PATIENT SERVICES DIRECTORY

Queen Elizabeth Hospital
P.O. Box 6600
Charlottetown, Prince Edward Island C1A 8T5
Tel: (902) 894-2111 • Fax: (902) 894-2416

www.healthpei.ca/qeh

Please feel free to take this directory home for future reference.
This directory is also available at www.patientdirectory.ca

Printed August, 2015
Welcome to the Queen Elizabeth Hospital

Dear Patients and Visitors,

Welcome to the Queen Elizabeth Hospital. Our physicians, nurses, support staff and volunteers are committed to making your stay or visit as pleasant and comfortable as possible.

The Queen Elizabeth Hospital was established in 1982. The QEH is the provincial referral Hospital and is dedicated to improving the health of Islanders by providing leadership in acute care and specialized Hospital services.

The purpose of this directory is to provide you with information about our programs and services. We want your experience at the Queen Elizabeth Hospital to be a positive one. Please do not hesitate to speak with any of our staff if you require more information. We encourage your feedback so we can work together to better serve you in the future.
# Table of Contents

<table>
<thead>
<tr>
<th>A</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration</td>
<td>5</td>
</tr>
<tr>
<td>Admitting</td>
<td>5</td>
</tr>
<tr>
<td>Ambulatory Care</td>
<td>5</td>
</tr>
<tr>
<td>Auxiliary</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>B</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Bank Machine</td>
<td>6</td>
</tr>
<tr>
<td>Bicycle Racks</td>
<td>6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>C</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Cafeteria - Abegweit Room</td>
<td>6</td>
</tr>
<tr>
<td>Cancer Treatment Centre</td>
<td>6</td>
</tr>
<tr>
<td>Canteen - Royal Pantry</td>
<td>6</td>
</tr>
<tr>
<td>Cellular Phones/Wireless Devices</td>
<td>6</td>
</tr>
<tr>
<td>Chapel (also see Spiritual Care)</td>
<td>7</td>
</tr>
<tr>
<td>Coffee Shop - Crema Coffee</td>
<td>7</td>
</tr>
<tr>
<td>Concerns and Suggestions</td>
<td>7</td>
</tr>
<tr>
<td>Consent</td>
<td>7</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>D</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Diagnostic Imaging (X-ray)</td>
<td>7</td>
</tr>
<tr>
<td>Diaper Changers</td>
<td>7</td>
</tr>
<tr>
<td>Directions to the Hospital</td>
<td>7</td>
</tr>
<tr>
<td>Discharge Information (also see Social Work and Patient Accounts)</td>
<td>8</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>E</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Elevators</td>
<td>9</td>
</tr>
<tr>
<td>Emergency Department</td>
<td>9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>F</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Care Room</td>
<td>9</td>
</tr>
<tr>
<td>Fire Exits</td>
<td>9</td>
</tr>
<tr>
<td>Foundation</td>
<td>9 &amp; 23</td>
</tr>
<tr>
<td>Frequently Called Numbers</td>
<td>10</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>G</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Gift Shop - Lilliber’s</td>
<td>10</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>H</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Haircare Services</td>
<td>10</td>
</tr>
<tr>
<td>Health Care Directives</td>
<td>10</td>
</tr>
<tr>
<td>Health Information Resource Centre</td>
<td>11</td>
</tr>
<tr>
<td>Hearing Assistance</td>
<td>11</td>
</tr>
<tr>
<td>Home Care</td>
<td>11</td>
</tr>
<tr>
<td>Hospice</td>
<td>11</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>I</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>ICU Family Room</td>
<td>11</td>
</tr>
<tr>
<td>Important Information About the Queen Elizabeth Hospital Emergency Department</td>
<td>20</td>
</tr>
<tr>
<td>Infection Control</td>
<td>11</td>
</tr>
<tr>
<td>Information Desk</td>
<td>12</td>
</tr>
<tr>
<td>Interpreters</td>
<td>12</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>J</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Laboratory Medicine</td>
<td>12</td>
</tr>
<tr>
<td>Lost and Found</td>
<td>12</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>K</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mail</td>
<td>12</td>
</tr>
<tr>
<td>Meals (see also Cafeteria)</td>
<td>13</td>
</tr>
<tr>
<td>Mutual Respect and Tolerance</td>
<td>13</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>L</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Newspapers</td>
<td>13</td>
</tr>
<tr>
<td>Nursing Units</td>
<td>13</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>M</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Outpatient Clinics</td>
<td>13</td>
</tr>
</tbody>
</table>

