First Edition 2015

Patient Services Directory

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Summerside, Prince Edward Island
Canada  C1N 6M8

Phone (902) 438-4200
Welcome to
Prince County Hospital (PCH)

Prince County Hospital has been providing quality healthcare for over ninety years. The hospital was opened in April, 2004.

Our focus is to provide quality and sustainable health care in a culture which encourages teamwork, education, the use of advanced technologies, health promotion, and community involvement. The values of our health system include caring, excellence and stewardship.

Every day the staff and physicians demonstrate our goal of excellence in health care. They demonstrate how we care about each other, and how we work together to ensure the well-being of every member of our community. Innovation is a cornerstone at PCH and continues to guide us through our day to day operations.

There has been tremendous support from the community. In addition to having a large number of service volunteers, PCH receives strong financial support from the community through the dedicated group at the Prince County Hospital Foundation and the Prince County Hospital Auxiliary. This shows the confidence and trust the community has in our services and our staff.

Please take the time to browse through the information contained in this directory. You are welcome to take this booklet home with you. If you have any questions or comments, please ask a member of our staff or contact one of the departments listed.

We hope you have a positive experience with us.

Arlene Gallant-Bernard, Executive Director, Prince County Hospital
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Overview of Prince County Hospital

- Prince County Hospital has been serving Island communities since 1912.
- The hospital is part of the Health PEI.
- Over 450 employees, with assistance from hundreds of volunteers, provide a wide range of health services to residents of the area.
- The new Prince County Hospital, opened in April, 2004, is 195,715 sq. feet.
- The hospital contains 104 acute care beds. This represents 58 private rooms, 15 semi-private rooms and 4 four-bed wards.

**This represents beds as follows:**

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<thead>
<tr>
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<tr>
<td>Medical</td>
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<td>Restorative</td>
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<td>Surgery</td>
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<td>Obstetrics</td>
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<td>Mental Health</td>
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<td>ICU</td>
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- There are 83 stretchers throughout the building for short term hospital care.
- The hospital has 3 fully equipped operating theatres.
- The hospital has 6 Labour Delivery Recovery Postpartum rooms.

**Design**

The Prince County Hospital is an acute care facility with an expanded emphasis on ambulatory care (day clinic / outpatient) services.

The hospital has two-stories and is designed to create a healing environment throughout the various service areas. Each unit or department has been designed to ensure service efficiencies for the public, health care providers and staff. The building’s simple floor plan makes it user-friendly to both staff and newcomers. Colour schemes are bright, distinctive and calming for clients and their families.
The design of the building was intended to embody a sense of the Island. The lobby is warm and inviting. The main corridors are easy to navigate and have a high-tech, friendly atmosphere.

The primary outpatient and ambulatory care departments are located around the main north/south corridors within close proximity to the front lobby. These departments depend on a vastly different orientation than is associated with inpatient care. The design of these areas ensures simple, direct and convenient access for short term visit services, and includes space for educational supports for health promotion.

The inpatient care areas maximize easy access to rooms for health care providers. They feature natural light and patient privacy. Each nursing unit is designed with nursing efficiency and patient-centered care in mind.

Other architectural features include two large courtyards adjacent to the inpatient care areas – one courtyard includes a healing garden and the other includes a meditation garden.
General Information

Admission
On admission to the hospital, you may find the following items helpful to bring:

- comb / brush
- slippers
- shampoo
- sleep wear
- tissues
- housecoat
- deodorant
- shaving accessories / razor
- toothbrush / toothpaste
- underwear
- feminine products

Our hospital strives to be SCENT FREE for the comfort of others who may be sensitive to scented products. Please refrain from using scented products during your stay or visit.

When you arrive for admission: If you are having a surgical procedure and arriving the morning of the procedure, enter at the main entrance and ask for further directions from the volunteers at the Main Desk.

If you are being admitted directly to a nursing unit (eg. your physician has arranged admission) come to the Emergency entrance and proceed directly to the Admitting desk in the Emergency waiting area.

Surgical Patients:
We ask that you not wear makeup, nail polish, perfume and other cosmetics. Bring important personal items such as a contact lens container. Take a bath or shower the night before or the morning of surgery and wear clean clothing.

Prior to surgery make sure that you follow your doctor’s instructions regarding when you must stop drinking and eating. Also consider any medications, laxatives or other special preparations before your surgery.

If you fail to follow the instructions, surgery may be cancelled.

Billing - Accommodation Plans, Patient Accounts & Insurance
Some services are not covered by the provincial health plan. You may pay your account upon discharge by cheque, cash or credit card.

