

# Vancouver General Hospital

## Patient & Family Handbook



Vancouver General Hospital

899 West 12th Avenue  
Vancouver BC V5Z 1M9  
Tel: 604-875-4111

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# ***Welcome to Vancouver Coastal Health***

We hope this handbook helps you and your family feel more comfortable while you are with us. This handbook answers some frequently asked questions about VCH services and processes. Please don't hesitate to ask any VCH staff for help or information.



More information on the subjects discussed in this handbook is available on the VCH website, [www.vch.ca](http://www.vch.ca). Subjects also have a phone number listed in the directory section, and in some cases, a contact email address or web address is also provided.

## ***Our Vision***

We are committed to supporting healthy lives in healthy communities with our partners through care, education and research.

# Your hospital location

Unit \_\_\_\_\_

Location \_\_\_\_\_

Telephone \_\_\_\_\_

# Your health care team

Health care team member	Name & telephone number
Unit Manager	
Patient Care Coordinator (PCC)	
Social Worker (SW)	
Physiotherapist (PT)	
Occupational Therapist (OT)	
Doctor(s)	
Nurse(s)	
Specialist(s)	
Other(s)	
Other(s)	

# Partners in Care expectations and responsibilities

We strive to provide you with quality care. Quality care is best achieved when you, the patient/resident/client along with your family/friends, become “partners in care” with us, your health care providers.

## ***As a person receiving care, you can expect:***

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- To be treated with dignity and respect, without discrimination of any kind; to receive care that is courteous and considerate.
- To receive timely and competent care from qualified staff, in a clean and safe environment.
- To be introduced to us, your care providers, and to be informed of what we are going to do and why we are doing it.
- To receive the necessary information to make your own health care decisions, to ask questions and receive clear answers.
- To have the right to change your mind if you have already said “yes” or “no” to a course of treatment.
- To have the right to refuse to participate in research and to discuss not being involved in teaching beyond that which is required for your care.
- To have us maintain your privacy and the confidentiality of your medical information.
- To have someone you know support you whenever possible; to access an interpreter if available.
- To be offered services that are accessible and appropriate should you have an impairment or disability.
- To have the right to file a complaint and receive a timely response, without fear that it will affect your care.

***As a partner in your care, we expect you and your representatives:***

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- To treat others with dignity and respect, without discrimination of any kind; and to be courteous and considerate of your providers and others.
- To inform us of anything that could affect your present condition.
- To work with us to develop and decide on a plan of care that meets your needs.
- To follow your plan of care to the best of your ability, and to accept responsibility for the decisions you make about your care.
- To act in a safe and responsible manner.
- To be considerate and respectful of the privacy, diversity, property and other rights of patients / clients / residents, visitors and staff.
- To understand our role in health care teaching and research. As such, students, interns and residents may be involved in your care.
- To respect Vancouver Coastal Health property, policies, rules and regulations.

## Acceptable ID

**A patient must provide any two of the following (B.C. CareCard and B.C. drivers license preferred).**

### **Primary ID – shows legal name and date of birth**

- B.C. drivers license
- B.C. identification card
- Canadian birth certificate
- Canadian citizenship card
- Permanent resident card
- \*Canadian record of landing/  
Canadian immigration  
identification record
- \*Study, work visitor, or  
temporary resident permit  
(formerly Minister's Permit)
- \*Identity card (Department  
of Foreign Affairs issued)
- \*Passport

\* Mandatory if not a Canadian citizen.

