



Patient and Family Welcome Guide

WHAT TO EXPECT DURING YOUR STAY



SOUTHLAKE
REGIONAL HEALTH CENTRE

Welcome to Southlake Regional Health Centre	2
Planning your Inpatient Stay	4
What to bring to the hospital	4
What to leave at home.....	5
Food Services	5
Discharge	6
Discharge time, transportation and destination.....	6
Information on discharge	6
Home care/equipment (if applicable)	6
Role of your primary care provider:	7
Accessing your health records	7
General Hospital Information	8
Parking.....	9
Contact us.....	9
Spiritual care spaces	10
Inpatient amenities	10
Places to eat at Southlake	11
Pharmacy.....	11
Gifts.....	11
Your visitors	12
Respect and privacy	12
Questions or concerns	12
Rating your stay	12
Checklist to help keep you safe during your hospital stay	13

Welcome to Southlake Regional Health Centre

Southlake's team of nearly 6,000 staff, physicians, volunteers, students and Patient and Family Advisors are committed to creating an environment where the best experiences happen. At Southlake, we work hard to provide leading-edge, compassionate and timely care to you and the communities we serve.

We understand that being in the hospital can be a stressful time for you and your family. We will do everything we can to make your stay as comfortable as possible. This guide contains important information about the programs, services and amenities available during your hospital stay, and what you can expect from the time you are admitted until discharge.

Visit **Southlake.ca** for more information about any of our inpatient services.

If at any time you would like to discuss your care, please ask to speak to a member of your care team.



**View this
guide online!**

WE ARE BY YOUR SIDE

Patient Declaration of Values

Southlake's Patient Declaration of Values guides how staff, nurses, physicians and volunteers interact with patients.

RESPECT ME

- I expect excellent care in the right place at the right time
- I am an individual, treat me the way you would like to be treated
- Do not judge me

HEAR ME

- Acknowledge me
- Invite my input and perspectives
- Listen to what I have to say
- Answer my questions

INVOLVE AND ENGAGE ME

- Directly involve me in my care
- Keep me informed every step of the way
- My family and others are involved in my care as I have chosen
- Be a team and speak with one voice

HONOUR MY TIME

- My time is as important as yours
- Do what you say you will do

STRIVE TO KEEP ME SAFE

- Make my safety your top priority
- Help me understand, so I can make informed decisions

BE COMPASSIONATE. I AM A PERSON.

PLANNING YOUR INPATIENT STAY

Southlake's teams are by your side to care for you.

You will be seen by both nurse practitioners and/or physicians who work together to manage your care, order your tests and your medications. You will be cared for by a team of nurses and other clinical professionals which may include physical and occupational therapists, pharmacists, pharmacy technicians, respiratory therapists, social workers, registered dietitians and other support staff. Your team will ensure you are aware of your expected date of discharge (EDD) as well as ensuring your care plan is specific to you, providing you a safe and timely discharge home.

WHAT TO BRING TO THE HOSPITAL

Please note Southlake is not responsible for patients' personal belongings, money and/or valuables. All items retained on admission are the patient's responsibility.



Your health card



Any private health insurance information



A complete list of all your medications, the dosages and when you take them

Not all medications are available at the hospital, you may be asked to bring in some of your own medication supply if needed. The nurses will secure and administer your meds. Examples include eye drops, inhalers, topical creams and ointments, nasal sprays and others. If you are part of a clinical trial, be sure to bring that medication with you.



**Your bathrobe, non-slip footwear or slippers,
and comfortable lounge or sleepwear**



Earphones (earbuds)



Eye glasses



Your comb or hairbrush



**Charger
(phone/tablet)**



**Your personal toiletries, i.e.
your toothbrush, toothpaste,
shampoo, shaving supplies, etc.**



Pencil/paper



**Your walker, wheelchair or
other custom designed aids**

If you forget anything, most of the items on this list can be purchased from Southlake's Gift Shop or Centric Health Pharmacy on Level 1 of the East Building.

WHAT TO LEAVE AT HOME

- Southlake is a scent-reduced environment, so we ask that you refrain from using scented products such as body lotion, perfume, cologne, etc.
- Any alcoholic beverages, cigarettes, e-cigarettes, vapes or recreational cannabis.