Business Office
Hours of service: 8:00 a.m. - 4 p.m. Monday to Friday
Location: 2nd Floor (Administration Wing)

If you know you will be discharged on a weekend or holiday, please arrange to settle your account in advance. You must ensure the hospital has received full payment for any charges not covered by the provincial health plan or private insurance. Please check your insurance coverage before you come to the hospital. The provincial health plan does not cover extra costs such as semi or private rooms, telephone service or TV service. Private insurance may or may not cover all or part of these costs; if not, you are responsible for the difference.
Patient rooms - you may be assigned to one of three types of patient rooms:

- Ward .................. Up to four patients per room
- Semi-Private ....... Up to two patients per room
- Private ............... One patient per room.

When requested, semi-private and private rooms are assigned based on availability and the medical condition of all patients on the unit. You should be aware that you may be required to change rooms at any time during your hospital stay.

While every effort is made to minimize disruptions, room changes may be necessary when your treatment plan, or that of another patient, requires a private or semi-private room. We ask for you and your family’s patience and understanding in these situations and we assure you that all attempts will be made to avoid disruptions.

**Discharge / Transportation**

Before you leave the hospital, your doctor or nurse will give you instructions about treatment, medication and / or continuing care. The Discharge Coordinator (or your nurse) will assist you and your family with various discharge arrangements. Please ensure that any arrangements for post-hospital care have been finalized and can be implemented upon discharge.

It is important that you understand all instructions about your medication, diet, activity and return appointment before leaving. If you are unsure about anything, ask your nurse before you leave. There is a wide selection of information for patients to take home. Ask your nurse if there is information available about your surgical procedure or condition.

Discharge is at 11 a.m. Make sure you have arranged a ride to be available to take you home as soon as you are released.

If you have concerns about your discharge, please discuss them with your doctor or nurse on the unit. Questions regarding your medication should be directed to your physician.

If your requirements for acute care at the Hospital are completed and you are awaiting a room in a long term care facility, you will be charged a daily fee while remaining in hospital. This can be paid at the Business Office.

**Transfer for Treatment / Surgery to Other Hospitals**

You will need:

- PEI Provincial Health Care Card
- Money and / or credit card
- Travel clothing for trip home (coat, shoes, slacks, etc.)

After your treatment / surgery is completed, you may no longer require hospitalization and will be discharged by your doctor. It is your responsibility to make travel arrangements to home.
**Flower Policy**

Floral arrangements must be “hospital approved” from one of the local floral shops. Cut flowers from personal gardens are not allowed. Our volunteers at the front desk in the lobby will receive and deliver “hospital approved” floral arrangements.

Due to severe allergies, highly scented flowers are not permitted within PCH.

Flowers and plants are not permitted in the Intensive Care Unit.

**Medication**

Please bring all medications that you are currently taking in their original containers. These include:

- prescription drugs
- over-the-counter drugs
- laxatives
- vitamins
- aspirin products
- blood thinners

Your doctor will give you instructions about the medications you are to take prior to coming into the hospital. You must follow your doctor’s instructions about your medications.

*Please do not take your own medication while in the hospital unless specifically instructed to do so by your doctor or nurse.*

**Parking**

_There are various parking areas at Prince County Hospital:_

- Front (main) entrance - for use of visitors, volunteers and patients coming in for scheduled services.
- Emergency entrance - for use of patients requiring emergency service.
- Staff parking - south parking lot
- Physician parking - beside Emergency parking lot
- Mental Health / Addictions - for client parking.

**Telephone**

Telephones are available at the bedsides of inpatients. Patients or family members can activate the phone by directly contacting Aliant. Instructions are in the bedside table.

**Television Rentals**

The TV rental service at Prince County Hospital is operated by Hospitality Network. Patients or family members can activate the service by directly contacting Hospitality Network. Instructions are on the TV marquee. A visa or mastercard is required to initiate this service.

**Visiting Hours**

**General Information:**

- 11:00 a.m. to 1:00 p.m. and 2:30 p.m. to 8:00 p.m.
- Two visitors only at one time.
- Children under 12 years of age must be accompanied by an adult.
EMERGENCY ENTRANCE: Please use this entrance when you urgently need to see a physician. This department used to be called "outpatients", but is now called the Emergency Department. Please park in the Emergency parking lot and enter through the double glass doors.

MAIN ENTRANCE: The front or main public parking lot is used for all scheduled appointments and when visiting patients. Physiotherapy and Occupational Therapy services are also accessed through the main entrance. Visiting hours are 11a.m.-1p.m. and 2:30p.m.-8p.m.

Scheduled appointments include: Diagnostic Imaging (X-rays, Mammograms, CT Scans, Ultrasound), Lab (or bloodwork), Ambulatory clinics (such as oncology, endoscopy, asthma, respiratory, ECG testing or minor surgery clinic).