---

We are constantly changing to meet your needs. The information presented here may be subject to change.

www.healthpei.ca/qeh
Patient Rights

At the Queen Elizabeth Hospital patients have:

- The right to be informed
- The right to be respected as the individual with the major responsibility for his or her own health care
- The right to die with dignity
- The right to participate in decision-making affecting his or her own health
- The right to equal access to health care

For more information about patient rights, please ask your nurse.
A

Administration
Located on the Level Three (top floor).

Admitting
Located on the Level Two (main floor).
Please present your orange P.E.I. Health Card.
For safety reasons, you must not remove the identification bracelet put on your wrist during admission while you are a patient.
If you have not been to the admitting office PLEASE stop by yourself or have a family member stop before your discharge.

All patients must register for tests at the Admitting Department with the exception of Diagnostic Imaging, Pediatrics Clinic (registration done in the clinic between 8 am to 4 pm, after hours registration done in Admitting) and P.E.I. Cancer Treatment Centre.

Ambulatory Care Centre

Level 1
• Asthma Education Centre
• Eye Clinic
• Same-Day Treatment Unit
• Hemodialysis

Level 2
• Specimen Collection
• Special Testing Services: ECG, Holter Monitoring, Cardiac Stress Test, Pulmonary Lung Function, Echocardiogram, EEG, EMG, Nerve Conduction Studies, Vascular Lab.
• Shared Clinics including: Clinic A - ENT, Enterostomal Therapy, Infusion Pump, Out-Patient Dietitian, Renal and Respiratory Clinic. Clinics B and C - Heart Health, Orthopedic, Pacemaker, Plastics, Telehealth Services, Urology and Vascular Prevention.
• Endoscopy
• Bronchoscopy
• Cystoscopy
• Lithotripsy
• Surgical Procedures
Auxiliary

The Queen Elizabeth Hospital Auxiliary Inc. is a volunteer organization that provides funds, services, education and fellowship for the patients, staff and volunteers of the Queen Elizabeth Hospital. The Auxiliary operates both the Royal Pantry Eatery and Lilliber’s Gift Shop as major fundraising activities. The Auxiliary has 250 active volunteers, and new volunteers are always welcome. If you are interested in giving some of your time and talent to the Auxiliary call 894-2400.

B

Bank Machine

A 24-hour Metro Credit Union bank machine is located at the main entrance.

Bicycle Racks

Bicycle racks are located outside the main entrance. The Hospital is NOT responsible for theft or damage.

C

Cafeteria - Abegweit Room

The Abegweit Room is located on Level One (bottom floor) and provides an extensive menu for staff, volunteers and visitors. It is open seven days a week from 9:00 a.m. - 5:45 p.m.

Cancer Treatment Centre

The P.E.I. Cancer Treatment Centre is located on Level Two (main floor). The Centre provides both radiation therapy and chemotherapy services. For more information call 894-2027.

Canteen - Royal Pantry

Located on Level Two (main floor), in the main Lobby. The Royal Pantry raises funds for the Hospital through sales of soup, sandwiches and light snacks to visitors, staff and patients. The Royal Pantry is staffed by a coordinator and Auxiliary volunteers. It’s hours of operation are: Monday to Friday, 8:00 a.m. to 9:15 p.m. and Saturday and Sunday, 1:00 p.m. to 9:15 p.m.

Cellular Phones/Wireless Devices

Cell phones and wireless devices may be used in any area of the hospital where direct patient care is not being provided.
Chapel (also see Spiritual Care)
Located on Level Two (main floor), across from Telecommunications. Services are open to all faiths and are held:
Sunday Protestant Services......................... 10:00 a.m.
Roman Catholic Services..................... 11:00 a.m

Coffee Shop - Crema Coffee
The Crema Coffee Shop is located on Level Two (main floor) near the Information Desk. The coffee shop is open every day from 6:45 a.m. - 9:30 p.m.

Concerns and Suggestions
If you have concerns or suggestions about your care while in Hospital, please ask to speak with the Nurse Manager of your unit. There is also a suggestion box located in the main lobby.

