

## WELCOME TO MOUNT SAINT JOSEPH

Mount Saint Joseph is a community hospital located on the east side of Vancouver, BC. The hospital offers both acute care and extended care services, and is respected throughout the province for its multicultural focus and community programs.

Mount Saint Joseph Hospital opened in Vancouver in 1946, but it really started many years before that with the dream of a young Quebec girl, Délia Tetreault. In 1902, her dream came true when she helped found the Missionary Sisters of the Immaculate Conception, the first missionary congregation for women in Canada. In 1921 four Sisters moved to a home on Keefer Street in Vancouver, where they provided health and education services primarily to the Asian community. By the time the Sisters marked the 25-year anniversary of their arrival in Vancouver, their work had outgrown three buildings and in 1946 Mount Saint Joseph Hospital was opened.

Today, Mount Saint Joseph Hospital is a 208-bed acute and extended care facility with an international reputation for excellence in providing for the needs of multi-faith and multi-ethnic communities. MSJH was founded on the principles of adaptability and responsiveness to ever-changing community needs, and continues to fulfill that mission by being faithful to the teaching of Mother Délia, who once said: "Giving ourselves is our life! It is not enough to thank God in words... We must also transform our gratitude into actions."

## PARKING + TRANSIT

Parking is available at the hospital and on the nearby streets. Please note that parking is restricted during certain hours on Kingsway.

If you are taking public transit, the following buses stop near the hospital: #19 Metrotown Station/Stanley Park and #N19 Downtown/Scott Road Nightbus.

## SPECIALTY AREAS

Surgery at the hospital is done primarily on a daycare basis. More cataract surgeries and corneal transplants are performed each year at Mount Saint Joseph than at any other hospital in BC. Other surgical specialties are geriatric dentistry, otolaryngology, plastic surgery and urology.

Service to the elderly is a priority, with such programs as the geriatric day hospital, geriatric psychiatry and geriatric outpatient clinics. As well, the hospital's PACS Digital Imaging System provides outpatient x-ray, ultrasound and mammography services.

## EMERGENCY SERVICES

Emergency Department staff and physicians at Providence Health Care are skilled in providing care of the highest standards, and are committed to treating all patients as quickly and effectively as possible. The Emergency Department at Mount Saint Joseph Hospital is open 8:30 a.m. to 8 p.m. For emergency care outside these hours, please go to the 24-hour emergency departments at either Vancouver Hospital on Oak Street and 12th Avenue or St. Paul's Hospital on Burrard and Comox.

Do you need to visit Emergency? Is your problem serious?

Go to the nearest 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 or sudden onset headache
- You have an injury that may require stitches or may involve a broken bone
- You are experiencing a major crisis and as a result feel helpless, hopeless and have nowhere to turn
- Or if you are experiencing any of the following: confusion, agitation, unconsciousness, severe allergic reaction, swelling of the tongue, lips or throat, severe pain, irregular heartbeat, seizure, paralysis, weakness or loss of sensation, severe vomiting, dehydration, vomiting blood, blood or black color in the stool, overdose, etc.

If you are not certain -- GO TO THE EMERGENCY DEPARTMENT.

If your health condition does not appear to be serious, consider seeing your family doctor. You may also consult the BC NurseLine, a 24-hour, toll-free access to registered nurses specially trained to provide confidential health information. Within Greater Vancouver, please call 604 215-4700 or go online to <http://www.bchealthguide.org/kbaltindex.asp>

### **When You Visit the Emergency Department:**

A triage nurse will assess your condition.

An admitting clerk will take your information, please make sure to have your Care Card ready.

The most serious cases are seen immediately, and most emergency patients receive care within half an hour. However, you may be required to wait longer, as patients in the Emergency Department are seen based on the seriousness of their illness or injury and not time of arrival. Less urgent cases are monitored by the triage nurse and treated appropriately if their condition worsens.

## INFORMATION FOR SURGICAL PATIENTS

The following is a quick overview of what you can expect — and what is expected of you — if you're having surgery at Mount Saint Joseph Hospital.

### **Several Days Before Surgery**

Your doctor may want you to have some routine tests done. If tests are required, please bring the requisition to the hospital, signed by your doctor.

### **The Afternoon Before Your Operation**

Please call your surgeon's office to ask what time you should arrive at the hospital. If you have a cold or temperature, report it to your doctor.