COMMUNITY MENTAL HEALTH & ADDICTIONS ENTRANCE: Please park and use the entrance on the east side of the building, near MacEwen Road. Prince County Hospital is a division of the Department of Health and wellness.
• No pets allowed.
• Exceptions - special needs must be arranged on each unit; discuss needs with your nurse.
• Patient rest period (no visitors) is 1:00 - 2:30 p.m. daily. Please check at nursing station as this period may be extended on certain units.

**Maternal / Child Unit:**
Parents and grandparents have 24 hour privileges. All other visitors 6:00 p.m. - 8:00 p.m.
Sleeper chairs are available for overnight parent stay - please bring your own bed-linen, pillow, towel, etc.

**Intensive Care Unit/Intermediate Care Unit (ICU & IMCU):**
Restricted to immediate family.
• Visitors should stop at the ICU door intercom to notify staff of their visit. This will help ensure access is appropriate at that time.
• Visiting is limited to the nurse’s discretion depending on the condition of patients in the unit.

**General Visiting:**
• Visitors should be free from colds and other infectious diseases. If you feel unwell or have been exposed to a contagious illness, please do not visit the hospital.
• Visitors should not visit room to room.
• Hand washing is the single most important thing you can do to help minimize your risk of infection. Be sure to help prevent infections by washing your hands frequently, and especially after using the washroom.

**Inpatient Mental Health:**
Monday - Friday 4:00 p.m. - 8:00 p.m.
Saturday - Sunday 11:00 a.m. - 1:00 p.m. & 2:30 p.m. - 8:00 p.m.

**Smoke-Free Places Act**
The primary purpose of the province’s Smoke-Free Places Act is to protect Islanders from the harmful effects of second hand tobacco smoke. A secondary purpose of the act is to reduce the overall consumption of tobacco products by those who smoke.

Effective September 15, 2009, the Smoke-Free Places Act was amended and proclaimed.

It is now against the law to smoke anywhere inside the hospital or on hospital grounds including inside vehicles.

**Scent-Free Policy**
All patients, visitors and staff are requested to refrain from using scented products.
Hospital Services

Administration & Business Office
This area is located on the 2nd floor (north block) of the hospital. In this area you will find the Business Offices as well as the offices of the Executive Director, the Director of Nursing, the Director of Hospital Services, the Director of Support Services, and the Director of Medical Services.

Ambulatory Care
Ambulatory Care is located at the front of the hospital. The Ambulatory services are grouped together in one section of the hospital, and care is coordinated through scheduled appointments.

*Services in Ambulatory Care include:*  
- Asthma / Chronic Obstructive Pulmonary Disease Education  
- Cardio Pulmonary (ECG, stress testing pulmonary and respiratory therapy services  
- Nursing care services (blood transfusions, injections, dressing changes, ostomy / wound care, etc.  
- Oncology services (chemotherapy, education and support groups)  
- Minor surgery clinic (lump and bump removal, biopsies including bone marrow and liver biopsies, vasectomies, carpal tunnel surgery, etc.)  
- Endoscopy - colonoscopes, gastroscopes, bronchoscopes and motility studies  
- Nutrition counselling  

Rehabilitative Services
This service is located on the 2nd floor, and provides physiotherapy and occupational therapy services for ambulatory patient, in patients and pre-school pediatrics.

Diagnostic Imaging
The Diagnostic Imaging Department (1st floor north block) offers the following services: CT scanning, Mammography, Ultrasound, General Radiography and Echocardiography.

Emergency
Located 1st floor north block, and in close proximity to Diagnostic Imaging and ICU.

The Emergency Department has a separate Emergency entrance, a four-space ambulance bay and a helicopter pad. Some emergency services include a critical care suite, trauma care, short stay observation as well as treatment rooms for procedures.
The Hospital has adopted the “Worst is First” approach which is based on national standards CTAS. Upon arrival, patients are assessed by the triage nurse and registered by an admitting clerk. Patients presenting with more urgent needs are seen first. Visits are limited to two immediate family members per patient unless there are exceptional circumstances. This is at the discretion of the nursing staff.

**Environmental Services**

Environmental Services staff play a major role in the healthcare delivery process. They contribute to the health and well-being of patients, staff, medical staff and the public by providing a clean, healthy, safe, functional and attractive environment. They are committed to individual excellence through continuing education and quality control of hospital cleaning standards.

Environmental Services staff are on-duty 24 hours a day, seven days per week. Easy access to Environmental Services staff is provided by portable phones which are carried by an on-call staff member. This gives hospital departments immediate response to requests regarding emergencies and unexpected spills, etc.

The department offers a variety of services to many different areas and uses a daily scheduled system of job routines to cover all areas of the hospital. Emphasis is placed on sanitation and sterilization control procedures. Housekeeping staff are responsible for the cleaning of the building and in addition; areas requiring special cleaning attention. Specialized equipment, materials, chemicals and other cleaning techniques are used.

Staff are also involved in promoting the proper sorting and recycling of compost and waste materials before they are removed from the facility.