FOOD SERVICES

During your stay, you will receive a menu to choose your meal options. Depending on your unit, you can order your meal through your care team or by phone at 905-895-4521 ext. 2524, if you have not been seen by a Food Services representative. When leaving messages please clearly state your name and room number.

Please have your meal selection submitted by:

- Breakfast 7:30 a.m.
- Lunch 10:45 a.m.
- Dinner 3:45 p.m.

Southlake's Food Services representatives are happy to support your requests as long they are within the guidelines ordered by your physician. Please advise your care team of any dietary needs or allergies.

DISCHARGE

DISCHARGE TIME, TRANSPORTATION AND DESTINATION

The hospital discharge time is 10 a.m. Patients, families or substitute decision makers are responsible to arrange transportation home for non-urgent services, including payment. Home may include an alternate setting like long-term care, retirement home, etc. Please request the **Non-urgent Transportation Options** pamphlet from your care team for more information. Please note: A family member or substitute decision maker may be asked to accompany you on a transfer.

In the event you require another step in your care, a member of your discharge team may review the option of transfer to our Restorative Care Unit (RCU). The RCU is located off-site and provides care based on your needs/goals until you are ready to be discharged home.

INFORMATION ON DISCHARGE

Your care team will provide you with specific written instructions to follow once you leave the hospital. These instructions may include prescriptions for medication, discharge care instructions and follow-up appointment information. If you have not received any follow-up instructions, or have any questions about them, please ask someone from your care team to review with you before you leave Southlake.

Ensure all of your belongings including your own medications are returned to you before discharge.

HOME CARE/EQUIPMENT (IF APPLICABLE)

When you are discharged, you may require care or equipment to support your transition home. Your care team will advise you if this is applicable to your discharge plan. This may or may not include the following options:

- **Home and Community Care Support Services:** The care coordinator will complete an assessment, determine eligibility and develop a care plan in collaboration with you or your Substitute Decision Maker in person or via telephone prior to discharge or immediately following discharge from hospital. Services may include personal support or professional services, such as nursing and therapy services. Nursing services will be arranged at one of our eight community nursing clinics. For information after your discharge, please call 905-895-1240.
- **Southlake@home:** This program provides in-home care for up to 16 weeks after discharge. Your care team will inform you if you are eligible for this service.
- **Private pay services:** There are organizations within your community that offer services in the home through private pay.

If you require further information, please speak to your discharge team.

ROLE OF YOUR PRIMARY CARE PROVIDER:

- Please ensure the hospital has up-to-date information about your primary care provider such as your family physician or nurse practitioner.
- Unless otherwise instructed, patients are encouraged to schedule a follow-up appointment with their primary care provider within one week of discharge from hospital.
- If you do not have access to a primary care provider, please call Health Care Connect (1-888-470-2222) or visit ontario.ca/healthcareconnect.

ACCESSING YOUR HEALTH RECORDS

Southlake allows patients and their authorized caregivers to securely access medical records. There are a few options, depending on what you need to access:

Patient Connect	Pocket Health	MedChart
Secure online portal that provides patients and families 24/7 access to their healthcare information from Southlake, Markham-Stouffville Hospital and or Stevenson Memorial Hospital(s).	Secure online platform that allows patients to access their medical imaging records as soon as they're finalized.	Secure online service that can be used to request a full copy of your Medical Chart.
INFORMATION AND FEATURES INCLUDES:		
<ul style="list-style-type: none"> • Upcoming appointments • Laboratory test results • Diagnostic imaging reports • Healthcare provider notes • Visit history information • Change your contact details 	<ul style="list-style-type: none"> • Diagnostic imaging reports • Diagnostic images • Share copy of reports / images with a physician or specialist • Avoid using a CD or USB 	<ul style="list-style-type: none"> • Full medical chart • Share copy of your records with other physicians, insurance companies, lawyers and other third parties.
SERVICE COST:		
There is no cost	There is a cost per study/ exam or subscription cost for a certain time period	There is a set cost per request
FOR MORE INFORMATION, GO TO:		
southlake.ca/patient-connect	southlake.ca/pockethealth	MedChart.ca