### **On the Day of your Operation**

On the day of your operation please make sure to have a bath or shower before coming to the hospital. Remove any makeup, hair pins, wigs, nail polish, jewelry, and contact lenses. Wear loose, comfortable clothing. Dentures may be removed immediately prior to surgery. Bring your Care Card with you.

If you have been in Canada less than one year, please bring your Landed Immigrant Paper and bring your normal prescription medications, including inhalers, if you use them.

Plan ahead and make arrangements to have someone drive you home or accompany you in a taxi after your surgery. That person must be available at the time required for you to leave. Bring an interpreter with you if English is a challenge.

DO NOT eat or drink food or fluids of any kind from midnight on the night before surgery. This includes candy, chewing gum and non-prescription medications. However, if you have a prescription for heart, blood pressure or breathing medication, please do take your medication as normal, at the usual time. (Note: patients undergoing cataract surgery do not need to fast).

Please also avoid bringing large amounts of money or valuables such as jewelry, watches or cell phones to the hospital. We are not responsible for the loss of valuables.

### **After your Operation**

For 24 hours after anesthesia, you should not drive any vehicle, travel alone by public transportation or consume alcohol. You will be given post-operative instructions from the nursing staff.

You may be given a prescription. Contact your doctor or the hospital Emergency Department for any post-operative problems. Ensure that you keep appointments for follow-up care with your doctor.

## ACUTE CARE PATIENTS

If you are coming to Mount Saint Joseph for treatment as an inpatient, you should bring your current BC Care Card and other identification, certificate for supplementary insurance coverage as well as personal items such as pajamas or a nightgown, a bathrobe, slippers, books & magazines, toiletries (toothbrush, toothpaste, dental floss, etc.) and your current medications in their original containers.

### Admission Desk

The Admission Desk is located on the ground floor (off Prince Edward Street) and it is available to settle accounts and store small valuables. The hospital encourages you to leave your jewelry, credit cards and large amounts of cash at home.

### Rooms

Private and semi-private rooms are available at an additional cost (a deposit is required). Although BC Medicare does not cover the cost of private or semi-private rooms, some extended health care plans do.

If you want a private or semi-private room and none are available when you are admitted, you will be moved to one as soon as possible. Discharge time is no later than 11 a.m.

### Meals

Patient meals are served at these times: Breakfast is from 7:30 am to 8:15 am., lunch is from 11:30 am to 12:15 pm and dinner is from 4:20 pm to 5:10 pm. Each day breakfast menus are provided for patients to select the following day's meals. This menu is based on the diet prescribed by your doctor.

If your doctor has prescribed a special diet for you, a dietitian will visit you as soon as possible. The dietitian will talk to you about the food you should be eating while in hospital and when you go home.

Family members are allowed to bring favourite foods from home for their relatives. There is a patient fridge on most of the wards. Before bringing food from home, please check with the dietitian about any dietary restrictions you may have. Each ward stocks apple and orange drinks that are available from your nurse.

### Pay Phones

Pay phones are located in three areas: Kingsway (East) Patient Drop-Off Entrance, the Radiology/X-Ray Waiting Room on the Ground Level, and outside the Cafeteria on the Ground Level.

### Non-Smoking Policy

For the comfort and safety of all patients, and in keeping with city bylaws, the hospital is a smoke-free building. Smoking is permitted only by the bench in front of the mural at the Prince Edward Street (Main) entrance and in the Gazebo outside the Kingsway (East) entrance.

### **Television**

Regular cable service is available for a daily charge. Basic service only and it is a \$15 flat charge for the headphones to use the TV whether you stay one day or one year.

### **Visiting Hours**

Visitors play a big role in helping patients recover. Visiting hours at the hospital are generally noon to 8 p.m. Staff at the Admissions Desk will direct visitors to different areas of the hospital and let them know where a patient is, in the hospital.

Please note that when patients are admitted to Mount Saint Joseph, they are asked to choose whether or not the hospital can release information about their presence and general condition to visitors and callers. If a patient wishes that information not be released, the Information Desk will respect the decision, and will not give information to any caller or visitor, even if they are close family or friends.

### **Preparing To Go Home**

There are several important things to consider when planning your return home after treatment, please make sure you are prepared for when it is time to go home.

