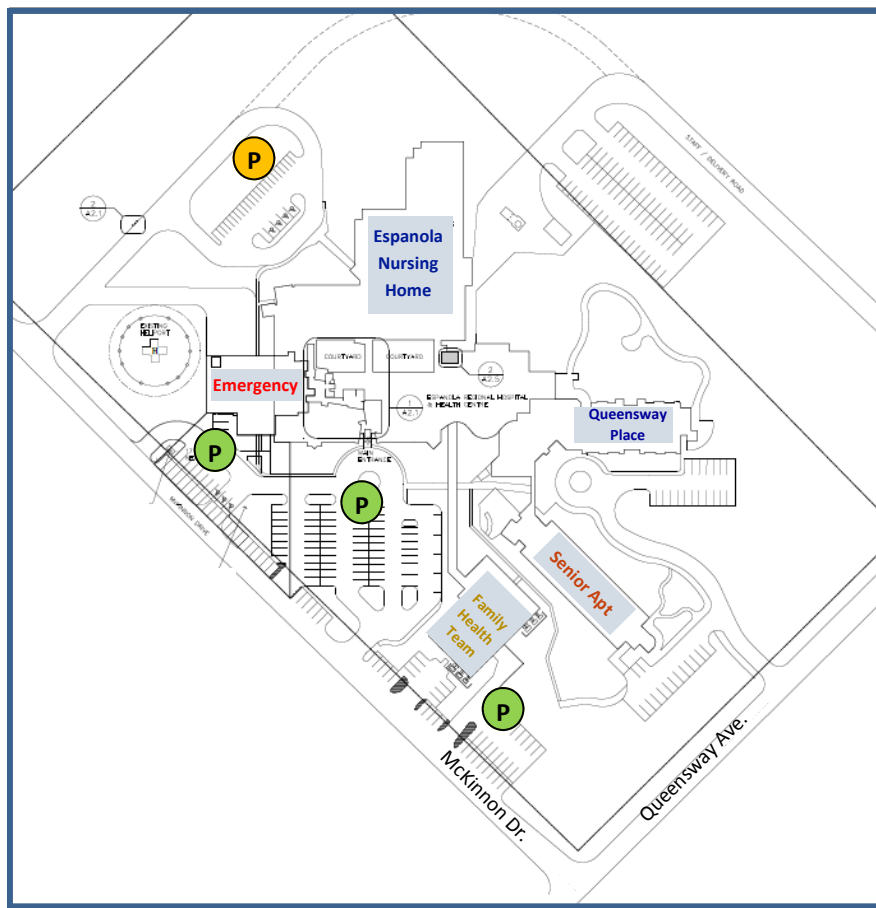




Patient Information



 Patient Parking

 Nursing Home Parking



825 McKinnon Dr.
Espanola, ON P5E 1M3
705-869-1420
www.erhhc.on.ca



Our Mission

To provide excellent healthcare programs and services to all we serve.

Welcome to the Espanola Regional Hospital and Health Centre, the healthcare hub of the Lacloche Foothills region.

Our 79 bed facility boasts a modern state of the hospital that features a full range of services including a newly renovated 24 hour Emergency Department, a 15 bed Acute Care Medical In-Patient Unit, a 64 bed Long-term Care Home, Medical Lab, Diagnostic Imaging Department (x-ray, ultrasound), Physiotherapy Department and a cardiac program. Our health campus is also linked to a 30-unit Seniors Apartment Building, a 19-unit Assisted Living Complex and a Family Health Team that provides primary health care. We are also home to an on-site Pharmacy, a six-bed sleep lab and Community Care Access Centre (CCAC) office.

Espanola Regional Hospital and Health Centre is often referred to as a model health campus. Organizations such as the Ontario Hospital Association, the Ontario Ministry of Health and Long-Term Care (MOHLTC), the Northeast Local Health Integration Network and other well-respected healthcare organizations, believe that our health campus is a great example of how healthcare facilities and communities can integrate and coordinate health services all within shared walls – creating a “one-stop shop” for patients and their families.

Our facility is staffed with a team of dedicated and talented individuals who have many years experience and more importantly, render care that always puts patients first. We are committed to continuous learning and quality improvement and as a result, staff members regularly participate in ongoing education and training events to enable the provision of improved patient care.