Consent
According to the Consent to Treatment and Health Care Directives Act, to obtain your consent or refusal to treatment the following criteria must be met: consent must be informed; consent must be given voluntarily; and consent must relate only to the treatment that has been explained and discussed. For more information on consent please speak with your health care practitioner.

Diagnostic Imaging (X-ray)
Located on Level Two (main floor). The Diagnostic Imaging Department provides a full range of services by referral.

Diaper Changers
Diaper Changers are located in the public washrooms located in the Emergency Department and in the main Lobby on Level Two (middle floor).

Directions to the Hospital
The Queen Elizabeth Hospital is located at 60 Riverside Drive, in Charlottetown. Our mailing address is:
Queen Elizabeth Hospital
P.O. Box 6600
Charlottetown, PE
C1A 8T5
Discharge Information
(also see Social Work and Payment of Patient Accounts)

Please note that our discharge time is 11:00 a.m. for most patients. We ask that you observe this time closely. Please report to the cashier and discharge desk on Level Two before leaving the Hospital.

One of the ways we try to make sure that there is always a bed available for you when you get sick and need to come into the hospital is by starting to plan for your eventual discharge from hospital as soon as you are admitted. This means that we will ask your doctor to estimate when you are likely to be ready to leave the hospital, based on his/her knowledge of your particular health concerns and how long it usually takes to recover from your particular acute illness or injury.

If it appears that you or your family will need additional help after you go home, you will be contacted by our Social Workers shortly after hospital admission. These trained professionals, along with our Home Care Coordinator, will visit you shortly after you are admitted to start planning for your hospital discharge. If it appears that you, or your loved one, will not recover sufficiently to be cared for at home and arrangements need to be made for you to go to a community care or long term care facility when your hospital stay is completed, we will help you start planning for that, as well.

When you are feeling better, and your doctor tells us that you no longer need to be in an acute care hospital bed, you are to make arrangements to leave the hospital that day. If you or your loved one is given a medical discharge of Awaiting Placement - Long Term Care or Awaiting Placement - Community Care and a suitable long term care or community care bed is available to meet your ongoing needs you will be discharged to the first available vacancy. If this option is refused an immediate plan to discharge the patient to home within 24 hours will be developed and implemented. A bed may be offered outside of the patient home community. If the patient moves to this bed they will be given first priority to transfer back when an appropriate bed becomes available.

Once you are medically discharged and Awaiting Placement - Long Term Care, Health PEI policy requires charging you the daily medical discharge fee equaling the daily long term care rate. The current maximum rate is $77.60.

A family member or friend should take you home after a Hospital stay. Please make sure you have all of your belongings and Hospital cards, as well as any aftercare instructions and prescriptions you may be given by your health care provider. It is important that you understand all instructions about your medication, diet, activity and return appointments. If you are unsure about anything, ask your healthcare provider before you leave.
Elevators are located on each floor of the Hospital near the centre of the main corridors. Please note that not all elevators go to Level Three.

Emergency Department
The Emergency Department treats patients for life threatening/near death situations, urgent medical/surgical problems and non-urgent conditions. The Emergency Department is NOT the same as “Outpatients” which treats patients with previously scheduled procedures.

The Emergency Department is open on a 24-hour basis. The Emergency Department has its own parking lot, reserved for Emergency Department patients ONLY. Outpatient clinic patients must park in the main parking lot. For more information please see “Emergency Department Information” on page 21.

Family Care Room (Unit 5)
The Family Care Room is a resource used by the staff of Unit 5 (Pediatrics) to help families and young patients through the healing process. The Family Care Room is a warm, comfortable place where a family can go for privacy.

Fire Exits
Fire Exits are clearly marked throughout the Hospital. Do not attempt to use the elevators during a fire alarm. All fire doors will automatically close until the ALL CLEAR announcement is made overhead. During a fire alarm, remain in your area and do not move throughout the Hospital unless directed by staff or Fire Department personnel.

Foundation
The QEH Foundation is committed to raising funds to purchase much-needed medical equipment for the Queen Elizabeth Hospital, Prince Edward Island’s largest referral Hospital. The Foundation provides the only ongoing, annual source of funding for medical equipment for our Hospital. Together, with the help of many generous donors and volunteers, we work to make sure the finest care is available for you and your loved ones.