Environmental Services continues to strive for the highest quality of service.

**Food Services**

The Nutrition Services Department provides meals to patients via tray service and via buffet services.

Patients receive a menu in advance which includes choices for breakfast, dinner and supper. Family, friends or nutrition service staff can assist patients in marking their menu if necessary. The menu will be picked up by staff delivering food to nursing units. For those patients who may be in hospital for extended periods of time, menus may be filled out a week at a time.

Menus at Prince County Hospital are designed to promote healthy food choices. Our menu reflects the health concerns of Islanders and incorporates past suggestions from patients and their families. We attempt to combine nutritious foods along with your favourites. Our food is prepared on the premises by qualified cooks.

Patients that require a special diet, or with major dislikes or food allergies, may notify their nurse when admitted so this can be communicated to the Nutrition Services Department. Patients may also notify Nutrition Services staff who are on the nursing units at meal times. Meals are served at approximately 7:30 a.m, 11:30 a.m and 4:30 p.m.
Nutrition Services staff deliver light snacks in the evening by way of a nourishment cart. Patients may choose from a variety of items such as cheese, fruit, crackers and cold drinks. Dietitian services are provided Monday to Friday from 8:00 a.m. to 12 noon.

For visitors who wish to eat in the cafeteria, the hours are as follows: 9 a.m. to 2 p.m. and 4 p.m. to 6 p.m. daily. The coffee shop, co-located with the cafeteria, is open from 6:30 a.m. to 8:00 p.m. Monday to Friday and 8:30 a.m. to 5:00 p.m. Saturday and Sunday.

**Health Resource Centre**

Located on the 1st floor south block, near the front entrance, the Health Resource Centre provides information for patients, families, staff and physicians regarding medical conditions, prognoses, and options in treatment. People looking for information on lifestyle change, wellness and health promotion will be able to research the topics in the centre’s collection of books and pamphlets or via the internet. The centre’s staff can also package information for families and patients regarding specific conditions and illnesses. The Health Resource Centre is accessible to the public Monday to Friday during regular business hours.

**Hemodialysis**

Hemodialysis is an Ambulatory Service providing life-saving treatment for patients living with Chronic Renal Disease. The unit is located on the main level near Ambulatory Care. We provide Hemodialysis Service for up to nine patients at a time running two shifts Monday – Saturday.

**Intensive Care Unit (ICU)**

The Intensive Care Unit provides critical care assessment and treatment to patients in an environment of highly specialized technology.

**Intermediate Care Unit (IMCU)**

Located adjacent to the Intensive Care Unit (ICU) on the 1st floor south block, the IMCU is step-down care from the ICU. Some patients leave ICU and are cared for in the IMCU before moving to the general nursing unit. Other patients may only require admission to IMCU.

**Laboratory Medicine**

The Laboratory provides comprehensive testing to support Prince County Hospital and the diagnostic needs of our community physicians.

*The department consists of the following disciplines:*

- Biochemistry
- Microbiology
- Hematology
- Histopathology
- Blood transfusion
- Coagulation
- Urinalysis

All services are provided on the written authorization from a medical practitioner who has the authority to order tests. Most tests require some preparation and are by appointment only.
**Maternal / Child Care Nursing Unit**
This combined obstetrical and pediatric unit is located on 2nd floor south. It features 6 labour / delivery / recovery / postpartum (LDRP) suites, a special care nursery and care-by-parent room. The pediatrics area includes 7 private rooms, and observation and ambulatory care areas.

**Nursing Units**
All nursing units feature a family / patient lounge as well as a quiet room to offer more privacy as required.

**Palliative Care**
Located on 1st floor south, within the Medical nursing unit, is a four-bed unit for the specialized care of palliative patients and their families. This care is a combination of therapies intended to comfort and support individuals and their families who are living with or dying from a progressive life threatening illness.

**Pastoral Services**
Our hospital chaplain is here to listen to you and offer support. The chaplain provides non-judgmental support to all people, regardless of religious / spiritual background or beliefs. The chaplain offers bedside visitation, assists in communication with family members, provides or assists in arranging Communion, Sacrament of the Sick and other religious rituals. You may request a visit from the chaplain by asking your nurse.

**Surgical / Restorative Care Nursing Unit**
This is a combined unit located on the 2nd floor. The Surgery unit provides care to patients post-operatively. Restorative Care is a dedicated service to those patients, following a decline in functioning ability as a result of an acute situation or chronic condition. Restorative Care offers a team approach to patient/family centered care. The focus is to assist the patient to achieve a level of independence to return home or to their safest living environment.
Volunteer Services

The Volunteer Program offers opportunity for volunteers to assist patients, families and staff, to enhance hospital services. Over 300 dedicated volunteers are scheduled each week, as valued members of the health care team, to assist throughout the Hospital in areas such as Front Desk Hospitality, Emergency Department, Restorative Care, Pastoral Care, Ambulatory Care, and others.