Useful Links

Accreditation Canada - www.internationalaccreditation.ca

Algoma EMS - www.adsab.on.ca/Emergency_Medical_Services_EMS.aspx

Canadian Diabetes Association - www.diabetes.ca

Canadian Health Network - www.canadian-health-network.ca

Canadian Healthcare Association - www.cha.ca

Canadian Institute for Health Information - www.cihi.ca

Canadian Patient Safety Institute - www.patientsafetyinstitute.ca

Cancer Care Ontario - www.cancercare.on.ca

College of Dietitians of Ontario - www.cdo.on.ca

Community Care Access Centre (CCAC) - www.ccac-ont.ca/

French Language Health Services - www.circuitsante.ca

Health Canada - www.hc-sc.gc.ca

Health Sciences North - www.hsnsudbury.ca

Institute for Safe Medication Practices Canada (ISMP) - www.safemedicationuse.ca

Just Clean Your Hands - www.oahpp.ca/services/jcyh/index.html

Northeastern Cancer Centre - www.hsnsudbury.ca

Ontario Community Support Association - www.ocsa.on.ca

Ontario Hospital Association, Patient Safety – www.oha.com

Ontario Ministry of Health and Long-Term Care - www.health.gov.on.ca/en/public/

Ontario Telehealth - www.health.gov.on.ca/en/public/programs/telehealth/

Patient & Family Hand Hygiene Guide - www.handhygiene.ca

Public Health Ontario - www.oahpp.ca/index.html

Regional Infection Control Network – www.ricn.on.ca/homes1.php

Safer Healthcare Now - www.saferhealthcarenow.ca

Seniors' Info - www.seniorsinfo.ca

Sudbury and District Health Unit - www.sdhu.com

Telehealth North Network - www.otn.ca

Town of Espanola - www.espanola.ca

Reduce your Risk of Falls cont.,

- If you are asked to wait for assistance before getting out of bed, or standing, please listen. Do ask for assistance; don't risk falling.
- Report spills right away. Wet floors can cause accidents. Tell a staff member if the floor in your area is wet, and use caution if you see a "wet floor" sign.
- Avoid wearing clothing that is too loose or too long.
- Wear footwear that fits well and has good traction. Indoor shoes with a low heel and rubber soles are best.

THAT WAS THEN!

Espanola General Hospital (as it was known then) was founded in a former priest's residence in 1924 by the Spanish River Pulp and Paper Co., which owned and operated the paper mill and the hospital. The original hospital, on Sheppard St. was a 3-story house. It provided the common services of that era, including a matron's office and living quarters for the matron and maids. In 1935, the Red Cross assumed the operation of the hospital as it did in other rural communities in Ontario. As the municipality was growing, it was necessary in 1946 to locate a portable on site to house maternity services.



During this period, the paper mill changed ownership at least twice and around 1948, it was owned by the Kalamazoo Vegetable Parchment Company, which was increasing production and employees. With the increase in residents, the hospital became too small and a new facility was planned.

The EGH opened a new site on Tudhope St. in 1954. The community and surrounding area continued to grow, as did the services provided by the hospital. In 1979, the planning process began again to meet the expanding needs of the community. A new hospital was built in 1988 on McKinnon Dr. and still remains the site of the hospital to this day.



THIS IS NOW!

Admission Procedure

The Espanola Regional Hospital & Health Centre is not responsible for the loss or theft of your personal belongings. Please leave valuables & money at home.

Some helpful items to bring from home as they are not supplied by the hospital: slippers, combs, toothbrushes, toothpaste or shaving articles.

You will be asked on admission if the hospital may provide the following Information to visitors & telephone inquiries: Confirmation that an individual is a patient or resident; individual's general health status; location of the individual in the facility as per legislation. If you do not want this information released it will be noted on your patient chart.

Advanced Directives

To ensure your wishes are respected, please have your Advanced Directive or Living Will available so that it may be given to your care provider on each admission. This information will not be saved on your chart.

If you have appointed a Power of Attorney for Personal Care, or your wishes include being an organ donor please notify nursing staff.

Staff Identification

Many people will be caring for you. As a way to help you know who we are, we will say our name, occupation, and what we will be doing when we enter your room. All ERHHC staff wear photo ID.

If you are not sure who someone is, please ask.