If you would like more information on how to make a donation, become a volunteer, or if you would like to share your QEH experience with us, please call us at 894-2425, check out our website at www.qehfoundation.pe.ca, or feel free to visit us in the main lobby at the Queen Elizabeth Hospital.
Frequently Called Numbers

Main Number................................................................. 894-2111

Administration
  Chief Administrative Officer........................................... 894-2351
  Medical Director........................................................... 894-2411

Admitting................................................................. 894-2237

Diagnostic Imaging (X-ray)...................................................... 894-2233

Director of Nursing............................................................. 894-2355

Emergency................................................................. 894-2200

Foundation................................................................. 894-2425

Information Desk............................................................. 894-2095

Mammography...... 894-2915 locally or toll-free 1-888-858-2915

Medical Records............................................................. 894-2082

Nursing Units ............................................................... (see “Nursing Units” page 14)

Pre-surgery Clinic ............................................................ 894-2438

Social Work................................................................. 894-2299

Spiritual Care............................................................... 894-2053

G

Gift Shop - Lillibet's

Located in the main Lobby on Level Two (main floor). Operated by the Hospital Auxiliary, Lillibet's Gift Shop offers a wide range of gift ideas for baby showers, wedding presents, graduation, birthdays and anniversaries. Lillibet's is a major fundraising activity for the Auxiliary and is open Monday to Friday from 9:00 a.m. to 8:45 p.m. and Saturday and Sunday from 2:00 p.m. to 8:45 p.m. Their phone number is 894-2057.

H

Haircare Services

Volunteers visit nursing units to offer shampoo and blow-dry services once a week. Contact the ward clerk on your Unit to have your name added to the list.

Health Care Directives

A health care directive, often called a “living will”, is a legal document describing the amount and type of care you want, should you become incapable of making health care decisions on your own. Anyone who is 16 years of age or older and capable of making health care decisions can make a directive. A health care directive must be in writing, dated and signed. A special form is not required, although several sample forms are available. For more information or a sample call 368-6160.
Health Information Resource Centre
The Health Information Resource Centre provides free Internet access to patients and their families who are looking for health information. It is located in the main Lobby and it is available from 8:00 a.m. to 8:00 p.m. seven days a week. Patients and their families are encouraged to use the centre at their convenience.

Hearing Assistance
The Queen Elizabeth Hospital has a comprehensive program to assist persons with hearing difficulties. Please identify your need for assistance to your health care provider. We recognize that effective communication with staff is essential during your hospital stay. Good communication begins when patients can hear and understand staff messages. Please ask us for help.

Home Care
If you are interested in receiving Home Care services (for example, nursing, visiting homemakers, physiotherapy, etc.) after you are discharged, contact the Social Work Department at 894-2297.

Hospice
The Hospice Palliative Care Association of PEI is a group of trained volunteers who believe that through caring for and supporting the dying person and his/her family, they can lessen the fear and uncertainty associated with death and dying.
Hospice care is comforting, conversing, listening, reading, prayerful meditation, walking, driving patients to medical appointments and doing those small things that help bring peace of mind.
Hospice care is provided for persons in the last phases of illness, when cure is no longer a realistic possibility.
Hospice volunteers can be reached at the Queen Elizabeth Hospital by calling 894-2148 or 368-4498.

ICU Family Room
Located just outside of the Intensive Care Unit (ICU) on Level Two (middle floor). The Family Room provides a quiet place for the families and friends of patients in the ICU.

Infection Control
As a patient you can participate in infection control by washing your hands before leaving your room and after using the bathroom. All visitors and patients/clients of hospital services are encouraged to utilize hand washing 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.

No bare feet allowed.

**Information Desk**
Located at the Main Entrance of the Hospital. The desk is operated by Volunteer Services and is open from 8:30 a.m. to 8:30 p.m. The Information Desk can be contacted by calling 894-2095.

**Interpreters**
To ensure clear communication between patients, families and staff, we have a list of personnel and volunteers who are able to provide interpreter services. You may arrange this service through your health care provider.

**Laboratory Medicine**
Located on the third floor, the Laboratory provides a full range of laboratory testing. Laboratory technologists may be visiting you on a regular basis while you are in the hospital to collect blood samples which are tested to provide information to your physician. An outpatient collection service is provided in the Specimen Collection area in the main lobby and in the PEI Cancer Treatment Centre.