### **Secondary ID – shows name, signature and/or photo**

- B.C. CareCard
- Passport
- School ID card (student card)
- Bank card (only if patient's  
name is printed on card)
- Credit card (only if patient's  
name is printed on card)
- Foreign birth certificate  
(baptismal certificate not  
acceptable)
- Canadian or U.S.  
drivers license
- Naturalization certificate
- Canadian Forces identification
- Police identification
- Foreign Affairs Canada or  
consular identification
- Vehicle registration (only if  
patient's name is shown)
- Employee picture ID card
- Firearms acquisition certificate
- Social insurance card  
(new style without signature  
strip not acceptable)
- Native status card
- Parole certificate ID
- Correctional service  
conditional release card



# **All sites: Vancouver Coastal Health**

## **Hospital stay**

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### **Planned surgery**

Admission times vary. To find out what time you should come to the hospital, see “Admission” in the second part of this handbook.

### **Bring ID**

You need to present two pieces of personal ID, one with a photograph (see next page – for example, B.C. CareCard and B.C. drivers license).

In addition to two pieces of personal ID, bring along any other health insurance ID card (e.g., extended health) that you have. If your hospital admission is due to a work-related injury or illness, bring your WorkSafeBC claim number.



### **Personal belongings**

Bring prescription medicine in original labeled containers, dentures, glasses, and hearing aids. For your personal care, pack basic toiletries (e.g. toothbrush, toothpaste, shampoo, hairbrush, razor), and pajamas/nightgown, bathrobe and slippers.

Do not bring valuables such as large sums of money, credit cards, electronics, or jewelry (rings and watches that you normally wear should be left at home). Arrange to pay for things like a private room or equipment when you are discharged. For example, have someone bring your credit card or cheque book when they pick you up. Pay-by-phone is available at VCH’s larger hospitals. If you rent a TV or phone, payment is due at connection time.

VCH cannot be held responsible for any lost or stolen items. In emergency situations, VCH hospitals can store some small valuables for a short time. For information, ask the Admitting Department or your nurse.

## **Rooms**

Regular rooms have four beds and don't cost anything for patients with B.C. Medical Services Plan coverage. You can ask about paying for a private or semi-private room to increase your privacy and comfort; in each VCH hospital there are a limited number of private or semi-private rooms.

While there is no guarantee a private or semi-private room will be available, we try our best to accommodate these requests.

In a private room, you will have your own bathroom; in a semi-private, you share the room and its bathroom with another person.

Regular rooms and semi-private rooms may be shared by men and women.

## **Meals**

Good nutrition is an important part of your recovery. If you have food allergies or follow a special diet, let your nurse know as soon as you arrive. A dietitian will talk to you about your food needs, and help design a meal plan for you.

Your family and friends are welcome to bring in your favourite foods, but check first with your nurse to ensure you can eat these foods while you are preparing for, or recovering from, your hospital care. Let your family and friends know we do not have space to store large amounts of food.

## Information collection

Your health care providers will ask many questions about your health, including: past and current conditions; if you have ever had an operation; what kind of medicine or supplements



you may be taking; and if you have any food or drug allergies.

Ask questions if you do not understand something or if you need more information. We want you to understand your condition and treatment.

## Consent

You may be asked for consent before you have tests or procedures. Before you make a decision, it is important that you feel everything has been explained to your satisfaction. If you are unsure or do not understand something, ask for an explanation.

If you have documented your wishes about the health care you may receive at the moment or in the future in an advance directive such as a representative agreement, a living will, or a similar document, bring this to the attention of your family and health care providers.

## Personal information

Vancouver Coastal Health respects your privacy and recognizes the sensitivity of your health information. We take all reasonable measures to ensure that your information is treated confidentially. Our staff may need personal details from you for insurance or care purposes. VCH privacy policies meet provincial privacy requirements.

Usually if someone phones to ask about you, the main switchboard will report whether you are a patient and where you are in the hospital. It gives no other information.

However, let us know when you are admitted or tell your nurse if you do not want people to know you are in the hospital.

This means you will be a “no information” patient and only authorized health care staff and people you choose will have information about you. If you choose to be a “no information” patient, we will not be able to deliver mail, flowers or gifts to you.

For contact information or if you have concerns about the security of your information, see “Information Privacy Office” Directory, back of handbook.