Continuous Quality Care/Patient Feedback

It is the intention of ERHHC to provide the best possible care including support for diverse cultural, spiritual and language needs. We recognize that our patients and families are the best teachers to help us see things from a patient and family perspective. The Continuous Quality Care Process allows us to continually improve our services in the interest of best practice and progressive health care. If you have any concerns regarding your care you may speak to the Manager of Emergency and Acute Care 869-1420 ext. 3123 or the Patient Advocate ext.3076 or email patientrelations@erhbc.on.ca

Patient Relations

The Patient Relations service is available to support patients, their families and visitors to Espanola Regional Hospital & Health Centre. The Patient Relations Office will work with you and your health-care team to assist with any questions, concerns or suggestions you may have regarding your care and service. This feedback includes compliments, inquiries, suggestions and complaints regarding the services which we provide.

You can access the Patient Relations Office at **705.869.1420, ext. 3076** or by email at patientrelations@erhhc.on.ca.

Patient Declaration of Values

You have the right to...

- Be treated with respect & compassion
- Take part in the care that is provided to you
- Have important information shared with you
- Have your health information remain private
- Have your questions answered in a language you understand

**DID YOU
KNOW...**



One year at ERHHC:

- 403,672 Lab Tests were done
- 130,689 kilograms of laundry
- 13,746 Emergency visits
- 3,650 Ultrasounds
- 6,750 x-ray tests

Making Health Care Safer,

Together

Everyone wants health care to be as safe as possible — patients, their families and friends, health care providers, staff and health care leaders.

We invite you to partner with us to help ensure that your care is safe. Be aware, be informed, and be involved.



Clean Your Hands

- Keeping hands clean is the best thing you can do to prevent the spread of infections.
- Help stop germs by using the alcohol-based hand rubs located throughout the facility or washing your hands thoroughly with soap and water. If you need assistance, ask for help.
- If you aren't sure if your health care provider has cleaned their hands before coming into contact with you, it's okay to ask.
- Remind others to clean their hands, such as your family members, friends or health care providers.



Falls Prevention

Falling can result in serious injury, but most falls are preventable. You are at greater risk of falling when you are feeling unwell or are in unfamiliar surroundings. Reducing falls is everyone's responsibility: patients, family, friends and all health care staff.

To Reduce Your Risks of Falling:

- Look around, slow down, hold onto something, ask for assistance, and be cautious.
- Tell staff if you are unsteady on your feet or if you have ever fallen.
- Use supports when getting up such as a cane, walker or crutches. If you need help, ask, don't take a chance.
- Take your time, especially when getting out of bed or a chair.

Health History

Tell us about your past illness and your current health condition. Let us know everything you can, even if you think it is not important or that we already know. For example, this might include telling us:

- You are not feeling well right now or have been sick lately;
- You have had surgery or a recent visit to the hospital; or you have seen another doctor or gone somewhere else for health care;
- You have an ongoing illness, such as diabetes or heart problems;
- There is an illness that runs in your family, such as asthma or cancer;
- You have an addiction, such as smoking, drugs, alcohol or gambling.

Verify Your Personal Identification

Verifying patient identification is an important factor in the safe delivery of health care.

- Wear your ID bracelet at all times.
- If your bracelet comes off, ask someone to get you a new one.
- Check your ID bracelet to ensure that your name and other information are correct.
- As a safety precaution, we routinely check patient identification to make sure your information matches the medical record. For example, the Patient Registration area may ask for personal identification including photo identification, your health care card or other identifying documents.
- Before you receive care or undergo a procedure, we routinely ask you to confirm your identity by stating your full name (first and last) and birth date. This is a safety precaution.
- Accurate information helps us confirm your identity. Patient Registration will verify your personal information at each registration to ensure correct and up to date information.

Patients can play a vital role in making care safe by being aware, informed and actively involved as a member of their health care team.

Important Information

Visiting Hours

Visiting hours are from 9am - 9pm. Please restrict visits to two (2) visitors per patient. Children under 12 must be accompanied by an adult. At the discretion of the Patient Care Department, special consideration will be given to relatives who wish to remain with critically ill patients. ***In the event of an infection control issue, like a flu outbreak, visitors will be limited and directives from the Ministry of Health and Long Term Care may be in place.***

For a complete copy of our Visiting Policy please ask your nurse.

Pay Phone

Pay phones are located in the main lobby and the emergency department waiting room. Cell phones can be used, please place on vibrate. For privacy reasons, please do not use cell phones to take pictures or videos.

Televisions

Televisions are available for rent; the cost is \$8.00 per day plus a \$2 hookup fee and applicable taxes.

Fire Alarms

Patients are asked to remain where they are when an alarm is sounded. Visitors will be prohibited from entering the building during a fire alarm. Staff members will guide patients and visitors to safety.