Each volunteer role has specific duties and as an example, the Front Desk Hospitality volunteers offer direction and support, deliver the mail, flowers, newspaper and offer a friendly visit. You can ask them to run a small errand, such as mailing a letter for you.

Volunteers wear name tags and a salmon or green colored smock or vest. Student volunteers wear burgundy T-shirts with a PCH logo.

We welcome interest from members of the community to apply to volunteer by calling the Volunteer Coordinator at 438-4359 or email dlheckbert@ihis.org. Our Volunteer office is located in Ambulatory Care, near the front door.
For Your Safety

Balloons
Many individuals are allergic to latex, the material used in the usual type of balloon. Latex balloons are not permitted, however Mylar (metallic paper) balloons are allowed.

Communication and Confidentiality
Effective communication is an important part of the treatment and caring process. To keep everyone informed, it is important to select one responsible member of your family, or a close friend, to act as your spokesperson. Tell your doctor and nurse the name and contact information for this person so information about your condition can be conveyed to him / her. Your spokesperson can then be the person who communicates what you wish to your family and friends.

Electrical Equipment
To safeguard from accidents, personal electric equipment is not permitted within PCH.

Infection Control
As a patient you can participate in infection control by washing your hands before leaving your room and after using the bathroom. It is important that your visitors be free from colds and other infectious diseases. All remaining visitors and clients of hospital services are encouraged to utilize handwashing stations when arriving at the hospital and throughout their stay.

If you require isolation precautions, your nurse can teach your visitors about hand washing and using protective barriers. If you are on isolation precautions, your visitors should report to the nurses’ desk for instructions before they enter your room.

Visitors are reminded not to visit room to room.

Leaving the Nursing Unit
It is advisable that you do not leave your nursing unit for any reason unless you are going for tests in another part of the hospital. If you must leave, notify your nurse where you are going and how long you will take.

If you have an intravenous pump and you go outside in extreme temperatures (cold or hot) the functioning of the pump may be affected.
Mutual Respect and Tolerance
Prince County Hospital believes its patients, staff and physicians are entitled to an environment free of harassment and aggression. Physical or verbal abuse of patients, family members, visitors, staff or physicians will not be tolerated. Any person who verbally or physically threatens or attacks another, or destroys hospital property is liable to be reported to police.

Nurse call
The nurse call system will be explained to you on admission to your room. If you require assistance, do not hesitate to use the nurse call system to notify nursing staff on duty.

An emergency call system is also located in patient washrooms.

Perfumes and After Shave
PCH promotes a scent free environment. Please refrain from using scented products during your hospital stay.

Restraint
We believe in the dignity, independence, freedom and the right of a patient to make his/her own decisions. The decision to use physical restraint must weigh on the infringement of a patient’s rights, against the risk of a patient causing serious harm.

Security
The Corps of Commissionaires carries out security for the hospital. They do security and fire safety rounds in the hospital as well as on the hospital grounds at various times throughout their tour of duty. They also assist staff in providing general information as required.

Staff Identification
All physicians, staff, volunteers and students wear identification. If you do not know who someone is, ask to see their identification.

Valuables
Upon admission, the patient will be asked to sign the Release of Liability section on the General Consent Form. Management and staff of Prince County Hospital will not assume any liability for the loss or damage to personal belongings or monies (except those placed in safekeeping) brought to the hospital by you or by others on your behalf. Please leave jewelry and valuables at home. It is suggested that not more than $20 be kept at your bedside.

If you notice that you have lost a personal item, notify the nursing staff who will begin a search for it.
Other Services

Addiction Services
Addiction Services is located on 1st floor south block, with a separate entrance at the east side of the building. Services include aftercare, rehabilitation, gambling and day programs for youth, men and women.

Ambulance Services
Ambulance services are partially subsidized by the PEI Government. For specific information on “your cost” of ambulance transfers, the nursing supervisor on duty can explain any additional costs. Ask your nurse to contact the nursing supervisor for you.

If you are a patient from another province or country, ambulance costs are not subsidized by the PEI Government. Any ambulance costs will be charged directly to you.

Inquiries regarding ambulance services can be referred to the nursing supervisor on duty or the Business Office (2nd floor).

Automated Bank Machine
The PCH Auxiliary provides an automated bank machine on the second floor, with the vending machines beside the Coffee Shop / Cafeteria. A fee portion is applied to each transaction of which a portion goes directly to the equipment fund. Your personal bank may charge a small additional fee to this transaction as well.

Community Mental Health
Community Mental Health is located on 1st floor south and shares a separate entrance with Addictions. Services include psychiatric day programs and mental health counselling.

