospital, you will be cared for by a dedicated team of health care professionals. They work with you to provide the best possible care by sharing expertise, information and treatment plan. Your team includes doctors, nurses and a number of allied health professionals. Pastoral care is also available to you during your stay.



Building for tomorrow's healthcare today!

Our hospital offers top-notch medical care in difficult circumstances. Think about the effect of changing demographics, increasingly complex needs of our community and advancements in medical technology, never mind the cost of equipment today. Your investment is the only way the hospital can ensure patients receive the finest healthcare possible and provide staff with the best working environment. Since its inception in 1985, the Foundation has transferred over \$41 million to the hospital to assist in the purchase of new equipment.

There are many ways to support the hospital through the Foundation. Through these fundraising programs, every gift, large or small, has made a difference.

Annual appeal

We send letters to our existing donors and grateful patients through the mail with a request for support. You can expect these letters in the Spring and they showcase a particular area where your financial generosity is most needed.

Tribute donations

In Memoriam donations are a way to pay tribute to a loved one who has passed away. In Honor donations are a way to recognize the excellent work of a Health Care Team member or to honour a significant event in a loved one's life.

Buy-a-Brick

Donors can have a personalized message engraved onto a "brick" (i.e. gold plaque) and placed on the Buy-a-Brick Wall for a minimum donation of \$100.

Special Events

The Spring Gala, John P. Larche Annual Golf Classic, CTV TADH Christmas Card Campaign, KISS FM Radiothon – Third party fundraising – would you like to host an event and donate proceeds to the hospital? Contact us today!

Planned Giving

These gifts can include bequests from estates, gifts of life insurance, charitable annuities, real estate, securities and charitable remainder trusts. We understand your legacy is important to you.



Donate online at www.tadhfoundation.com
Phone 705 360-6039

Timmins and District Hospital Auxiliary

The Timmins and District Hospital Auxiliary continues to work for the hospital Foundation as well as community charities. Some 110 volunteers, dressed in their burgundy -coloured smocks, work in the gift shop, on the Tuck Wagon, sales of Nevada Tickets, Bazaars, and special events throughout the year. has 114 members. Of those members 81 are still active. Every member of our Auxiliary is a volunteer whom takes joy from raising monies to improve, upgrade and purchase new equipment in our hospital and provide a service for our community.

Over 10,000 volunteer hours were logged in 2018!

The Auxiliary in its early existence was known as "Ladies Auxiliary" but the name changed to Timmins and District Hospital Auxiliary as men became interested in volunteering. The Gift Shop carries a variety of items such as Gift Ware, Jewellery, Watches, Knitting, Fresh Flowers, Children's Wear, Baby Clothing, Plush Toys, Sleepwear, Hospital Nightgowns, Sundries, Greeting Cards and Confectioneries.

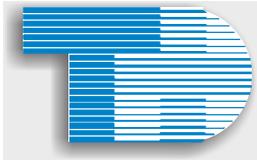
To date the Auxiliary has donated to the Hospital Foundation over 1,660,000.00 dollars since 1996 which means the TDH Auxiliary is the largest donor to the Hospital. The Auxiliary raises money through sales in the Gift Shop, nevada tickets, the tuck wagon, used book sales, knitting and crafts sales, Spring and Christmas Bazaar and our popular basket draws. This year the Auxiliary has purchased 2 Telemedicine Systems for Telemedicine; a bladder scanner for ER/ICU; Ultrasound Probe for Intensive Care for the Operating Rooms an ultrasound Upgrade for PICC Lines, Biopolar Cautery and Yellofins Stirrups for a donation of \$85,500.

The Timmins and District Hospital Auxiliary continues to be one of the greatest supporters of the Foundation. Through their contributions, many lives will change for the better by improving efficiency, access and safety of the healthcare professionals and those served at the Hospital.

The Gift Shop operating hours are from 10:00 a.m. to 4:00 p.m. Monday, Wednesday, and Friday, 10:00 a.m. to 7:00 p.m. Tuesday and Thursdays, Saturday and Sundays 1:00 p.m. to 4:00 p.m.

To become a member an interview must take place and the yearly membership is only \$5.00 per year. Applications can be picked up at the Gift Shop, Nevada ticket table or at our monthly luncheon from the Membership Convener.

Ann Rudd-Robins
President



The Timmins and District Hospital is a proud partner in the Ontario Stroke System and the Northeastern Ontario Stroke Network. As a District Stroke Centre, TADH is the “Hub” for patients across the continuum of stroke care in the Cochrane District and to the James Bay Coast.

Timmins and District Hospital provides both inpatient and outpatient stroke care to the residents of Timmins and the Cochrane District, with the Canadian Stroke Best Practice Recommendations as the guidelines. Inpatient care includes acute and rehabilitative care provided on the Integrated Stroke Unit from the multi-disciplinary team. At stroke onset, patients are assessed for eligibility for important, time-sensitive interventions including the “clot-busting” drug “tPA” as well as endovascular treatment (EVT). EVT is a stroke treatment for patients with acute ischemic strokes that removes large stroke-causing clots from the brain and substantially improves the chance for a better outcome.

If you suspect that you may be having a stroke, call 911 immediately. Use the “FAST” Acronym as your guide:

FACE is it drooping?

ARMS can you raise both?

SPEECH is it slurred or jumbled?

TIME to call 9-1-1 right away.

© Heart And Stroke Foundation of Canada, 2014.

Outpatient stroke services including Secondary Stroke Prevention Clinic, Occupational Therapy, Physiotherapy and Speech-Language Pathology can be accessed through a physician’s referral to TADH.

District Stroke Coordinator

(705) 267-2131 ext. 3202

Stroke Nurse Clinician

(705) 267-2131 ext. 3202

Secondary Stroke Prevention Clinic

In the Community

For non-urgent health care telephone advice, call:

Telehealth Ontario

1-866-797-0000

Bilingual services are available from a registered nurse 24 hours a day.

Telephone Health Advisory

1-866-553-7205

Monday – Thursday 5:00 pm – 9:00 am

Friday 5:00 pm – Monday 9:00 am

Walk-In Clinics

East End Family Health Team

4715 Highway 101 East

Northern College Campus

Monday – Thursday 8:00 am – 4:00 pm

Friday 8:00 am – 1:00 pm

Telephone: (705) 235-6900

East End Family Health Team patients only.

Health Care Guardian Pharmacy Clinic

27 Cedar Street South

Monday – Friday 1:00 pm – 4:00 pm

Telephone: (705) 267-2048

For those who don't have a family physician.

M.A. Medical Clinic

38 Pine Street North

Suite 113, 101 Mall

Tuesday & Thursdays 1:30 pm

Telephone: (705) 264-2383

Misiway Walk-In Clinic

130 Wilson Avenue

Every Wednesday 4:30 pm – 6:30 pm

Telephone: (705) 264-2200

Misiway patients only.

Precision Health Care Clinic

11 Rae Street Suite 202

Monday & Thursday 9:30am - 12:00 pm /

1:30pm – 4:00 pm

Telephone: (705) 531-3127

All patient welcome based on availability.

Timmins After Hours Medical Clinic

227 Algonquin Blvd West Suite 203

(Above Shoppers Drug Mart)

Date and time varies.

Telephone: (705) 268-3858

For those who do not have a family physician.

Timmins Family Health Team Clinic

227 Algonquin Blvd West Suite 4 (Above Shoppers Drug Mart)

Monday – Thursday 5:00 pm – 8:00 pm

Saturday 8:00 – 11:00 am

Telephone: (705) 264-1313

Timmins Family Health Team Clinic patients only.