

Welcome to T4 Unit

Information for patients and families

Vancouver General Hospital
Jim Pattison Pavilion
899 West 12th Avenue
Vancouver BC V5Z 1M9

Units:

T4C: 604-875-4330

T4D/F: 604-875-4822

WELCOME TO T4 UNIT

This pamphlet is intended to orient patients and families to our units. We encourage all patients and visitors to read through the information provided.

Unit Location:

We are located on the 4th floor (T4) of the Jim Pattison Pavilion.

T4C and T4F sides are the inpatient Urology, Gynaecology, and Plastic Surgery units.

T4D side is the Solid Organ Transplant unit.

Unit Contact Information:

T4C: 604-875-4330

T4D/F: 604-875-4822

Nursing Shift Change:

Occurs between 6:30–8:00am and 6:30–8:00pm. During these times, staff are working to ensure that the transfer of patient information occurs easily and without interruption. Therefore, we would appreciate it if visitors do not phone or come to the nursing station during these hours.

Doctor Rounds:

The physicians/surgeons generally come by in the morning. However, sometimes this is not possible due to unforeseen emergencies or procedures. This may change the routine temporarily.

Meal Times:

Breakfast: 7:30am

Lunch: 11:30am

Dinner: 4:30pm

VISITING

Whenever possible, please limit visitors to two at a time to facilitate patients' healing. There are no set visiting hours, but Quiet Hours are from 9:00pm to 9:00am. We ask that during those times you speak quietly and turn your phones/electronic devices to silent.



Can a family member stay over?

This is dependent on a patient's unique circumstances. Please check with your primary nurse.

Can I/my family member be in a private room?

Private room availability is limited and often used for infection control, post-surgical protocol, or end-of-life care. If you are covered by your insurance or want to pay for a private room, we will try our best to accommodate, however we cannot guarantee that you will be granted one.

Parking Locations:

1. Vancouver General Hospital Parkade – 885 W 12th Ave
2. Gordon and Leslie Diamond Center Underground Parkade – 2775 Laurel Street
3. Street parking (check street signs carefully as many areas are for residents only)

Visitor Washrooms Locations:



T4C: Located across from Room 4430

T4F: Located by F side nursing station, next to the double door unit entrance

T4D: Located next to main elevator, across from patient/family TV lounge

Cytotoxic Precautions for Patients and Visitors:

Some patients may be vulnerable to infection and be on cytotoxic precautions due to transplant or chemotherapy medications. To protect yourself and others, please wear gloves and masks with a face shield when handling bodily fluids. Cover the toilet before flushing twice. Women who are pregnant or trying to get pregnant should be extra cautious or avoid going inside isolation rooms if possible. Personal contact and sharing food/dishes with the patient are fine.

Flowers Policy:

Flowers and potted plants are not allowed in transplant patients' rooms. For all other patients, please check with your primary nurse.

Pet Policy:

Please check the individual unit policy by asking your nurse. Only domesticated animals are permitted in VCH owned and operated facilities/sites, and only if hospital staff agree that allowing the animal promotes the health and well-being of patients, visitors and staff.

Patient Kitchen Location:

Please ask a staff member if you wish to access the kitchen. Since the kitchen is unmonitored, it is usually locked. This helps us control the possible spread of infections.

Please sanitize or wash your hands **before and after** using the kitchen.

To get to the patient kitchen, walk towards the elevators and look for a set of doors with a sign labelled "Staff Only." The kitchen is located past these doors, by the service elevators. Patients and family members are allowed to go through these doors to use the kitchen.

There is an ice and water machine, refrigerator, and microwave available. Please label your food items with your name to prevent them from being taken by others.

OTHER SERVICES

Places to Buy Food:

1. Café Ami – 1st floor by main entrance
(5:30am–11:30pm Mon to Fri. 6:00am–11:30pm weekends)
2. Sassafras Cafeteria – 2nd floor
(6:30am–7:00pm Mon to Fri. 7:30am–7:00pm weekends)
3. Gordon and Leslie Diamond Healthcare Center –
2775 Laurel Street (6:00am–5:00pm)
4. Vending machines located by patio door, or on the 1st floor
5. Broadway Street has a variety of restaurants

Free Wi-Fi Connection:

1. Open the Wi-Fi settings on your device
2. Select "Public Wi-Fi" and then open your internet browser
3. Select the level of service: **Basic Wi-Fi** for internet/email, **Premium Wi-Fi** for streaming, gaming, and video calling
If you need further assistance, call Datavalet Customer Service at 1-844-940-5123

Ordering TV or Phone Service:

Dial 21047 from any hospital phone or 1-866-223-3686 from a personal device to order. Cost and payment information is available at this number. Please note that if a patient moves to a different room or bed, the same number must be called again to transfer the service. Please ask your primary nurse or unit clerk for the direct extension number to your room phone.

Volunteer Services:

Volunteers provide a variety of services. Please let your primary nurse know if you would like to be introduced to a volunteer.

TEAM MEMBERS

- Your primary nurse
- Resident physicians and/or surgeons
- Patient Care Aides (PCAs)
- Dietitians
- Speech Language Pathologists (SLPs)
- Physiotherapists (PTs)
- Rehabilitation Assistants (RAs)
- Occupational Therapists (OTs)
- Nursing Unit Clerks (NUCs)
- Managers
- Care Management Leaders/Discharge Coordinators (CMLs)
- Patient Care Coordinators/Charge Nurses (PCCs)
- Social Workers
- Food Service Representatives
- Pharmacists
- Medical and Nursing Students
- Laboratory technicians

If you are unsure of who has approached you, you are encouraged to ask the staff member to identify their role.

Why are some staff members wearing masks? Are they working sick?

VCH has a mandatory influenza “vaccinate or mask” policy during flu season. Those who choose not to or cannot receive the yearly influenza vaccine must wear a mask in patient care areas. Visitors must also abide by this policy. Masks can be found on the table prior to entering the units during flu season.

Why are some staff members wearing gowns and masks? Should I be doing it too?

Some patient rooms may require that staff and visitors take additional precautionary measures to prevent the spread of infection. Always read the brightly coloured signs posted outside of the door for instructions or consult a staff member for help. For all patient rooms, always wash or sanitize your hands before **and** after entering.

DISCHARGE TIPS

Borrowing Hospital Wheelchairs:

You can find hospital wheelchairs on the Ground Floor, by the W 12th Entrance. You will need a \$1 deposit for a wheelchair (similar to shopping carts at grocery stores).

Where to Park When Picking a Patient Up:

There are parking spots located by the ramp outside Café Ami on the 1st floor, where quick (<5 minutes) drop-off and pick-up are permitted.



Nearest Pharmacy:

You can pick up your discharge prescriptions at the closest pharmacy, which is located in the Shoppers Drug Mart in the Gordon and Leslie Diamond Healthcare Center (2775 Laurel Street). The Shoppers Drug Mart on 885 West Broadway is also open 24/7.

Calling a Taxi:

Use the black phone located by Information Services on the 1st floor for Black Top Cabs & Checker Cabs. The direct phone line is 604-731-1111.

Further Questions or Concerns:

We encourage you to talk to your care provider and care team if you have any questions or concerns. It is best to talk about the concerns at the time and place they happen and with the individual involved.

Please feel free to ask for the Nurse or Manager in charge who will work with you to resolve any concerns that may come up.

*Thank you for taking the time to read
this information pamphlet.*



Making better
decisions together
with patients
and families

For more copies, go online at <http://vch.eduhealth.ca> or
email pchem@vch.ca and quote Catalogue No. **JB.300.W45**

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