

## Can I have visitors?

We welcome both family and visitors. Your family can be a great help in your recovery.



Due to space, try to limit your visitors to two at a time. We ask you to be considerate of others. Please keep your voices quiet and limit cell phone use.

## Why is there a white board in my room?

It's to help improve communication about your care. Information on the board includes names of your nurse and doctor, the possible date you go home, what your daily goals are, and notes for us about how mobile you are. We will work with you each day to plan your daily goals.

There is a space for you, your family, or others to leave messages and questions for your nurse or doctor.

## Why am I reminded to wash my hands and brush my teeth?

The best way to prevent infection is to wash your hands often. Brushing your teeth at least three-times daily has been proven to prevent lung infections, such as pneumonia.

## Is there a wireless network?

Yes. We have free wireless access called "healthguest." Ask at the nursing desk for this month's password.

## Where can I get more information about health services and resources?

We have a Patient and Family Resource Centre on the Ground floor, next to the Gift Shop. The centre has health information as well as courtesy computers.

## A note about parking

We have reduced parking rates and long-term parking rates for patients and visitors. Contact our Parking Office about parking passes (604-244-5172).

## Tell us how we are doing

We strive to give you the best care. If you have a question, compliment, or concern, please speak to someone on your care team or the unit's manager. You can also contact our Patient Care Quality Office.

-  1-877-993-9199
-  Patient Care Quality Office  
#380 – 855 West 12th Avenue  
Vancouver, BC V5Z 1M9
-  email: [pcqo@vch.ca](mailto:pcqo@vch.ca)
-  online: [www.vch.ca](http://www.vch.ca)



Making better  
decisions together  
with patients  
and families

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The information in this document is intended solely for the person to whom it was given by the health care team.  
[www.vch.ca](http://www.vch.ca)

# Answers to Common Questions While in the Hospital

Richmond Hospital  
7000 Westminster Highway  
Richmond, BC V6X 1A2  
Phone: 604-278-9711

Visiting Hours  
10:00 am. to 8:00 pm.  
Times can vary.  
Check with your nurse.

Here are some frequently asked questions. We hope this information helps you and your family feel more informed during your hospital stay.

For more information about the hospital:

- Please ask us for the **Richmond Hospital Patient and Family Handbook**.
- Ask us questions at any time.

Let us know how we can make your stay more comfortable while you are here.

### When can I go home?

We want to make the shift from hospital to home as smooth as possible for you.

We will review the “My Plan For Going Home” form with you before you go home. You will receive a copy to share with your family and doctor.

### When will I see my doctor?



Doctors usually come around once each day to check on their patients. The time of day varies. Please check with your doctor about their visit times as this is when you and your family can ask about test results, your plan of care, and any other worries or concerns.

### Who is looking after me?



Every patient is assigned a nurse. Every nurse is assigned a number of patients. Your nurse is either a registered nurse or a licensed practical nurse. Your nurse checks on you at least every hour.

Twice a day, the nurses change shift. This is a time when your nurse hands over your care to the oncoming nurse.

Nurses change of shift:

- Mornings, from 7 to 7:45 a.m.
- Evenings, from 7 to 7:45 p.m.

During these times, nurses are focused on getting updates on all their patients.

You also have a team of health professionals caring for you. Along with your nurse, this team can include a community nurse, a social worker, a physiotherapist, an occupational therapist, a dietitian, and the coordinator of patient care. The team meets daily, Monday to Friday, to review each patient's plan of care. Sometimes the team meets at your bedside.

### When are meals served?



Breakfast	around 8 a.m.
Lunch	around 12 noon
Dinner	around 5 p.m.

### What if I want something to eat or drink during the day?

Some nursing units have the following:

- ice and water machine
- microwave

We also have a cafeteria on the 2<sup>nd</sup> floor of the Yellow Zone.

If someone brings food in for you, always check with your nurse before you eat it.

If you are diabetic, make sure your blood sugar is checked before you eat.

### What can I have at my bedside?

Bring in personal items such as toothbrush, toothpaste, dentures, glasses, and hearing aid(s). You will probably need non-slip shoes or slippers and a housecoat. Only bring what you need for your recovery. Too many items make it difficult to clean your care area.

Please leave valuables at home.

### How will my family know if my health is improving?

Choose 1 person to be your main contact person. This person should be a relative (it also helps if that person speaks English). Tell us who your contact person is. We will give that person updates, and they can who then update your family and friends.