Complementary Therapy
In some circumstances, patients may ask for treatments in the hospital by their private therapists, such as acupuncturists, chiropractors, reflexologists, childbirth assistants, etc.

These types of therapies must be ordered by your doctor and can only be provided by therapists who have requested the privilege of seeing patients in the hospital. You will be required to sign a form that releases the hospital and your physician from all liability in relation to any harm to you that may result from these therapies.

All medical, nursing or allied health treatment will not be interrupted or delayed due to provision of this complementary therapy.
Prince County Hospital Foundation

The medical equipment used during your stay at Prince County Hospital has been purchased through the fund raising efforts of the Prince County Hospital Foundation. The volunteers and staff greatly appreciate the millions of dollars that donors have given over the years to ensure our hospital has excellent medical equipment to assist doctors and staff in diagnosis and care.

If you would like to join the thousands of grateful patients who have supported our fund raising efforts, we would be pleased to assist you. The Foundation office is conveniently located just inside the main entrance to the hospital. You can also visit the Foundation’s web site at the following online address where you can make a contribution online and find out more about our programs: www.pchcare.com. Our staff would be happy to answer any questions you may have. Just call 432-2547.
**Gift Shop**

The Wishing Well Gift Shop is located at the main entrance to the new Prince County Hospital and is operated by the Prince County Hospital Auxiliary. The Gift Shop offers a selection of gifts for all occasions (get well, birthdays, baby, Christmas, wedding, etc.) Cards, magazines, newspapers, stamps and assorted items are also on sale.

Gift Shop Hours:  
- Monday - Friday: 9 a.m. to 7 p.m.  
- Saturday: 1 p.m. to 7 p.m.  
- Sunday: 1 p.m. to 7 p.m.

**Vending machines are available in various locations throughout the hospital:**  
- 1st Floor - Through Main entrance, in main corridor.  
- 2nd Floor - Beside Cafeteria / Coffee Shop.

**Home Care Services**

In order to avoid unnecessary home visits, please tell your nurse on admission if you are in a home care program. The home care case manager can then be notified to put your services on hold. While in hospital, your nurse will follow your progress and will meet with you prior to your discharge to reassess your needs and resume your services at home.

If you feel you will require help when at home, ask your nurse to have the Discharge Coordinator see you. The discharge coordinator will assess your needs and refer you to the Home Care Program if you qualify.

If you are wanting to hire a private home care service, the Discharge Coordinator or your nurse can give you various information pamphlets on this service.

If you have special equipment needs, your nurse can direct these to our occupational therapist who will assist you in the process of obtaining equipment.

Postpartum women will be visited in hospital by a Public Health Nurse. Following discharge, each new mother will be contacted by a Public Health Nurse to arrange for a follow-up visit in her home.

**Hospice**

The Island Hospice Association has trained volunteers available to support patients and families as they deal with a terminal illness. These dedicated volunteers are part of the palliative care team.

Hospice volunteers have experience dealing with terminally ill patients and are there to comfort and enrich people’s lives.

If you are interested in volunteering or wish to access Hospice services for you or a loved one, contact the Hospice Coordinator at 438-4231.
Lost and Found
Lost and Found is located at the front desk in the main lobby. If you are aware of a lost item, please notify your nurse as soon as possible to register the lost item with the volunteers at the front desk. Items can be picked up until 8 p.m.

Newspapers
Limited complimentary copies of The Journal Pioneer are delivered to nursing units every day (except Sunday). Both The Guardian and Journal Pioneer are available at the Wishing Well Gift Shop at the main entrance to the hospital.

Private Duty Nursing
There are a few local private agencies who provide private duty service. Your nurse or our discharge coordinator can provide you with information if you are interested in private duty. All private duty arrangements are to be arranged directly by you or your family with the private agency.

Satisfaction Surveys
In our effort to improve care, you may be requested to complete a satisfaction questionnaire about your stay in the hospital. These surveys are mailed to patients upon discharge and we would appreciate your taking the time to complete the survey.

We are interested in your feedback on our service. If you have information you want to share, please notify your nurse.

Translation Services
French language services are available by contacting the nursing supervisor on duty. Other translation support services may be available through volunteers or by contacting the nursing supervisor on duty.

A French translation of this directory is available by contacting Volunteer Services.

Your Personal Information
In order to provide health services, we need to collect personal information from our patients / clients. We must protect this information by law and the ethical standards of health professionals.

Personal information identifies who you are. Examples may include your name, personal health number or medical information.

The Freedom of Information & Protection of Privacy (FOIPP) Act of Prince Edward Island, and other Acts which govern health services on Prince Edward Island, allow us to collect, use and disclose the personal information needed to provide health services.
Patient Rights and Responsibilities

Quality Care

You have the right
• to quality care delivered by professional staff in a facility complying with safety standards.