**Lost and Found**
If you are looking for a lost item or would like to turn in something you have found, call 894-2031. Found items can also be turned into the Information Desk in the Main Lobby.

**Mail**
Ask your friends and relatives to send items clearly marked with your full name to:

**Queen Elizabeth Hospital**
60 Riverside Drive
P.O. Box 6600
Charlottetown, PE
C1A 8T5

Patient mail is delivered every morning, Monday to Friday. Parcels, flowers and other items left at the Information Desk are delivered throughout the day.
while the Information Desk is in operation.
A mailbox is located at the Main Entrance. Stamps can be purchased at Lillibet’s Gift Shop.

**Meals (see also Cafeteria)**
Most patients receive a menu from which to make meal choices. Your dietary provider can assist you in marking your menu. If you follow a special diet be sure to let us know when you arrive. A clinical dietician or a dietician assistant may visit to discuss special needs. Meals are served at approximately 7:30 a.m., 12:00 p.m. and 5:00 p.m.

**Mutual Respect and Tolerance**
The Queen Elizabeth Hospital believes that its patients, staff, volunteers and physicians are entitled to a respectful environment. Physical or verbal abuse of patients, family members, visitors, staff, volunteers or physicians will not be tolerated. Any person who verbally or physically threatens or attacks another, or destroys Hospital property may be reported to police. If you have a concern, we encourage you to discuss it with the supervisor or manager.

**Newspapers**
A volunteer visits patient rooms each morning to sell newspapers. Newspapers are also available from Lillibet’s and the Royal Pantry.

**Nursing Units**

<table>
<thead>
<tr>
<th>Nursing Unit</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit 1: Orthopedics/Oncology/Burns/Cardiac-PCU</td>
<td>894-2255</td>
</tr>
<tr>
<td>Unit 2: Surgical</td>
<td>894-2258</td>
</tr>
<tr>
<td>Unit 3: Medical</td>
<td>894-2261</td>
</tr>
<tr>
<td>Unit 4: Obstetrics/Gynecology</td>
<td>894-2264</td>
</tr>
<tr>
<td>Unit 5: Pediatrics</td>
<td>894-2264</td>
</tr>
<tr>
<td>Unit 7: Rehabilitation</td>
<td>894-2125</td>
</tr>
<tr>
<td>Unit 8: Medical</td>
<td>894-2128</td>
</tr>
<tr>
<td>Unit 9: Psychiatry</td>
<td>894-2115</td>
</tr>
<tr>
<td>ICU/CCU: Critical Care</td>
<td>894-2253</td>
</tr>
</tbody>
</table>

**Outpatient Clinics**
There are several Outpatient Clinics held in the Ambulatory Care Centre. If you have an appointment for an Outpatient Clinic and are unsure of your destination check with the Information Desk in the main Lobby on Level Two (main floor).
Parking

The Visitors Parking Lot is located in front of the Main Entrance. There is an hourly fee, and weekly and monthly passes are available. Parking is only permitted in designated parking areas. Anyone parked in areas other than a designated parking lot will be towed at the owner’s expense. If you have a question about parking, please ask the Commissionaire located at the Attendants Booth in the parking lot or at the Information Desk.

Patient Rest Period

To ensure patients receive rest for recovery, Patient Rest Period takes place every day from 1:30 p.m. to 2:30 p.m. on most nursing units. Visiting hours are over at 8:30 p.m.. For more detailed information see Visiting Guidelines and Visiting Hours in this directory.

Patient Rooms

You may be assigned to one of three types of patient rooms at the Queen Elizabeth Hospital:

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 that you and your family are patient and understanding in these situations, and we assure you that all attempts will be made to avoid disruptions.

Patient Satisfaction Survey

You may receive a patient satisfaction survey after you leave the Hospital. Your opinion is important to us as we continually try to improve services for patients and families.

Payment of Patient Accounts

Some services are not covered by the provincial health plan. You may pay your account on discharge by cheque, cash, debit card, Visa, money order, draft, or Mastercard at Cashier & Discharge, located at the Admitting Department in the main Lobby on Level Two (main level).
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 or television service. Private insurance may or may not cover all or part of these costs; if not, you are responsible for the difference. **It is your responsibility to know your insurance coverage.** If you have questions regarding your account during your stay please contact the Business Office at 894-0106.