Smoking

The Espanola Regional Hospital & Health Centre is committed to the promotion of health and wellness and to the prevention of disease. It is also committed to providing a healthy environment and workplace for all staff, patients, and visitors. Therefore, in addition to complying with the **Ontario Smoke Free Act, 2004**, the Espanola Regional Hospital & Health Centre prohibits smoking on **all** Hospital grounds. This includes parking lots and in parked vehicles.

Audio/Video

Audio and video recording is prohibited in all areas of ERHHC without written permission.

WiFi

WiFi is available at **ERHHC WIFI**, password **patientsfirst**

ATM

An ATM is available next to the gift shop. There is a \$2.50 charge of which 75% is donated to the Foundation

Dietary Services

Patient meals are served at;

Breakfast - 8:30am

Lunch - 12:00pm

Dinner - 5:00pm

Vending machines offering cold drinks, sandwiches & snacks can be found in the Emergency waiting area & in the cafeteria, where there are microwaves available for use.



4

Tell a member of your health care team if you have ever had an allergic or bad reaction to any medicine or food.

If you get sick, your health care team may have to act fast. Before they give you any medicine, they need to know if you could have a bad reaction to it. That's why you should tell them in advance about any allergy or reaction you have ever had to any medicine or food.

Reactions can include rashes, headaches, breathing trouble, and feeling sick. Because some medicines have food in them (such as the eggs used in the flu shot), be sure to talk about your food allergies too. Tell a member of your team right away if a new medicine makes you feel unwell. If you do not know if you have allergies, you can get tested.

Don't wait until you get sick to tell people about your allergies. Some people wear an ID bracelet such as *MedicAlert™*. This tells the health care team about your allergies when you can't tell them yourself.

5

Make sure you know what to do when you go home from the hospital or from your medical appointment.

When you are getting ready to go home from the hospital or after a medical treatment, ask as many questions as you can to make sure you understand what you need to do when you go home. You can write this information down or it may be helpful to have a family member or friend with you to write it down.

Ask. Listen. Talk.

Safety starts with good communication. Help us keep you safe by practicing good communication:



- **ASK** your health care providers about your health care plan. Find out what you can do to feel better and improve your health.



- **LISTEN** carefully and ask for more information especially if you don't understand. Take notes and bring a friend or family member with you for support.



- **TALK** about your concerns, needs and priorities with your health care providers. Talk about your plan of care, what it means, and what you can expect to occur.

2 Tell a member of your health care team about your past illnesses and your current health condition.

You are the one who knows the most about your health. Tell the members of your health care team everything you can, even if you think they already know, and even if you think it is not important.

Tell them if:

- you are not feeling well right now or have been sick lately
- you are taking any medicine
- you have had surgery or recent visits to the hospital
- you have seen another doctor or gone somewhere else for health care
- you have an ongoing illness like diabetes or heart disease
- there is an illness that runs in your family, such as high blood pressure, asthma, or cancer
- you have a history of tobacco, drug, or alcohol use

3 Bring all of your medicines with you when you go to the hospital or to a medical appointment.

Some medicines combine with each other in your body and produce bad reactions. To protect you, your health care team must know about everything you take. This includes the drugs you take with a doctor's prescription.

It also includes other medicines you buy, such as:

- vitamins
- herbs and herbal remedies
- food supplements
- "over the counter" or non-prescription medicine you buy at the drug-store



When you are going to the hospital or to a medical appointment, put all of your medicines in a bag and take them with you. Always keep your medicine in the bottle it came in.

If you cannot bring the medicines with you, another good thing to do is to keep a list of everything you take. Keep this list up to date and bring this list with you when you go to the hospital or to a medical appointment. Your doctor and pharmacist can help you make this list.

Ambulance

Ontario residents with valid Ontario health coverage who are brought into the hospital by ambulance will be charged \$45.00. This represents approximately 13% of the average cost of a land ambulance call. The Ministry of Health covers the balance of the cost, as well as, inter-hospital transfers. Other province and non-insured residents will assume the full amount of \$240 for an ambulance call. The ambulance bill may be paid at the Admitting desk.

Palliative/Spiritual Care Services

Personnel are available for patients and family members who may require spiritual care services. Pastors of your choice are usually available upon request. Please ask nursing for assistance.

Discharge Procedure

Discharge time is 11:00am or earlier on the day of your discharge. This will enable staff to make arrangements for incoming patients. A Discharge Planner or our Nursing staff are available to help you should you anticipate difficulties returning to your family, your home, or your job. Please call ext. 3590 if you wish to make an appointment to speak with the discharge planner or ask your nurse to arrange. You will receive a discharge sheet with follow-up prescriptions, appointments and instructions.