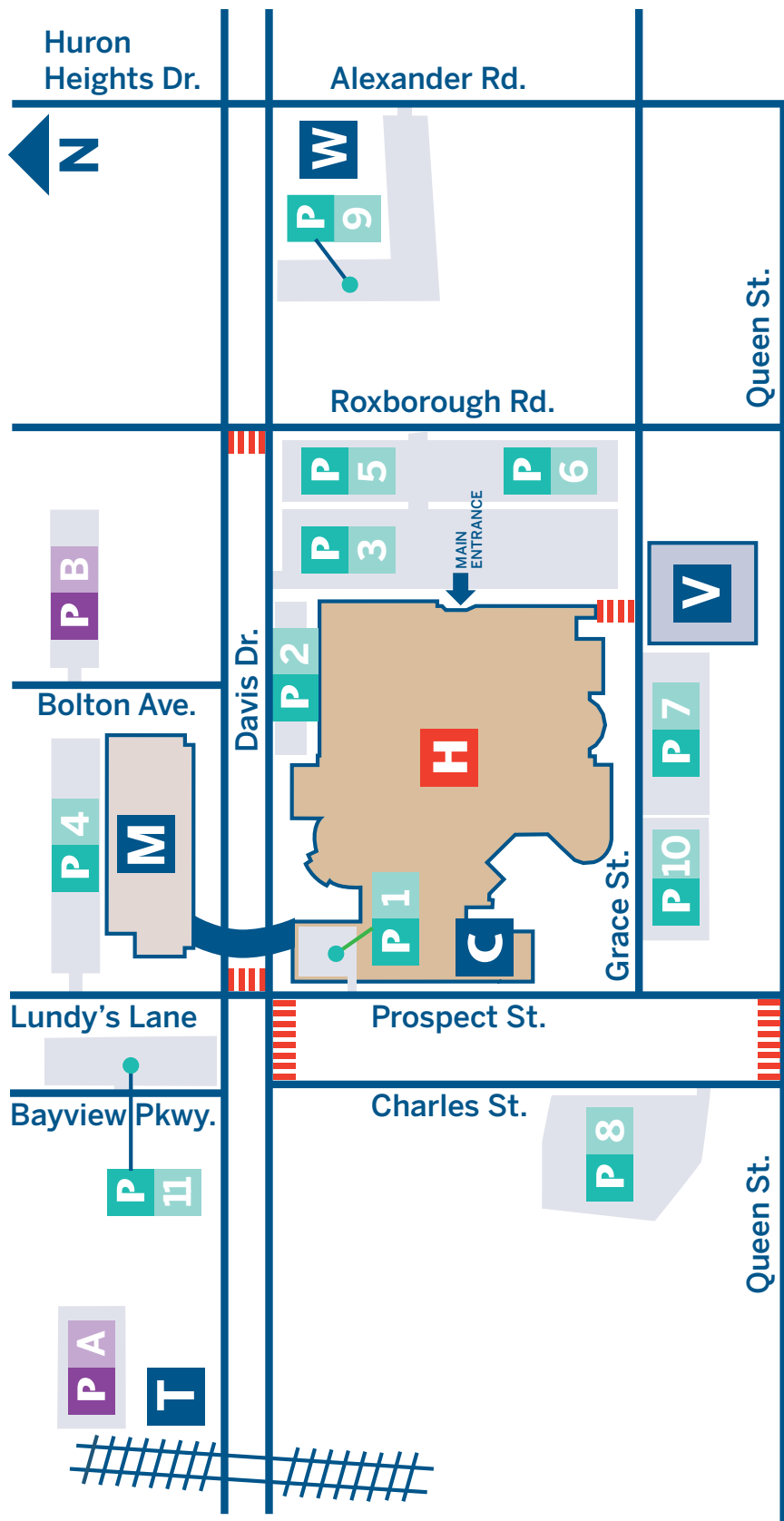
If you do not have access to a computer, you can still request a copy of your information from the health information services department.

Ontario trusted account

Patients at Southlake are among the first in the province to access their health information through their Ontario trusted account, a secure patient digital identity service. This can be used with the following services: Patient Connect and Pocket Health.