## Visitors

Family and friends are an important part of your recovery. Your visitors may come at most times of the day. Ask your nurse to tell you the visiting hours for your unit.

We want you to have every chance to get well, so visitors who are feeling unwell (for example, have a cold or flu), who have been near someone else who is ill, or who even have cold sores should not come to the hospital.

Ask family and friends to wash their hands before and after they visit your hospital room, or to use available alcohol-based liquid/foam hand sanitizers.

# Security & safety

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## Staff ID

There will be many people involved in caring for you. Everyone who works for VCH wears a name tag and will be able to answer your questions about what they do.



## Leaving your unit

If you need to leave your unit or floor for any reason, please let your nurse know where you are going, and approximately how long you will be gone.

## Medication safety

Bring a complete list of your current medications, including non-prescription drugs and herbal products, when you check into the hospital. Medications you receive in hospital may look different from what you take at home. If you have any questions about your medications, ask your health care provider or ask to speak with a pharmacist.

## Hand cleaning

Protect yourself and others from getting infections by using good hand washing habits: it is very important that you clean your hands often and completely. Wash your hands after using the washroom and before eating. You may also use the alcohol-based liquid/foam hand sanitizers available on each unit. You can also ask caregivers if they have cleaned their hands before providing you with care.

## Fire drills

VCH sites regularly hold fire drills. If a fire alarm goes off during your stay, remain in your room. Staff are trained to provide instructions to patients in the event of a fire drill or emergency.

## Smoking and fragrances

All VCH sites are smoke-free inside and outside. Patients who smoke are welcome to ask for information about smoking cessation programs and products available to them while in hospital.

Do not wear perfume, cologne or aftershave while you are a patient in a VCH facility. If you can, remind visitors before they come to see you to refrain from wearing these products or bringing flowers with strong scents. Some people are highly allergic to fragrance ingredients, and can suffer severe reactions.

## Patient-related questions

Consider designating a family member or close friend as your contact while you are in the hospital. Although nurses can tell callers your general condition, they are not able to give details about your health over the phone, in order to protect your privacy. Let your designated contact know the hospital's main switchboard telephone number.



For contact information, see “Information and Main Switchboard” Directory, back of handbook.

Depending on your unit or room, you may be able to take telephone calls.

# Patient services

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## Interpreters

Spoken Language interpreters are available to help with communication between staff and patients who have limited English. These interpreters may be requested by VCH staff only. If you or your family needs the help of an interpreter, please speak to a staff member.

Sign Language (ASL) interpreters are available for deaf, deaf-blind, and hard of hearing patients. If you or a family member needs this service you can call directly.

For contact information, see “Sign Language (ASL) Interpreters” Directory, back of handbook.

## Well Wishes email

Well Wishes is a free service that allows friends and families to stay in touch with patients via email. It is available at Vancouver General, UBC, Lions Gate and Richmond hospitals, GF Strong Rehabilitation Centre and George Pearson Centre.

The program is designed for well wishes only. Other messages (e.g., personal business, questionable content or solicitations) will not be delivered. VCH cannot send outgoing replies, confirm that a message was received, or confirm that someone is a VCH patient. If a patient has been discharged, the message is not forwarded. All messages are received and handled confidentially.

Well Wishes email boxes are checked every morning and messages are printed and delivered to patients every afternoon, Monday to Friday. Please ensure the patient’s name and hospital are entered in the subject line.

For email addresses, see “Well Wishes” Directory, back of handbook.

## **Spiritual care**

Concern for the whole person - physical, emotional, and spiritual - is basic to patient care. Many people find support and comfort in their faith. Chaplains and spiritual care providers can assist you in drawing upon your religious beliefs and provide spiritual resources. On-call chaplains are available 24 hours a day for spiritual care emergencies.

Let your nurse know if you would like this service, or call them directly.

For contact information, see “Spiritual Care” Directory, back of handbook.