A follow-up call from the Acute Care Unit nursing staff will occur within 1-2 weeks to see how you are managing at home.

Discharge Planning Services

Our discharge planner is available by appointment when a patient requires assistance leading to, or upon discharge.

Please call ext. 3590

Physiotherapy - Inpatient & Outpatient

Physiotherapy hours are 8:00am - 4:00pm / Monday to Friday. For assessment and/or treatment a physician's referral is required.

Laboratory—Inpatient & Outpatient Services

The laboratory is open Monday to Friday 7:30am - 3:00pm for outpatients. No appointments are required although you should discuss *fasting* requirements with your healthcare provider.

Health Information Services

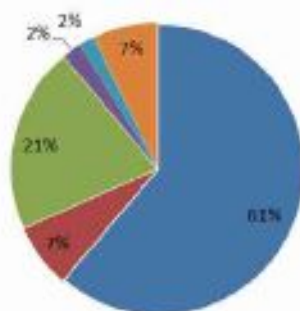


The Health Records Department is responsible for the collection, use, security and disclosure of your personal health information (your chart). Information from these records will be used and released as per legislation.

DID YOU KNOW?

Annual Lab Tests Performed

■ Out Patient ■ In Patient ■ ER Tests ■ Nursing Home ■ Holters / ECG's ■ Referred Out Tests



Your Health Care Be Involved



Patient Safety
Support Service

www.oha.com/patientsafetytips

1 Be involved in your health care. Speak up if you have questions or concerns about your care.

One of the keys to getting the best health care is to be an active member of your health care team. This means taking part and being involved in every decision about your care. This also means asking a member of your health care team questions, so that you can make informed choices. It means coming prepared for your medical treatment and knowing what to do when you go home.

What you should know

You should understand as much as you can about any:-

- medical problem you have (your diagnosis)
- treatment or procedure that you will have
- medicine you should take and how to take it

Here are some good ways to ask questions:

- "What should I do when I go home?"
- "What should I tell my family about my care?"
- "Can you tell me more about my medical problem?"
- "What does this test or treatment involve?"
- "What is the purpose of this test or treatment?"
- "Are there any other options?"
- "What should I do to get ready?"

24 Hour Emergency Department

The Espanola Regional Hospital features a 24-hour Emergency Department (ED) that provides care to more than 13,000 people each year. The Emergency Department is staffed by specially trained Emergency Physicians and Registered Nurses who provided care to a full spectrum of patients including infants, children, adults and the elderly. The Espanola Emergency Department is equipped to manage all patient presentations ranging from critical illness and injury to minor problems. Any patients that require continued critical care are transferred to one of the major referral centers. (Sudbury, Toronto, Ottawa)

Patients will take a number at the main reception area and you will be called up by that number. You will be asked for your health card information and the reason for your visit. If you need immediate attention, please notify the staff. Patients are triaged according to the Canadian Triage Acuity Scale. Patients are brought into the ED based on priority for medical care and NOT time of arrival.



Espanola Regional Hospital Foundation

The **Espanola Regional Hospital Foundation** is made up of an energetic & dedicated board of volunteers. Our hospital receives 75 - 80% of funding from the Ministry of Health and Long Term Care. The 25% shortfall has to be found locally, thru donations and fundraising.

The money raised is used to purchase new or replace older equipment and allow us to offer excellent healthcare with state of the art equipment.



Become a **G.E.M.** and **Give Every Month!** A monthly donation of as little as \$10 goes a long way when planning our next equipment purchase. The right equipment could save your life.

Every cent stays local!

Donations can be made by mail, drop in or on-line at www.erhhc.on.ca

For more information please call 705-869-1420 ext. 3591

Diagnostic Imaging & Cardiac Testing

Appointments for x-rays & ultrasounds can be made at ext. 3500. Instructions will be given at that time.

We are very proud of the services we offer in the *Diagnostic Imaging and Cardiac Lab* at Espanola Regional Hospital and Health Centre (ERHHC).

DID YOU KNOW ?

