



# Patient Guide



Welcome to CMH.

**We have a dedicated, caring group of staff, physicians and volunteers that want to make your stay with us an exceptional one.**

In this guide, you will find a map and useful information about the hospital. This guide was conceived and developed by our Patient and Family Advisory Council (PFAC).

You can learn more about the hospital or PFAC, by visiting our website at [www.cmh.org](http://www.cmh.org)

# Map and Directory

HWY 401 / Kitchener ←

Coronation Blvd

→ HWY 24 / Brantford Dundas



## Wing A

Level 0 Courtyards, Tim Hortons, Sanctuary, Cafeteria, Medical Education Centre

Level 2 Medicine A2, Intensive Care Unit

Level 3 Mental Health Program (Inpatient, Day Hospital)

Level 4 Post-Partum, Special Care Nursery, Paediatrics

**Wing B** Cardio-Pulmonary Testing (0), Medicine B2 (2),  
(Level) Medicine B3 (3), Surgery B4 (4)

**Wing C** MRI (1), Human Resources (1), Finance (1), Foundation (1),  
(Level) Outpatient Clinics (2)

**Wing D** Outpatient Clinics (0), Medical Day Clinic (1),  
(Level) Outpatient Mental Health Clinic (2)



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# Your Hospital Stay

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## What to bring to hospital

If your visit with us is planned, please bring:

- Your health card
- All prescribed medicines in their original containers and non-prescribed medicines, vitamins and supplements
- The name of your substitute decision maker
- Well fitted, non-slip footwear
- Personal toiletries (toothbrush, toothpaste, shaving supplies, hygiene products, etc.)



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## What to expect while in hospital

Every inpatient room has a white board that will have:

- Nurse's and doctor's names
- Expected discharge date
- Your goals for the day

*We will also:*

- Clean our hands before and after we see you
- Share information among members of your care team and with your family when you are not able to.



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## Participating in your care

As a patient, you have a right to:

- Be safely cared for by your healthcare team
- Have your personal health information treated confidentially and used respecting your wishes
- Receive all necessary information to give informed consent or to refuse to proposed treatment
- Be informed if unintended, unexpected and preventable events that result in harm occur
- Ask questions and express concerns about your care and services while in hospital



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## Your Safety



Safety is about preventing injury, errors and the spread of infection. As a patient, you are an important part of your safety plan.



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### About your care

Knowing your health condition allows you to take part in every decision about your care and choose treatments that are best for you. Ask questions about your health and your care. Write down your questions to help you remember.



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### About the medicine you are taking

Ask your doctor, nurse or pharmacist about the medicine you are given while in hospital:

- *Have any medications been added, stopped or changed, and why?*
- *What medications do I need to keep taking, and why?*
- *How long do I need to take my medications?*
- *How will I know if the medicine is working?*
- *What side effects do I need to watch for?*



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### About falls

Many preventable injuries are caused by falls. Always wear non-slip footwear and use the call bell to ask for help getting out of your bed.



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### About infections

Clean your hands often to help prevent the spread of germs. Wash your hands after going to the bathroom and before you eat.



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### Concerns

We encourage you to speak with a member of your care team, and if needed, speak with the unit manager. Patient Experience can be reached at ex. 2360.

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# Visiting



Our commitment is to enhance your experience while in hospital. You may identify loved ones as **care partners**. These are the people you want to be with 24 hours a day, 7 days a week. They are the people you decide are important to your well-being. They may be with you anytime of the day for as long as you wish.

A **visitor** is a guest (e.g., friend or family member) who wants to provide you with well wishes and is a social connection.

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## What are the visiting hours?

There are no set visiting hours. Visiting is based on your condition, your care needs and your wishes. Please note the hours between 2000 and 0600h (8:00pm and 6:00am) are considered quiet time.

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## Can family or friends call the unit for an update?

You will be given a four-digit number to give to a family member. When that person calls, this number will be verified and the nurse will share information about your condition. Your family member can then inform others on how you are doing. This process will be explained when you are admitted.

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## What are the exceptions?