- Transportation - Have you arranged for travel back home?
- Keys - Do you have your house keys with you? Some patients give them to a neighbour or family member.
- Clothing - Do you have a change of clothing for your trip home?
- Food - If your mobility is restricted, it may be difficult or impossible to do your own grocery shopping. Is your kitchen stocked? Will you need help with shopping?
- Help at home - Will you need help with day-to-day chores, such as bathing, dressing or cooking?
- Prescriptions - Will you need a prescription filled before you go home?
- Medical Equipment - Will you need to order special equipment (i.e. a wheelchair)
- Follow-up appointments - Will you need further treatment at St. Paul's?

### **Discharge**

On the day of discharge, we ask that you be ready to leave the hospital by 11 am. Please arrange in advance for somebody to pick you up. All of our care teams are responsible for providing each patient with an appropriate care plan, and this includes care after discharge.

If your care team has deemed that you are ready for discharge, you are required to make arrangements to leave the hospital. If you are unwilling to leave, hospital policy requires that you be charged the full cost of your ongoing stay.

If you have any questions during your stay at Mount Saint Joseph, please do not hesitate to ask any member of your care team.

## PATIENT SERVICES

Patient satisfaction is a top priority for us. A number of services are in place to ensure that the care you receive meets your needs and exceeds your expectations.

### **Social Work**

Social workers at Mount Saint Joseph Hospital can provide both emotional and practical support to you, your partner, and your family members. Their counseling can help patients cope with illness, lifestyle changes, loss, grief, death and dying. A social worker can also organize community resources for when a patient leaves the hospital.

If you wish to speak to a social worker, you, a family member or friend can ask a member of the health care team (i.e. your physician, nurse, physiotherapist, etc.) who will contact a social worker for you.

### **Interpretation Services**

Interpretation services are available 24 hours a day. Patients or family members can ask a member of the health care team to place a request for an interpreter.

### **Religious Services**

Pastoral Care Staff are available to offer you and your family emotional and spiritual support during your stay in hospital. They can accompany you as you explore the meaning of suffering, experience the distress of illness, crisis of faith and issues surrounding death regardless of your denominational or faith background. You will be treated with respect. Mount Saint Joseph has a Roman Catholic Chaplain who is available for Sacramental ministry and counseling.

Patients of other religious faiths may request a visit from a minister, pastor or rabbi of their denomination. Just ask to speak to the Pastoral Care office. The Chapel is located on the 1st floor and it is open from 8:00 a.m. to 8:00 p.m. daily.

### **Patient Relations**

We are constantly working to improve our level of care. If you have a compliment, concern or complaint, please speak directly to the person involved in that part of your care. There is a registered nurse on duty at all times who will respond to your issues. The Operations Site Leader is always happy to meet with residents and/or family members.

### **Unsure who to call or not satisfied with the response you received?**

Contact our Director of Patient Relations, Kit Schindell at 604-806-8284 or email Kit anytime at [kschindell@providencehealth.bc.ca](mailto:kschindell@providencehealth.bc.ca).

## RESIDENTIAL CARE

A key feature of the Residential Care program at Mount Saint Joseph Hospital is the multicultural mix of residents. Four-bed, semi-private and private rooms are located on two floors of the hospital. A sunroom is used year-round and outdoor patios are enjoyed during warm weather.

Every effort is made to ensure a home-like atmosphere. Residents are encouraged to personalize their rooms with cherished possessions and mementos. Special events are planned regularly, including family nights and birthday celebrations.

## TRAVEL ASSISTANCE

The Travel Assistance Program (TAP) is a provincial government program that provides travel cost discounts for British Columbians who must leave home for non-emergency medical services. To find out if you are eligible, call toll free at 1-800-661-2668. You can also find information on the Ministry of Health Services' website: [www.healthservices.gov.bc.ca](http://www.healthservices.gov.bc.ca).

Please note TAP discounts are available only from specific carriers. TAP provides discounts for travel and does not make the travel arrangements. You must make your own travel arrangements. Meals, accommodation, car expenses, and local transportation expenses associated with travel are not included. The TAP application form must be filled out by your family physician prior to travel. Reimbursement AFTER travel is not possible.

## PATIENT RECORDS

Every patient or resident at a Providence Health Care site has a health record, which is necessary to provide care. Health records consist of many documents such as reports from care providers, lab results, radiology findings, and pharmacy information. Our Health Record Services Department provides health records to patients, physicians, legal services, insurance companies & other authorized bodies.

Protection of your privacy is of utmost importance to us. Providence Health Care operates in compliance with legislation under the Freedom of Information and Protection of Privacy Act.