The following services are available at ERHHC:

- ✓ **GENERAL XRAY**
- ✓ **GASTROINTESTINAL XRAY** (Stomach/ Bowel)
 - Barium studies such as Upper GIs and Barium Enemas
- ✓ **GENERAL ULTRASOUND**
 - Obstetrical
 - Abdominal, Pelvic,
 - Small parts
 - A variety of musculoskeletal exams
- ✓ **CARDIAC LAB**
 - Treadmill Stress tests
 - Echocardiograms
 - Holter monitoring
 - Loop Event recording
- ✓ **VASCULAR ULTRASOUND** (Arteries and Veins)
 - *Which include studies rarely done in facilities of this size
 - Upper and lower limb Venous Duplex
 - Upper and lower limb Arterial Duplex
 - Carotid Doppler
 - Aorto Iliac Scans
 - Renal Artery Scans
 - Mesenteric Artery Scans
 - Impotence Assessment
 - Inferior Vena Cava and Iliac Veins
 - Vein Mapping for grafts
 - Raynauds/ White Hands testing
 - Thoracic Outlet testing
 - Follow up after vascular reconstruction such as grafts



MYTH: If I have my test done in Espanola, my doctor or specialist will not have the same access to the reports or images.
FACT: Diagnostic imaging images data and reports from all the local Hospitals (Sudbury, Blind River, Espanola, Little Current, Midwestern, Elliot Lake, Shagamon Falls, Sudbury Vascular Lab, and New Liskeard) are all stored on the same system.

MYTH: If I go to a larger centre, they will have more expertise in the acquisition and interpretation of my test.
FACT: All technologists regardless of location have to be registered in their area of practice and must maintain a certain level of continuing education. The specialists interpreting the studies for Espanola are the same ones interpreting these studies throughout the area.

MYTH: The equipment in a large centre is superior to what is found in small centers such as Espanola.
FACT: Our imaging equipment is state of the art, and regularly maintained by the manufacturers and most often similar to the equipment found in larger centres.



1 day/week, we have a visiting radiologist (Physician specialized in interpreting imaging studies) available to perform certain procedures, as well as a resource, for referring professionals and technologists.

When an area doctor gives you a requisition for any of these studies, regardless of the hospital or clinic name written on it, you can most likely have these tests done in Espanola.

It is always best to support the services locally whenever possible.

Call (705)869-1420 extension 3500 for more information and bookings.

If English is not your first language, and you have difficulty understanding your care team, a translator can be contacted to assist you.

Specialists & Clinics

A number of specialists visit the hospital on a monthly basis. Your healthcare provider may be able to refer you to one of these to decrease the need for you to travel.

- | | |
|------------------------------------|---|
| ⇒ Urology | ⇒ Sleep Lab |
| ⇒ Cardiology | ⇒ Pulmonary Function Testing, Spirometry |
| ⇒ Minor Surgical procedures | |
| ⇒ Obstetrics/Gynecology | ⇒ General Surgery |



Espanola & Area

Family Health Team

801 McKinnon Dr. Espanola, ON P5E1T2

- | | |
|---|--|
| • Blood Pressure Monitoring | • Exercise programs for young & old |
| • Cholesterol & Heart Health Screening | • Injections / immunizations |
| • Smoking Cessation Program | • Registered Social Worker |
| • Certified Diabetes Educator | • Advanced Care Planning |
| • Dietitian Services | • OTN—Telemedicine Program |

We encourage you to contact our team to discuss our full list of **No Charge** self-referral programs that can be accessed even without a family physician.

705-862-7991

Our Family Caring for your Family!

Espanola Regional Hospital

Auxiliary Gift Shop

Open weekdays 9:30am to 3:30pm

Our Gift Shop is 100% volunteer run and every cent raised through sales in the gift shop is donated to the Foundation. Over \$100,000 has been raised since 2010! Because of the dedication of the Auxiliary volunteers we have been able to purchase the following equipment:

- | | |
|-----------------------|-----------------------|
| • Glidescope | • Cardiac Monitor |
| • Laryngoscope | • Med cart |
| • Shower Chair | • Pain pump |
| • Portable Ventilator | • Infant Isolette |
| • Acute Care bed | • Night Pharmacy Cart |
| • PPG Machine | • Physio Bed |



- | | |
|-------------------------------|------------------|
| ◇ Coffee/Tea | ◇ Books |
| ◇ Pop & Juice | ◇ Scarves |
| ◇ Chips & Snacks | ◇ Nevada Tickets |
| ◇ Picture Frames | ◇ Toiletries |
| ◇ Stuffed toys | |
| ◇ Knitted and Crocheted Items | |
| ◇ Jewellery | |



The Auxiliary provides a comfort bag of essential items to patients in need.

Please ask your nurse about this service.