To learn more visit **southlake.ca/ontario-trusted-account**.

Southlake Regional Health Centre Parking Map



- H** Southlake Regional Health Centre, 596 Davis Dr.
- C** Stronach Regional Cancer Centre, 596 Davis Dr.
- T** The Tannery Mall, 465 Davis Dr.
- M** Medical Arts Building (MAB), 581 Davis Dr.
- W** Tenatronics Warehouse, 776 Davis Dr.
- V** Southlake Village, 640 Grace St.
- P** Parking Lots:
 - 1** Parking Garage
 - 2** North Emergency Room
 - 3** Main Visitors Lot, 596 Davis Dr.
 - 4** MAB Lot, 581 Davis Dr.
 - 5** Northeast Staff Lot
- P** Public Parking Lots:
 - A** The Tannery Mall, 465 Davis Dr.
 - B** Park Wise, 615 Davis Dr.
- 6** Southeast Staff Lot
- 7** South Lot
- 8** Charles Street Lot, 56 Charles St.
- 9** Tenatronics Lot, 776 Davis Dr.
- 10** Assigned Overflow Lot
- 11** Bayview Parkway Lot, 567 Davis Dr.

GENERAL HOSPITAL INFORMATION

PARKING

- On-site parking
 - West Parking Garage (P1)
 - East Parking Lot (P3)
 - Medical Arts Building (P4)
- On-site parking rates (prices subject to change)
 - Each ½ hour: \$4.00
 - Daily maximum: \$17.50
- Multi-site parking rates (prices subject to change)
 - 5-day HPass: \$43.00*
 - 10-day HPass: \$84.00*
 - 30-day HPass: \$125.00*

*5-day and 10-day HPass can be purchased from the HPass self-serve kiosk at the East Main Entrance or the parking office on Level 1 of Southlake's East Building. 30-day HPass can only be purchased from the parking office. Rates are subject to change without notice.

- Off-site parking (prices subject to change)
 - Tannery Mall, 465 Davis Dr. | \$3 daily maximum
 - 615 Davis Drive | \$5 for 4 hours, \$10 for 8 hours

CONTACT US

- Main hospital number: 905-895-4521
- Welcome Centre: ext. 2869
- Patient Scheduling: ext. 2665
- Parking office: ext. 2820
 - If you are at the parking machine you can press the button to speak to an attendant.
- Patient Relations: ext. 2290
- Stronach Regional Cancer Centre: 905-830-5800
- Privacy Office: ext. 2581
- Finance Information: ext. 6870
- Spiritual Care: ext. 2198 or spiritualcare@southlake.ca
- Ethics: 289-221-3711 or ethics@southlake.ca
- Interpreter/Translator: Please ask your health care team and they can provide this private service at no cost.

SPIRITUAL CARE SPACES

Southlake maintains two on-site spiritual care centres located in the main building of our Davis Drive site (level 1 lobby and level 2) and in the Stronach Regional Cancer Centre (level 2). These spaces are managed by Southlake's dedicated team of spiritual care volunteers and are available 24/7 for prayer, quiet reading, reflection and meditation for patients and families. In both areas spiritual items such as books, beads and rugs are available for all.

INPATIENT AMENITIES

Please note that amenities may vary depending on the unit. If you have any questions please ask your care team.

TV

- Smart TVs are available in most patient rooms.
- For information on renting a TV during your stay, you can do this at Southlake.ca/amenities or turn on the TV once in your patient room and follow the directions. A family member can also do this for you remotely.
- If you require information on rental fees please call 1-866-223-3686.

WiFi

- Southlake offers WiFi service to patients and visitors. This service can be accessed in the hospital by choosing the "Patient Internet" network. Rates do apply.
- Free WiFi is offered in common areas of the hospital under the network "Southlake Free Wi-Fi"
- If you require information on Wi-Fi services, please call 1-866-223-3686.

Phones

- A phone is located beside each patient bed (exceptions apply on some patient care units).
- Outside callers can dial directly into patient rooms. Give your family and friends the hospital telephone number (905-895-4521) and your extension, as shown on the phone handset.
- In consideration for other patients, incoming calls are blocked between the hours of 10 p.m. and 7:30 a.m. Urgent after-hours calls are directed to the nursing station on the patient care unit.
- Before you are discharged, please inform your relatives and friends when you are being discharged so the next patient does not receive your calls.
- Should you have any questions or concerns about your telephone, dial "0" and a switchboard operator will assist you.
- Pay phones are also located on every level and in the East and West Building lobbies.