**Pediatric Clinic**
Located on Level One (bottom floor) near the cafeteria. The Pediatric Clinic provides family-centred care to children across Prince Edward Island. Children are seen on a referral basis and arrangements for an appointment can be made through your Family Physician.

**Pharmacy Department**
The Pharmacy Department provides medications for patients of the Queen Elizabeth Hospital. Pharmacists and pharmacy technicians monitor medication orders for drug interactions, appropriate dosing and provide drug information to physicians and nurses.

**Physical Medicine**
Located on Level Two (main floor). The Physical Medicine Department provides a full range of rehabilitation services by referral. These services include Physiatry, Speech-Language Pathology, Physiotherapy, Occupational Therapy, Prosthetics, Orthotics and specialized seating.

**Scents**
Scented products including perfume, cologne, aftershave and other personal care products can cause serious problems for some people, especially those with asthma, allergies, and environmental illness. We ask everyone, including staff, patients, volunteers and visitors to avoid wearing these products when in the Hospital.

**Security**
A Commissionaire is posted at the Information Desk (inside the main doors) 24 hours a day. At 9:30 p.m. all entrances are locked. To enter the hospital after 9:30 p.m. please press the night bell located at the main and emergency entrances and someone will assist you. The Commissionaire can be reached by calling 894-2001.

**Smoking**
Smoking is strictly prohibited on all hospital property including the parking lots.
Social Work Department
The Queen Elizabeth Hospital Social Work Department works with Hospital and community health care providers to help you through the stress associated with illness, hospitalization and prepare for your on-going needs following discharge. Services include referrals to government agencies, referral to nursing homes, counselling and support for patients, family members and health care providers. You can ask for a referral from any health care provider or call the Social Work Department directly at 894-2299.

Spiritual Care
The Spiritual Care Department provides services to patients, families and staff. Service is provided on a 24-hour on-call basis. Spiritual Care representatives and volunteers also visit patients, and escort patients to Place of Worship services. The Spiritual Care Department can be reached by calling 894-2053.

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

Surgery Waiting Room
A waiting room for the families of surgery patients is located on Level Two (main floor) down the hall from the Operating Room.

Telephone Services
Telephone services are provided for a fee by Aliant. To connect a bedside telephone call Aliant or simply pick up the bedside phone and someone from Aliant will answer. Pay phones are also located in various areas of the Hospital.

The Information Desk is unable to give out phone numbers as the telephone service is provided by Aliant to the patient. Patients are responsible for giving their telephone number to friends and family.

Televisions
Televisions are located beside most Hospital beds. A daily rental fee must be paid before the TV can be connected. To arrange for TV service, call 894-2154. For safety reasons, please do not bring your own television to the Hospital.

Translation
See “Interpreters”
Valuables
Please leave money, credit cards, jewellery and valuable papers at home. The Hospital cannot accept responsibility for lost or damaged valuables or personal property kept at bedside.

Vending Machines
Vending machines are located outside of the Cafeteria on Level One (bottom floor) of the Hospital.

Visiting Guidelines
To provide a safe and healthy environment for patients, visitors and their families, we ask that visitors comply with the following:

• Except in special circumstances, it is recommended that only close family members or friends visit our patients. Visitors who are not close family members or friends are asked to refrain from visiting.
• Visitors are recommended to check with the unit for the specific visiting restrictions of that area.
• Please visit only if you are feeling well.
• Visitors must follow with all restrictions posted on a patient’s door including isolation regulations indicated.
• Hand washing is very important. Hand wash stations are conveniently located at the main entrances and throughout the hospital. Visitors are asked to wash their hands when they arrive at the hospital and when you leave the hospital; or when you go in and out of a nursing unit/department and when you go in and out of patient rooms.
• Children less than 12 years of age must be accompanied by an adult, must remain in the patient’s room and be supervised at all times.
• All visitors must be respectful of other patients, especially those who share the room where you are visiting.
• Visitors will be asked to be respectful of the property of other patients as well as that of the Hospital.
• Visitors must observe visiting hours.
• Visitors are requested to support our scent free environment by avoiding the use of perfumes, hair sprays, after shaves etc.
• Visitors are asked to coordinate their visit with other family members and friends to ensure patients are not overwhelmed with too many visitors.
• Visitors will be asked to keep visits short... 15 minutes at a time is enough to tire the patient.
• Please leave if the patient being visited is tired or if he or she needs special care or treatment.
Visiting Hours
To better meet the needs of patients and their families while in hospital, beginning November 15, 2008, the following visiting hours will be implemented.