## **Aboriginal patient navigator**

The Aboriginal Patient Navigator program helps Aboriginal people access health services at Vancouver Coastal Health. Patient navigators provide referral, advocacy and support to patients to ensure access to appropriate health care and community services. Their assistance ranges from helping a patient get prescription drug plan coverage to escorting patients to medical appointments to making recommendations for, and assisting with, discharge planning.

Navigators typically meet face-to-face with patients and their families. Patients can be referred to a navigator by their doctor or health care provider or patients can access them directly.

For contact information, see “Aboriginal Patient Navigator” Directory, back of handbook.



## Feedback

If you have a question, compliment, or problem, speak to your health care team or to the patient services manager for your unit. If you need more assistance, ask to talk to someone from the Patient Care Quality Office.

For contact information, see “Patient Care Quality Office” Directory, back of handbook, or visit [www.vch.ca](http://www.vch.ca).

You can also get in touch by mail at

Vancouver Coastal Health  
Patient Care Quality Office  
#380, 855 W. 12th Ave.  
Vancouver, BC, V5Z 1M9



# Discharge

## Going home

Your doctor may write a prescription for medication and a nurse will give you instructions about any other medications you are to take at home. It is important to know which medications you should continue to take once you leave the hospital.



When you are getting ready to leave, ask your health care provider for a complete list of all medications you will need to take, and how to take them (e.g., how much, how often) as this may be different than when you checked into the hospital. For more information, see “Medication Safety,” page 5.

Upon leaving the hospital, you may still have a tube, line or drain inserted in your body as part of your healing process. Ask your care provider for instructions about how to care for these attachments once you return home.

## Returning to another health authority

If you have been transferred to VCH from another health authority’s hospital, we will arrange to send you back to the sending hospital only if you require further hospital care before you go home. If you are medically stable and are ready to go home without further hospitalization, you will need to make your own arrangements to return home.

If in the unfortunate circumstance a family member passes away while in a VCH facility, the family is responsible for making arrangements to have the deceased returned home. The social worker on the unit can help support the family at this time.

## **Billing information**

If you had a private room or used special supplies or procedures during your stay, please pay your account before you leave the hospital.

In addition to being covered by the B.C. Medical Services Plan, some patients have extended health insurance plans, which may cover the cost of supplies such as crutches, canes, splints and some casts. Please ask a member of your health care team if you have any questions.

For contact information, see “Patient Accounts” Directory, back of handbook.

## **Health records**

Should you need a copy of all or part of your medical record after you leave the hospital, you may request this information under VCH’s release of information (ROI) policy. Records usually take 30 days to compile.

To request your medical record, search “Your Health Record” on the VCH website or for contact information, see “Health Records” Directory, back of handbook.



# ***This site: Vancouver General Hospital***

## **Getting around**

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### **Directions**

Use the map on page 13 or the floor maps inside the main entrance of each building. There are also signs on the walls to direct you to your department. If you are not sure where to go, ask at the information desk at the main entrance of the Jim Pattison Pavilion (899 West 12th Avenue).

### **Wheelchairs**

You will find wheelchairs inside the main entrance to the Jim Pattison and Leon Judah Blackmore Pavilions and the Gordon and Leslie Diamond Health Care Centre. A coin releases the chair lock. Your coin is returned when you bring the wheelchair back.

## **Admission**

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### **Check in**

If your day of surgery is Monday, call Bed Reservations on Sunday. For contact information, see “Admission - Bed Reservations” Directory, back of handbook.

If your day of surgery is Tuesday to Friday, call your surgeon’s office after 2:00 p.m. the day before your surgery.

If you can’t get in touch with your surgeon’s office by 3:00 p.m. the day before your surgery, call the Admitting Department before 4:00 p.m. to confirm the date and time of arrival to this department, which is located in the Jim Pattison Pavilion (899 West 12th Avenue). For contact information, see “Admission” Directory, back of handbook.