Virtual visits

Southlake supports the use of technology to help you stay connected with your loved ones and offers virtual options including Skype and FaceTime.

You and your loved ones can request technology and or assistance with a virtual visit by emailing VirtualVisit@southlake.ca subject to availability.

PLACES TO EAT AT SOUTHLAKE

Please visit [Southlake.ca/amenities](https://southlake.ca/amenities) for up to date hours of operation.

DRUXY'S
fresh deli revolution



aquene café



CareRx



DRUXY'S Famous Deli

Between Cancer Centre and West Building, Level P2

Tim Hortons

East Building, Level 1
Open 24/7

Aquene Café

East Building, Level 1
Microwave available

SUBWAY Sandwiches

East Building, Level 1

Vending machines are located throughout the hospital.

PHARMACY

CareRx

East Building, Level 1
Monday to Friday – 9 a.m. to 5 p.m.
Saturday – 10 a.m. to 2 p.m.
Sunday – closed

GIFTS

Southlake Gift Shop

East Building, Level 1
Monday to Friday – 9 a.m. to 8 p.m.
Saturday and Sunday – 10 a.m. to 6 p.m.

YOUR VISITORS

At Southlake we know family, friends and caregivers play a valuable role and patients benefit from having their loved ones by their side. While visiting please help us keep a quiet environment to promote a restful experience for all patients. At times, some units may have different guidelines for when you can visit and some may require you to schedule your visit. Please check in with your care team to understand if this applies to you and your loved one. Visit southlake.ca for all of the most up-to-date details.

RESPECT AND PRIVACY

We strive to create an environment where the best experiences happen for everyone. This means our patients, families, caregivers, and staff members all need to be treated with care and compassion. Please respect everyone's right to privacy. Abusive or aggressive behaviour will not be tolerated. Thank you for your consideration and cooperation to help make Southlake a safe place to give and receive care.

QUESTIONS OR CONCERNS

If at any point during your stay you have a question, compliment, suggestion or concern, please inform your care team or ask to speak to the manager of the department. If further assistance is required, please contact the Patient Relations Office at PRO@southlake.ca or (905) 895-4521 ext. 2290.

RATING YOUR STAY

Your experience is important to us. Once you are discharged please consider sharing your experience with us by completing the patient experience survey. This will only take a few minutes to complete and will help inform the organization on how we can improve.

We are committed to providing patient-centred care to help ensure a positive patient experience. To protect your privacy, please do not share any personal information such as your name or other identifying information in the survey.

Upon discharge, you will receive the survey and additional information.









Thank you for sharing your experience to shape the future patient experience at Southlake.

Checklist to help keep you safe during your hospital stay

Southlake strives to provide safe and effective care to those we serve.

Patient safety is built on a partnership between patients/families and healthcare professionals.

Here is a checklist to help you help us keep you safe in the hospital.

Tell us about you 	<p>Check your ID band and tell us if your personal information is wrong or if you have any allergies.</p> <p>Show staff your armband before tests and procedures and when given medication.</p>	
Your medicines 	<p>Provide us with a list of medications you are taking at home, including prescriptions, over the counter medicines and dietary supplements such as vitamins or herbs cannabis products.</p> <p>Ask us questions about the medication you are given while you are in the hospital, including side effects that you can expect. Share with your healthcare professional if you have any changes in your condition.</p>	
Prevent infections 	<p>Wash your hands before and after visiting the toilet and before meals. Ask your healthcare staff to clean their hands if they have not already done so.</p> <p>Tell us if you have vomiting or diarrhea.</p> <p>Remind your loved ones not to visit if they are feeling unwell or are sick.</p>	
Prevent falls 	<p>Wear laced up or snug fitting shoes, or slippers with rubber soles.</p> <p>Use your walking aids when instructed to.</p> <p>Use your call bell to get assistance when getting up or reaching for items.</p> <p>If you have been identified as at risk of falls, ask your healthcare provider what you need to do to help prevent falls.</p>	
Prevent Pressure 	<p>Reposition yourself if in bed or chair frequently, or ask to be repositioned. Bring your own undergarments to use.</p> <p>Maintaining mobility is a key part of your healing, ensure to get up and walk around if you are able. Remember to use any walking aids if required.</p>	
Any concerns 	<p>We are here for you - talk to us if you have any worries or concerns about how you are feeling or your treatment.</p>	
	<p>Before you leave, make sure you understand your discharge instructions including medications, appointments and who to call if you feel worse or have any concerns. We encourage you to ask staff to repeat instructions if you do not understand.</p>	