You are responsible for
• working as a partner in your health care team and to follow the safety standards of the hospital.

Information

You have the right
• to ask for and receive, in terms you understand, information on your health care;
• to know the names, positions, titles and professional relationships of your health care team; and
• to be consulted on your hospital discharge arrangements.
• to be treated at all times with respect and consideration;
• to be addressed by your preferred name without undue familiarity;
• to share your views, observations and problems with staff; and
• to receive appropriate responses to your requests for services that can be reasonably obtained.

You are responsible for
• giving your care givers accurate information about your health;
• asking questions about what you don’t understand; and
• maintaining your treatment and notifying your health professional of any changes in your health after leaving the hospital for keeping or cancelling appointments.
• treating all staff and other patients with respect and consideration.

Privacy

You have the right
• to as much privacy as we can provide; and
• to confidentiality of your health information.

You are responsible for
• understanding the limitation placed on privacy due to our facility. Please respect the privacy of other patients.

Your Health Care

You have the right
• to agree or to refuse any procedure or medical treatment;
• to leave the hospital against the advice of your health care team;
• to know the consequences of any of these decisions; and
• to agree or to refuse participation in any teaching or research program. Your decision will not affect the quality of care you receive.

**You are responsible for**
• your health care decisions.

**Persons Acting on Your Behalf**

**You have the right**
• to have someone act on your behalf if you cannot speak for yourself.

**You are responsible for**
• designating an individual to act on your behalf should the need arise.

**Explanation of Your Bill**

**You have the right**
• to an explanation of any hospital-acquired charges not covered by PEI Medicare or private insurance.

**You are responsible for**
• promptly paying your hospital bills.
What is a Health Care Directive?

A health care directive is a legal document describing the amount and type of health care you want, should you become incapable of making care decisions on your own.

Anyone who is 16 years of age or older, and is capable of making health decisions, can make a directive.

A health care directive needs to be in writing, dated and signed. A special form or format is not required although several sample forms are available. A health care directive never takes priority over a capable person’s consent.

Why should I make a Health Care Directive?

A health care directive gives you more control over the health care you will receive, should you become incapable of making decisions. Also, your directive may help alleviate the burden experienced by families, friends and health professionals who would otherwise have to presume what your wish might be.

What does a Directive Include?

In your directive, you can appoint a proxy – a person whom you trust – to make health care decisions on your behalf. Your directive may be specific, outlining treatment, procedures or medication that you may or may not wish to have.

Or, your directive can be general, simply stating your beliefs and directions should decisions need to be made for you by others. For example, you may state that if you are ever in a coma, you do not wish to have life supports beyond a certain period of time.

Health Care Directives / Power of Attorney / Organ Donation

Please advise your nurse at the time of your admission if you have the following:
- Power of Attorney for personal care
- Health Care Directive / living Will / Advance Directive
- A signed organ donor card.

Please discuss your wishes with your family. Should you or your family require further information your nurse will refer your request to the Pastoral Care Department.

The decision to become an organ and tissue donor is a very personal one. Transplantation allows you to give the gift of life – the donation after death of organs and tissue for those who desperately need them.

At any one time, more than 2,800 Canadians are on waiting lists for transplant operations that could improve their health and save their lives. Each year, growing numbers of men, women and children are waiting for transplants because there is a critical shortage of available organs and tissues. Canada’s organ donation rate is among the lowest of developed countries worldwide.

If you would like to know more about how you can become a donor, contact Carol Walker, BN at 438-4507.
Frequently Called Numbers

Main Hospital Number .................................................................438-4200
Fax ..............................................................................................................438-4201
Emergency ..............................................................................................438-4310

A
Addiction Services .................................................................................888-8380
Administration
• Business Office ................................................................. 438-4380
• Executive Director ........................................................... 438-4510
• Medical Director ................................................................. 438-4518
• Director of Nursing ............................................................. 438-4513
• Director of Support Services .................................................. 438-4530
• Director of Hospital Services ................................................ 438-4519
Ambulatory Care
• CardioPulmonary; Endoscopy; Minor Surgical; Nursing Care Suite ...... 438-4240
• Oncology .................................................................................. 438-4418
• Ambulatory Care/Minor Surgical Booking ..................................... 438-4223
• Asthma Education Centre ......................................................... 438-4252

C
Community Mental Health ........................................................................888-8180

D
Day Surgery/Pre-admission Clinic ..........................................................438-4450
Dietitian - Out Patients ..............................................................................888-8064
Diagnostic Imaging ..................................................................................(General Inquiries) 438-4329
(Radiology, X-ray, CT, Ultrasound)

F
Foundation ..............................................................................................432-2547

G
Gift Shop .................................................................................................432-2531

H
Health Information Services (Health Records) .........................................438-4300
Human Resources ...................................................................................438-4512