As part of our commitment to protect your health, we actively look for bacteria that are resistant to antibiotics. As needed, we will swab areas of your body (e.g. nose, wound, groin etc.) to look for any antibiotic resistant bacteria. This information helps guide our practice to provide best care for all patients/residents/clients in our facilities

## **Transportation and parking**

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### **TransLink**

VGH is accessible by TransLink services from Vancouver International Airport, BC Ferry Terminals at Horseshoe Bay and Tsawwassen, Pacific Central Station (downtown Vancouver rail and bus station), and SkyTrain stations.

Buses 15, 17, 9 and 99B-Line all stop on West Broadway, close to VGH.

TransLink provides information on transit routes and schedules. TransLink can also tell you which buses take wheelchairs. For contact information, see “TransLink” Directory, back of handbook.

### **Commuter centre**

The Commuter Centre provides patients and visitors with information about traveling throughout the Lower Mainland by bus or car. The centre also runs the Interhospital Shuttle Service, which takes patients and visitors to and from various Vancouver hospitals and health care sites. Those interested in using the shuttle must get a pass from the Commuter Centre or their hospital unit. For contact information, see “Commuter Centre” Directory, back of handbook.

## Parking

If you are driving to VGH, please leave enough time to find parking before your appointment. There are VGH parkades at the corner of 12th Avenue and Laurel Street and in the Gordon and Leslie Diamond Health Care Centre at the corner of 12th Avenue and Oak Street. There are other parkades, street parking meters and lots within two or three blocks of the hospital. See the parking symbol on the map on page 14 for locations. Overnight parking is not available for trailers or mobile homes.

A one week parking pass is available at the VGH Laurel Street Parkade. Ask the parking attendant for details or call 604-875-4832.

## Wheelchair accessible parking

In both VGH parkades, wheelchair accessible spaces are located near the elevators on levels 1, 2, 3 and 4. Metered spaces are available at street level of the Jim Pattison Pavilion (enter from 12th Avenue) and within the inner courtyard.

Be sure to display your “Disabled” parking permit.



## Parking meters on-site

Some metered spaces are available outside the main entrance of the Jim Pattison Pavilion for dropping off and picking up patients. Other evening and weekend meters are within the inner courtyard north of 12th Avenue, entrance off of Heather Street.

For contact information, see “Parking” Directory, back of handbook.

# Services

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## Private/semi-private rooms (Preferred Accommodation)

To find out the availability and cost of private or semi-private rooms, call several days prior to admission, if possible. When you are admitted, you can pay for the room by credit card, debit, cheque, or cash, or the hospital can bill your insurance company.

Private and semi-private rooms include premium TV services and a telephone.

For contact information, see “Admission - Preferred Accommodation” Directory, back of handbook.

## TVs, phones, wireless internet

TV and telephone rental services are available right at the bedside, provided by HealthHub Patient Engagement Solutions. Patients or their loved ones can complete the rental process anytime by visiting [ConnectMyBed.ca](http://ConnectMyBed.ca).

[ConnectMyBed.ca](http://ConnectMyBed.ca) is available 24/7 to also help answer questions related to local channel guides and request customer service assistance.

To make a local call, dial 9 + 604 + number. To make a long-distance call, you must be able to charge it to a phone card or call collect. You can buy a pre-paid phone card in the Jim Pattison Pavilion gift shop.

Some units have pay phones in patient lounges or near the elevators, and people with hearing impairments can access public TTY phones on the 1st floor of the Jim Pattison Pavilion and in the Emergency Department.

For contact information, see “TTY Phone Request” Directory, back of handbook.

Cell phone use is not allowed in most areas of the hospital. Please turn them off (not on standby). Cell phones can only be used in cafeterias and lounges.



Pay-per-use wireless Internet access is available in Sassafra (cafeteria), Café Ami, and the Jim Pattison Pavilion ground floor atrium. You must have a working wireless connection to access this service.