This image shows a full page of blank, lined paper. It features approximately 28 horizontal blue lines spaced evenly across the page, typical of standard notebook paper. The lines are thin and light blue, set against a plain white background. There are no margins, text, or other markings on the page.

Copyright © 2023. Southlake Regional Health Centre.

Patient, Family and Visitor Welcome Handbook

SOUTHLAKE REGIONAL HEALTH CENTRE

Patient & Family Advisory Council (PFAC)

Come join our family!



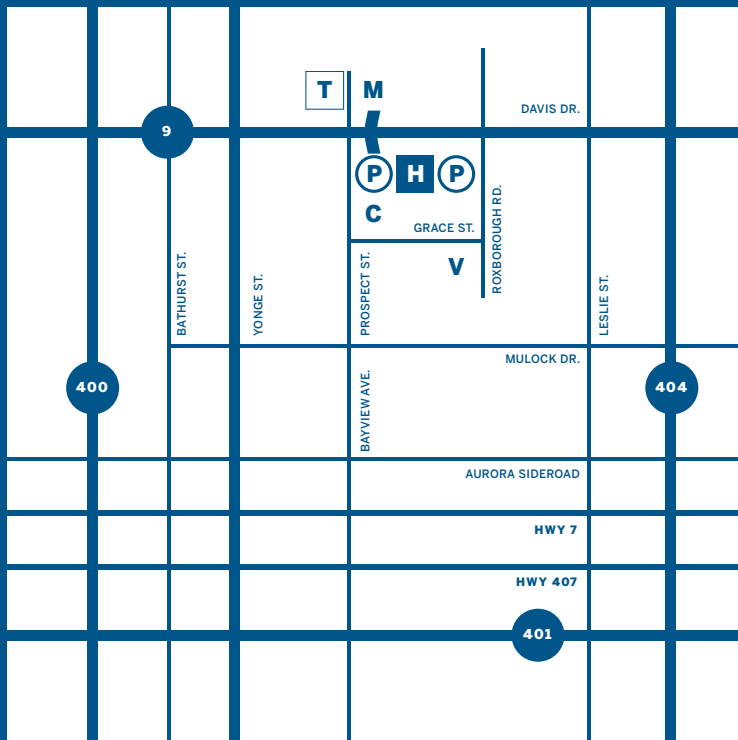
Feedback from our patients and families helps shape the leading edge care provided at Southlake. A Patient and Family Advisor (PFA) is a volunteer with direct experience at Southlake who offers valuable advice from the perspective of the patient, family or caregiver.


Whether it's sharing perspectives, opinions or providing input on decisions that improve quality of care, Southlake's more than 70 PFAs contribute in a variety of ways to help deliver an amazing patient experience.

Are you seeking positive and effective change?
Become a Patient and Family Advisor at Southlake!
Apply today at southlake.ca/PFA.



HOW TO FIND US



- V** Southlake Village,
640 Grace Street
- M** Medical Arts Building,
581 Davis Drive
- Southlake Foundation,
581 Davis Drive
- H** Southlake Regional
Health Centre
-  Bridge over Davis Drive – accessible from P3 of the
Parking Garage and Level 3 of the Medical Arts Building.
- C** Stronach Regional
Cancer Centre
- T** The Tannery Mall,
465 Davis Drive
- P** Parking

Southlake Regional Health Centre

Tel: 905-895-4521

TTY: 905-952-3062

596 Davis Drive
Newmarket, ON L3Y 2P9

southlake.ca

