

Holy Family Hospital Patient Orientation

Welcome to Rehab!

Our focus as a team is to enter into a “partnership of care” with you. We work with you to develop a treatment plan that helps you be as independent as possible.

To prepare you for future discussions with your rehab team, start thinking about what activities you need to manage to live at home safely.

The care that you receive at Holy Family Hospital may differ from the care you have received at another facility. We will assist you in developing a rehab care plan to maximize your recovery.

Unique to Holy Family Hospital is Easy Street & Suite – a simulated home and community environment. Easy Street & Suite is a safe place for you to improve your strength, your skills and ability to do those day-to-day activities important for you to return home.

Bring with you:

- Comfortable and loose fitting clothes (jogging pants, shorts, and T-shirts) for your therapy
- Socks and supportive flat shoes
- Pajamas and dressing gown
- Toiletries (brush, comb, toothbrush, toothpaste, deodorant, facial tissue, hand wipes or hand cleaner, and shaving supplies)
- Watch and/or clock
- Eyeglasses and hearing aid
- Personal glucometer with adequate strips
- Personal ostomy supplies

Bedside care plan

We post your care plan at your bedside. It tells everyone what you can do and how much help you need.

Morning routine

Get up by 8:00 am. Wash and get dressed in your own clothes. Go to the dining room by 9:00 am for your breakfast.

For more information, please visit:

<http://www.providencehealthcare.com/hospitals-residences/holy-family-hospital/info-rehab-patients-families/information-your-stay-booklet>

Shower day

We help you shower once a week. We also change your bed linens at this time. We list your shower day on the board at your bedside. We encourage you to sponge bathe at your bedside or at the sink on non-shower days.

Therapy schedule

We post therapy schedules every day after 4:00 pm. Please check your schedule in the morning – sometimes we have last minute changes.

Rehab 1 - between Room 215-216 and 219-220.

Rehab 2 - outside Rooms 205 and 210.

Bed assignments

Rooms can accommodate a mix of male and female patients. Occasionally, we have to move patients from one room to another.

Meals

Meals are in two dining rooms on the Rehab Unit.

Meal times:

- 9:00 am: breakfast
- 12:30 pm: lunch
- 5:30 pm: supper

Medications

If you are in pain, please tell your nurse. Our pharmacy supplies your medications. We give out medications in the dining room during meal times. Please take your medication before you leave the dining room.

Phone calls

There are a few phones in the Rehab area for patients. You are also welcome to use your cell phone while you are here. The nursing station will accept calls from family and friends in an emergency.

Money and valuables

Please leave valuables and large amounts of money at home. We suggest keeping no more than \$5 at your bedside. Extra money can be put in safekeeping at the Admitting Front Desk.

For your safety around the building

Please stay clear of the Admitting driveway. Vehicles can come in quickly.

Weekend Pass

Your rehab team will encourage weekend passes when it is safe and appropriate. Going out on weekends helps you make the transition from hospital to home.

- You and your family are responsible for transportation to and from the hospital.
- Your nurse needs to know by 2:00 pm, the Wednesday before your weekend pass. This gives us time to prepare your medication.
- Before going out on a pass, you need to be able to get in and out of a car safely and have all your equipment in place. Discuss this with your occupational therapist and physiotherapist.
- If you are on a modified diet due to swallowing problems, please speak to our dietitian or speech language pathologist. They will explain your diet texture restrictions and teach you how to prepare foods or thicken fluids.
- When you leave always sign out in the “leave of absence” book at the nursing station and always tell your nurse.

Family and Visitors

Providence Health Care recognizes that families play an important role in the healing process. We ask that families follow a few safety guidelines during your stay:

- We ask visitors at meal times to use the common area. This helps us keep the dining rooms safe for our patients.
- If you have more than two visitors, please use the common areas to spend time with them. This gives you more space to visit and lets your roommate rest if they need to.

Leaving Holy Family Hospital

We will work with you to determine the date when you can go home. The rehab team will help you arrange any equipment and home services you need.

Discharge time is 10:00 am.

We ask you to arrange your own transportation home. Some options might be to ask family or friends, or to make arrangements with HandyDART.

When we discharge you, your hospital doctor will write a prescription for you to fill at your drugstore. This is usually a 30 day supply. You will need to see your family doctor within one month of discharge to review your medications and get any refills.



This material has been reviewed and approved by patients, families and staff.

On Site Services

Refreshments (Main Dining Room)

We supply ice water, juice, and milk to patients. These are available in the patient kitchen in the Main Dining Room beside Easy Street. Self-service coffee is offered from 7:00 to 9:00 am. Cookies and juice are available from 6:30 to 7:00 pm.

Cafeteria service

Our cafeteria is on level 1. It is for patients, visitors and staff to enjoy. The cafeteria offers meal service from 9:00 am to 1:00 pm. Outside these hours, there are vending machines just outside the cafeteria. The cafeteria can be used for seating from 7:00 am to 7:00 pm.

Laundry

You can arrange for laundry service at the Admitting Front Desk. There is a fee for this service.

Hairdresser service

The hairdresser comes to the third floor on Wednesdays. No appointment is needed – you make arrangements directly with the hairdresser.

Gift shop

The gift shop is in the front lobby by the main entrance. The usual opening hours are:

- Monday to Friday 10:00 am to 4:00 pm.
- Saturday, Sunday and holidays 2:00 to 4:00 pm.

Church service and pastoral care

We are a Catholic healthcare facility with full time on-site pastoral care services. There is a Roman Catholic chapel on the third floor. We offer religious services for Buddhist, Roman Catholic, Muslim, Chinese Christian (Cantonese), Anglican, and Sikh patients. We post time and locations on the Pastoral Care Bulletin Board in the Rehab 2 Dining Room. We offer spiritual and emotional support to everyone.

McKinley Internet Lounge

Staying in touch with family and friends is important to your rehab. We provide three computers with Internet access in the McKinley Internet Lounge.

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