For contact information, see “FATPort Technical Assistance” Directory, back of handbook.



## **CIBC Centre for Patients and Families**

The CIBC Centre for Patients and Families has information, education materials, and tools to help patients and their families participate in their own

health care. Computers for Internet access and email, fax, and a photocopier are also available for your convenience.

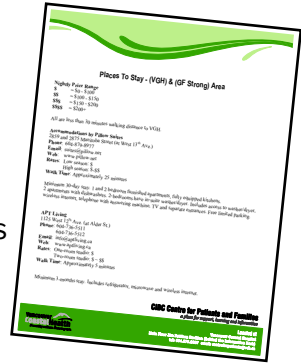
Your health care team tells you about your diagnosis, care, and treatment plan. However, if you have more questions related to health, the health care system or community resources, visit the centre. Staff and volunteers will provide support and help you find the information you need.

The centre is on the 1st floor of the Jim Pattison Pavilion, behind the information desk. Visit the centre Monday to Friday.

For contact information, see “CIBC Centre for Patients and Families” Directory, back of handbook.

## Visitor accommodation

There is no accommodation for visitors within the hospital, but a brochure for visitors that lists local hotels and other options is available in person at the CIBC Centre for Patients and Families and on its website (website and contact information in the Directory, back of handbook).



## Eating places

VGH has one cafeteria and a coffee bar. It also has vending machines throughout the hospital. The Gordon and Leslie Diamond Health Care Centre also has a small food court. Following are descriptions of the VGH and Gordon and Leslie Diamond Health Care Centre food services.

### Sassafras

On the 2nd floor of the Jim Pattison Pavilion (via the 3rd floor of the Leon Judah Blackmore Pavilion). Relax in its large seating area, including lounge chairs and outdoor patio. Sassafras is open every day from early morning to early evening.

### Café Ami

At the main entrance of the Jim Pattison Pavilion, this espresso coffee bar offers a range of sandwiches, pastries, desserts and cookies. Café Ami is open every day from early morning to late evening.

The Gordon and Leslie Diamond Health Care Centre  
Several cafeteria-style eateries offer baked goods, sandwiches, salads, and wraps. These businesses are open Monday to Friday from early morning to early evening. An adjacent Starbucks is open seven days a week.

## Pharmacies

While we encourage you to use your usual pharmacy, a number of pharmacies are located on West Broadway, close to VGH. The Gordon and Leslie Diamond Health Care Centre has a Shoppers Drug Mart HomeHealthCare pharmacy in the lobby. It is open Monday to Saturday. A 24-hour Shoppers Drug Mart pharmacy is located nearby at 885 West Broadway, and is open seven days a week. The Skin Care Centre also has a pharmacy that is open Monday to Friday.

For contact information, see “Pharmacies” Directory, back of handbook.



## Gift shop

If you need toiletries, small gifts, phone cards, stationery, stamps, magazines or flowers, visit our gift shop. It is staffed by volunteers, and profits are used to benefit hospital

patients. The gift shop is on the 1st floor of the Jim Pattison Pavilion, and is open daily except for holidays.

For contact information, see “Gift Shop” Directory, back of handbook.

## Banking

There are two ATMs in the hospital. One is in the 1st floor lobby of the Jim Pattison Pavilion, near the gift shop. The other is outside the main entrance to Sassafra's cafeteria on the 2nd floor of the Jim Pattison Pavilion.

## Volunteers

VGH has a strong network of caring volunteers who are dedicated to helping patients and families with a variety of services which complement the health care team. Carefully chosen and trained people make up the volunteer team. They provide social, emotional, and practical support to patients, for example, one-to-one visits, short outings, and lending reading materials and DVDs.



For contact information, see “Volunteer Resources” Directory, back of handbook.