I
Infection Control .......................................................................................438-4506
L
Laboratory................................................................. 438-4280

M
Materials Management............................................ 438-4275

N
Nurse Scheduling.................................................... 438-4544
Nursing Units
• Emergency.............................................................. 438-4310
• ICU/IMCU............................................................. 438-4370
• Maternal and Child Care - Obstetrics...................... 438-4490
• Maternal and Child Care - Pediatrics...................... 438-4492
• Medical/Palliative Care......................................... 438-4390
• Mental Health Nursing Unit.................................... 438-4400
• Surgery/Restorative Care........................................ 438-4500

O
Occupational Therapy.............................................. 438-4480

P
Pastoral Care............................................................ 438-4374
Pharmacy................................................................. 438-4295
Physiotherapy.......................................................... 438-4480

R
Rehabilitative Services............................................. 438-4480

V
Volunteer Coordinator.............................................. 438-4359
Level 1 Map
Level 2 Map
Contributing Advertisers

Prince County Hospital is grateful to all advertisers for helping to make this directory possible. Please note that an advertisement in this directory does not imply an endorsement by Prince County Hospital.

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Perrin’s Clinton View Lodge ................................................................. 31
South Shore Villa .................................................................................. 31

Retirement Residences
Kensington Community Care Home .................................................... 31
Committed to Quality of Care & Service
Trusted care to keep you safe at home - wherever home may be.

We can help.

Whether you are looking for someone to help an aging loved one a few hours a week, or need more comprehensive assistance, Home Instead can help.

Call for a free, no-obligation appointment:
902.367.3868 or 866.573.TRUST (8787)

Each Home Instead Senior Care® franchise office is independently owned and operated. © 2009 Home Instead, Inc.

Kensington Community Care Home

24 Hour Service
P.O. Box 855
25 Broadway St.
Kensington, PEI
C0B 1M0
902-836-3019

Better care
for a better life

Our caregivers make the difference...
every visit, every time.

- Nursing
- Personal Care
- Home Support
- Hospital/Nursing Home Respite and Companionship

- Companionship
- Palliative Care
- Funding Investigations
- 24 Hour/7 Day Service

- Free Health Consultation
- Nurse Supervised Staff

Bayshore Home Health

Island wide service available, please call
1.866.892.7353

www.bayshore.ca

Clinton View Lodge

Licensed Community and Nursing Care Facility
Private and Semi Private Suites for Seniors

- Caring and Courteous Trained Staff
  for your Personal Comfort and Needs
- Directed Activity Programs
- Respite Care and Convalescent
  Care Services
- Beautiful Country Setting

Registered Nurses on duty 24 hours a day

Clinton, Prince Edward Island 902 886-2276

South Shore Villa

Quality Community & Nursing Care Serving P.E.I.

- Private & Semi-Private Rooms
- Respite Care
- Planned Activity Schedule
- Weekly Doctor Visits
- Home Cooked Meals
- Independent Apartments
- RN’s on 24 hrs/day

24 hr RN Care on Staff

www.SouthShoreVilla.ca

Patient Services Directory
“Caring for Families of All Faiths with Dignity and Compassion”

EAST PRINCE FUNERAL HOME & CHAPEL

Pre-Arranged Funerals Available
Ample Parking
Serving both Members & Non-Members

Larry MacKinnon
Licensed Funeral Director

DIRECT SUPPLIER OF GRANITE MEMORIALS

Ph: 902-436-0915                     Fx: 902-888-3112
245 POPE ROAD • SUMMERSIDE, P.E.I.  C1N 5T4
www.peifuneralcoops.com epfuneral@eastlink.ca

DAVISON FUNERAL HOME & CHAPEL
(1979) LTD.

Agents for Heritage Memorials

Ira M. Moase
Owner, Licensed Embalmer
Funeral Director

PRE-ARRANGED FUNERALS

John W. MacIsaac
Licensed Embalmer
Funeral Director

Phone 1-902-836-3313
7 Sunset Dr., P.O. Box 540 • Kensington P.E.I. C0B 1M0
www.davisionfh.com
Since 2009, Credit Unions on PEI have contributed over $116,000 into the Island healthcare system as a result of the iCare Program.

Visit us online to see how you’re already supporting the iCare Program today.
Cover your Cough

Cover your mouth and nose with a tissue when you cough or sneeze
OR
cough or sneeze into your upper sleeve not your hands.

Clean your Hands

after coughing or sneezing
Wash hands with soap and water for 20 seconds
OR
clean with alcohol-based hand cleaner.

Stop the spread of germs that make you and others sick!
The H1N1 flu virus is a respiratory illness that causes symptoms similar to those of the seasonal influenza (fever, cough, runny nose, sore throat, body aches, fatigue and lack of appetite).

For more information please contact:
www.fightflu.ca OR 1-888-748-5454