- Daily - 11:30 a.m. - 1:30 p.m. and 2:30 p.m. – 8:30 p.m. except in specialized units*
- No more than two visitors at a time (including children).
- Children under the age of 12 are welcome in general nursing units but are restricted in some specialized units. Children must be accompanied by a parent/guardian. Please note: a child is considered one (1) visitor.

Special visitation needs of each family will be assessed and accommodated as required.

* Specialized Units

Labor & Delivery
- Two support people with the patient at any one time. No children under the age of 12 years of age are permitted.

Maternity (Unit 5)
- Partner/support person, siblings of the baby, and grandparents may come at any time. Siblings of the baby are to be supervised when present. In addition, others may visit 2 at a time between 6-8:30 pm at the families request.

Neonatal Intensive Care Unit /Nursery
- Parents are asked to identify a maximum of four visitors over the age of 12 years who can visit one or two at a time. Siblings (any age) of the baby may visit in the nursery.

Pediatrics (Unit 5)
- Parents, siblings (of any age), grandparents and/or another caregiver (at the direction of the parents) may visit at any time.
- All other visitors must follow regular visiting hours with no more than two (2) visitors at one time (this includes children).
- Children under the age of 12 are welcome to visit and must be accompanied by an adult while in the hospital.

Emergency
- Two adult visitors are allowed at any time. Substitution and rotation of visitors will be allowed as appropriate. Children may have both parents/guardians with them at all times. For admitting emergency patients, follow general visiting hours.

Intensive Care / Coronary Care / Progressive Care
- Immediate family only. Access is dependent on the patient’s condition. No more than two to four family members at a time. Please inquire with nurses by telephone from lounge or outside ICU door before entering ICU/CCU.
- Children (any age) with adult accompaniment, at discretion of parent and nursing staff. This is not appropriate if patient is isolated.
Psychiatry (Unit 9)
• Mon. - Fri., 4:30 p.m. - 8:30 p.m.; Sat., Sun, Stat Holidays, 11:30 a.m. - 1:30 p.m. & 2:30 p.m. - 8:30 p.m. Special consideration is given to:
  Personal caregivers or persons required by the care team to attend meetings, conferences, education sessions, therapy sessions, etc.

Gynecology
• No more than 2 visitors at a time.

Volunteer Services
The Queen Elizabeth Hospital has over 500 volunteers. Working with staff and patients, these men, women and youth contribute their time, skills and experience to support patient care and staff in all areas of the Hospital. You can contact Volunteer Services at 894-2003.

W
Washrooms
Public Washrooms are located on all three levels of the Hospital.
• Level One (bottom floor): At the bottom of the stairs outside the cafeteria.
• Level Two (middle floor): Across from Lillibet’s Gift Shop.
• Level Three: (top floor): Across from Classrooms A & B

Smoking is strictly prohibited on all hospital property including the parking lots.

What to Bring to the Hospital
Please bring your own pyjamas, nightgowns, robes, slippers, and toiletries (including soap, shampoo, toothbrush and toothpaste). Under most circumstances the Hospital does NOT provide these items. You may consider bringing your own pillow or blanket for a touch of home.

Please refrain from bringing money, credit cards, jewellery, valuable papers, and anything else of high sentimental or monetary value to the hospital. If you accidentally bring Hospital property home, please return it to the Information Desk at any time.

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 and Protection of Privacy (FOIPP) Act of Prince Edward Island, and other Acts which govern health services on Prince Edward Island, allows us to collect, use and disclose the personal information needed to provide health services.
Important Information About the Queen Elizabeth Hospital Emergency Department

What is the Emergency Department?
The Emergency Department treats a wide variety of patient conditions including life threatening/near death situations, urgent medical/surgical problems and non-urgent conditions. We also provide services to patients who require on-going care for specific problems such as low blood. The Emergency Department is NOT the same as “Outpatients” which treats patients with previously scheduled procedures.

How Do I Register?
When you arrive at the Emergency Department you will briefly been by the triage nurse before being registered by the Admitting Clerk. The Clerk records basic information on your chart including name, birth date, address and the reason for your visit. The Clerk will also ask to see your orange Provincial Health Card. Detailed health information about your condition will be taken by the Triage Nurse when you are interviewed.