## Patient accounts

VGH takes cash, cheques, credit cards and debit cards (Interac). You may pay at Patient accounts, Room 149, Leon Judah Blackmore Pavilion (look for the “Patient Accounts” sign hanging above the service counter). You can also call in your credit card payment.

For contact information, see “Patient Accounts” Directory, back of handbook.

# Yes, I want to support the CIBC Centre for Patients and Families

*a place for support, learning and information*

## Donor Information

Mr  Mrs  Ms  Miss  Dr

First name: \_\_\_\_\_ Last name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone: \_\_\_\_\_ E-mail: \_\_\_\_\_

I would like to make a gift of:

\$25  \$50  \$100  \$250 Other: \$ \_\_\_\_\_  
(please specify)

## Payment Information

Cash  Money Order  Cheque

Please make cheques payable to **VGH & UBC Hospital Foundation**

Credit Card:  VISA  M/C  AMEX

Card #: \_\_\_\_\_

Expiry Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Receipts for gifts under \$25 will be sent only upon request.

Tax receipt required:  Yes  No

**The CIBC Centre thanks the  
VGH & UBC Hospital Foundation for  
accepting donations on their behalf.**



## Contact Information

VGH & UBC Hospital Foundation  
190-855 West 12th Avenue  
Vancouver BC V5Z 1M9

604-875-4676  
vghfoundation.ca

VCH protects your personal information and adhere to all legislative requirements in regards to privacy. We do not rent, sell, or trade our mailing lists. The information you provide will be used deliver services and to keep you informed and up-to-date on the activities of the Foundation, including programs, services, special events, funding needs, opportunities to volunteer or give, and more through periodic contact. If at any time you wish to be removed from any of these contacts, simply call us at 604-875-4676 or e-mail [info@worldclasshealthcare.ca](mailto:info@worldclasshealthcare.ca).

# Information

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## Directory

Aboriginal patient navigator.....	1-877-875-1131
Admission.....	604-875-4300
Bed reservations.....	604-875-4937
Preferred accommodation .....	604-875-5057
Billing information	
Patient accounts.....	604-875-8222
CIBC Centre for Patients and Families .....	604-875-5887
	centreforpatients@vch.ca
	vch.ca/centreforpatients.ca
Commuter centre .....	604-875-4118
FATPort technical assistance .....	1-866-328-7678
Gift shop .....	604-875-5895
Health records .....	604-875-4070
Infection control.....	604-875-4002
Information & main switchboard .....	604-875-4111
Information privacy office.....	604-875-5568
	privacy@vch.ca
Parking .....	604-875-4832
Patient accounts .....	604-875-4068
Patient care quality office.....	1-877-993-9199
	pcqo@vch.ca
Pharmacies	
Shoppers Drug Mart,	
Diamond Health Centre .....	604-739-4645
Shoppers Drug Mart,	
885 West Broadway .....	604-708-1135
Skin Care Centre Pharmacy .....	604-875-4331

Security - see information & main switchboard

Sign language (ASL) interpreters

Western Institute for the Deaf and Hard of Hearing:  
Medical Interpreting System (MIS)

Emergency TTY.....604-736-7078

Emergency voice ..... 604-736-7039

Non-emergency TTY..... 604-736-7099

Non-emergency voice ..... 604-736-7012

Spiritual care & multifaith services ..... 604-875-4151

Television & phone rental...604-875-4111, local 62594

TransLink (regional transit)..... 604-953-3333  
translink.bc.ca

Volunteer resources .....604-875-4111, local 21401  
VancouverVolunteerResources@vch.ca

Well Wishes email

Richmond Hospital..... WellWishesRHS@vch.ca

Lions Gate Hospital ..... WellWishesLGH@vch.ca

Vancouver General Hospital,

UBC Hospital,

GF Strong Rehabilitation Centre,

George Pearson Centre ..... WellWishesVA@vch.ca

## **Mailing and web address**

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899 West 12th Avenue

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vch.ca









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