- Visits may be limited for health and safety reasons, such as infection prevention.
- Friends and family who are not feeling well are asked to stay at home.
- Some clinical areas have limited visitor access because of the type of care they offer.
- Children (0–13 yrs) must be with an adult other than you (the patient).



# Parking



Visitor parking is available in Lots #2 and #4. See map below for reference.

Pay stations are located in Parking Lot #2 and in Wing C, Level 1 by Switchboard.

Parking passes HPASS parking bundles of 5, 10 and 30 are available for 50% off the regular price. HPASS can be purchased at Parking Kiosks on CMH property.

**TIPS** To quickly pay for your parking, the exit gate accepts debit and credit cards.

If you leave the parking lot within 15 minutes, you will not be charged. Visit [www.cmh.org](http://www.cmh.org) for more information and tips.



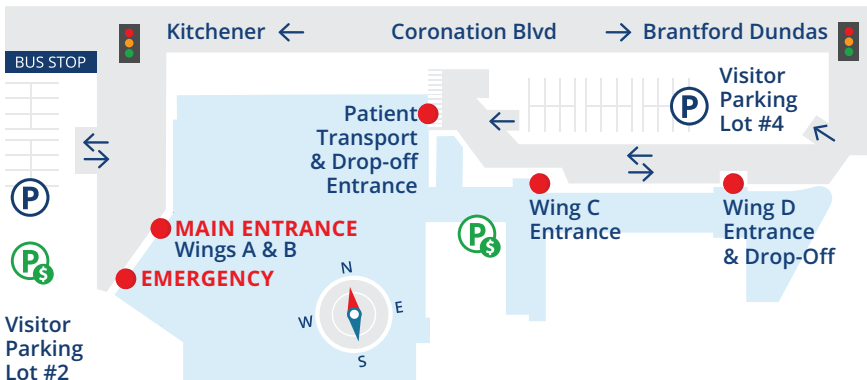
## Did you know?

Funds raised through parking are used to purchase medical equipment and supplies.



## Questions about parking?

Contact Precise ParkLink at 1.888.783.7275. There are intercoms on all equipment that can access help 24/7.





## Where to relax



For your enjoyment, you may relax in one of two courtyards located in Wing A, Level 0. The smaller Memorial Courtyard is a quiet space.

Most units in Wings A & B have quiet spaces for patients and their families.

## Please Remember



Our staff, physicians and volunteers strive to make your visit a positive one that respects your wishes and needs. There are times, however, that we must say 'no.'

- Smoking, vaping and using e-cigarettes are not allowed on hospital property. You may smoke on the public sidewalk along Coronation Blvd.
- To respect everyone's privacy, do not take photos, video or record audio in public spaces of the hospital. Ask a member of your care team where you can take a photo.
- Violence, harrasment and abuse (physical and verbal) are not tolerated.
- Do not bring large sums of money or valuables to the hospital.
- Do not wear scented products such as colognes and deodorants. Many people in the hospital have severe allergies to scents.

## Free WiFi: CMH\_Hotspot

We are pleased to offer you and visitors free WiFi service. Stay connected and catch up on the news.



## Food



CMH has a full-service Tim Hortons in Wing A, Level 0 near the public elevators and seating area.

Vending machines are located in Wing A (level 0, 1), Wing C (0) and Wing D (1).

Order your meals with the CBORD app. Once downloaded, choose what you want to eat and your meal will be delivered to you at set times.



### Can people bring food in for me?

Speak to a member of your care team first before asking someone to bring you food or snacks. You may be on a special diet because of your treatment.



### Was someone exceptional?

We want to hear about it. Let us know about your stay and who to recognize. Please connect with your care team's manager, reach out to our Patient Experience Lead at ext 2360 or email [patientrelations@cmh.org](mailto:patientrelations@cmh.org)

*Did you know all hospital equipment is paid for through fundraising? If you wish to recognize the exceptional care you received, please consider a donation to the unit that cared for you.*



## Connect with us



Phone: 519.621.2330

Security: ext 1386

Health Records-Release of Information: ext 1382

Email: [Information@cmh.org](mailto:Information@cmh.org)

[www.cmh.org](http://www.cmh.org)

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