What is “Triage”? (Pronounced “tree-age”, meaning “to sort”)
After registration is completed, you will see the triage nurse again for an assessment. Triage is the first assessment of your condition. The Triage Nurse will ask you about your illness or injury, any medications you take and any allergies you have. It is helpful to have a written list of your medications. The Triage Nurse may also take your blood pressure, pulse, weight, and perform other tests depending on the nature of your condition. In this assessment the Triage Nurse uses information gained from the interview with you/your family, along with established guidelines, to determine the level of care you require:

Critical - e.g. near death; major life threatening injuries
Emergent - e.g. stroke; severe pain; heart problems
Urgent - e.g. seizure; significant bowel or vaginal bleeding
Less-Urgent - e.g. head injury with no loss of consciousness; broken wrist
Non-Urgent - e.g. minor cut to the skin; sore throat; flu-like illness; ear ache; constipation

How Long Will I Have to Wait?
The level of care you are assigned, the number of patients in each level, and the availability of rooms determine how long you will wait to see a physician. Patients are NOT seen on a “first come, first served” basis and often new arrivals are seen before patients who are already waiting. This is because their level of care is more urgent. Please understand that it is very difficult to estimate how long you will have to wait. We realize it can be tiring, frustrating and stressful to wait for extended periods and we do our best to keep you updated when unusual delays occur.

At times you may notice prolonged periods of time in the waiting room when patients are not called into the Treatment area. This is because patients in other areas of the Emergency Department are being assessed and treated. We ask that you try to be as patient as possible while you wait to see a doctor.
Please help us by coming forward for reassessment if you feel your condition changes while you are waiting.

**WHAT’S AN EMERGENCY?**

*Is your problem serious?*

Go to the Emergency Department when:
- You have discomfort or tightness in the chest
- You have more than usual shortness of breath
- You have abdominal pain
- You have prolonged and persistent headache
- You have an injury that may require stitches or may involve a broken bone
- Your child has prolonged diarrhea or vomiting
- A baby under six months has a fever of 38°C or 100.4°F, or higher
- You are experiencing a major crisis and as a result, feel helpless, hopeless and have nowhere to turn

**If you are not certain — GO TO THE EMERGENCY DEPARTMENT**

*Is your problem minor?*

In most cases, your family doctor is the most appropriate person to see if you are not feeling well. After-hours service for medical problems that cannot wait until the next day, but are not life threatening, are provided by these after-hours clinics. Use the after hour clinics for non-urgent care if your doctor is on holidays, or if you do not have a family doctor.

**AFTER-HOUR CLINICS**

In most cases, your family doctor is the most appropriate person to see if you are not feeling well. After-hours service for medical problems that cannot wait until the next day, but are not life threatening, are provided by the after-hours clinics below. Use the after hour clinics for non-urgent care if your doctor is on holidays, or if you do not have a family doctor.

Please contact the Information Desk for the hours of service of the clinics.

- **PARKDALE CLINIC** .................................................. 894-4449
  20 St. Peters Road
- **SHERWOOD CLINIC** ................................................ 628-8900
  15 Brackley Point Road
- **DOWNTOWN WALK-IN CLINIC** ............................. 367-4444
  20 Water Street Parkway
- **BEECHWOOD COMMUNITY HEALTH CENTRE**..859-3929
  O’Leary
- **CRAPAUD FAMILY CLINIC** ................................. 658-2000
  Crapaud
- **EASTERN KINGS FAMILY HEALTH CENTRE** .... 687-7033
  O’Leary

www.healthpei.ca/qeh
Five years ago, Don Wooldridge was diagnosed with gastroesophageal cancer. He had to undergo surgery, as well as receive chemotherapy and radiation at the PEI Cancer Treatment Centre. He continues to visit the QEH Endoscopy Suite every few months and is very thankful for the wonderful care he receives.

The QEH Foundation relies on the continued generosity of people like you to fund the purchase of medical equipment. With your support, we can help to ensure the QEH is a healthcare facility that has the equipment, services and procedures to provide the best care possible.

To Donate:
QEH Foundation, 3rd Floor

www.qehfoundation.pe.ca       Tel: (902) 894-2425
info@qehfoundation.pe.ca     Fax: (902) 894-2433