

WELCOME TO ST. PAUL'S HOSPITAL

St. Paul's Hospital is an acute care, teaching and research hospital located in downtown Vancouver. It is home to many world-class medical and surgical programs, including cardiac services, HIV/AIDS and kidney care. St. Paul's serves both the local community and patients from across BC and the Yukon.

St. Paul's began when Mother Emilie Gamelin founded the Sisters of Providence in Montreal in 1843. The Sisters of Providence established schools, hospitals, orphanages, homes for the aged and asylums in Canada and the United States, and later in many other countries. In 1894 the congregation established St. Paul's, a 25-bed compassionate care hospital founded in the name of the then-Bishop Paul Durieu, OMI, of New Westminster. St. Paul's was, from the beginning, keenly interested in using the latest medical technology. The hospital became one of the first to have its very own X-ray machine, circa 1906. By the 1970s, plans were in place to remake the 500-bed hospital to efficiently fulfill its new role as a provincial referral centre for specialty services.

Now a renowned teaching hospital with a strong research focus, St. Paul's is recognized provincially, nationally and internationally for its work in the areas of heart disease, kidney disease, nutritional disorders, HIV/AIDS and the care of the disadvantaged. Looking to the future, the hospital is committed to strengthening the goals of the Sister of Providence to provide compassionate, effective care to those in need.

PARKING + TRANSIT

St. Paul's Hospital has an underground parking lot, as well as a small open-air lot off Thurlow and Comox streets. Please note that these lots are often full. Disabled parking places are reserved in the underground parking lot near each bank of elevators.

In addition, there are several parking lots within walking distance of the hospital. Metered parking can be found along Burrard Street and other nearby street. Most meters accept quarters and loonies. Keep in mind that meters along Burrard and other major streets may not be in effect during rush hours. Non-metered street parking may be difficult to find close to St. Paul's Hospital. The majority of street/lane parking is for local residents only (who have parking permit decals).

Dropping Off or Picking Up

Temporary parking is available at the Comox Street entrance and on Burrard Street for dropping off or picking up patients at St. Paul's Hospital.

Public Transit Services

The following buses stop in front or near St. Paul's Hospital: #1 Burrard Station/Beach, #2 Macdonald - 16th Avenue/Burrard Station, and #22 Knight/Macdonald, and #44 UBC/Downtown.

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 St. Paul's Hospital is open 24 hours per day.

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.

INFO 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 St. Paul's 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.

FROM ADMISSION TO DISCHARGE

If you are coming to St. Paul's 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.

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 11 a.m.

Meals

Patient meals are served at these times: Breakfast is from 7.45 a.m. to 9.15 a.m., lunch is from 12 noon to 1:15 p.m. and dinner is from 4.45 p.m. to 6.15 p.m. 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 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.

Mail + Pay Phones

Each ward has a pay phone in the patient lounge. There are also pay phones on the 4th floor near the cafeteria in the Providence Building, and in the lobby of the Burrard entrance. Mail received after you are discharged will be forwarded to your home address. Mail is delivered to the wards every day. Family and friends should address letters to you as follows:

Your Name
Room Number
St. Paul's Hospital
1081 Burrard Street
Vancouver, BC V6Z 1Y6

Non-Smoking Policy

For the comfort and safety of all patients, and in keeping with city bylaws, the hospital is a smoke-free building. There is a special patient smoking area on the roof garden near the cafeteria.

Television

Each patient has free access to the hospital's closed-circuit education and information channels. The Baby Channel is available for new mothers. Regular cable service is also available for a daily charge.

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 a.m. 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 hospital stay, please do not hesitate to ask any member of your care team.

Cashier's Office / Information Desk

Located in the lobby of the Burrard Building, the Cashier's Office/Information Desk is open Monday through Friday from 7:30 a.m. to 8 p.m. and weekends from 12 noon to 8:00 p.m. The Cashier's Office 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.

The Cashier's Office will store small items for the time you are in hospital. It is recommended that you keep only a small amount of cash at your bedside. Larger amounts can be deposited with the Cashier's Office. At the end of your stay, the office can pay out amounts up to \$300. The remainder will be refunded by cheque. Personal cheques are accepted only for payment of hospital fees. The Cashier's Office will not cash cheques for personal use.

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 St. Paul's can provide emotional and practical support to you, your partner and family members. Their counseling can help you cope with illness, lifestyle changes, loss, grief, death and dying. A social worker can also organize community resources for when you leave the hospital. If you wish to speak to a social worker, you, a family member or friend can call Social Work Reception during our regular working hours (Monday to Friday, 8:30 a.m. to 4:30 p.m.) at: (604) 806-8221. You can also ask a member of the health care team (i.e. your physician, nurse, physiotherapist, etc.) to contact a social worker for you. If you live outside the Vancouver area, you may want to contact a social worker in advance to discuss accommodation and transportation.

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 associates 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.

St. Paul's has a resident Roman Catholic Chaplain who is available for Sacramental ministry and counseling. Mass is celebrated in the chapel Monday through Friday at 12.30 p.m. and at 4 p.m. on Sundays. Patients of other faiths can request a visit from a pastor of their denomination. Ask to speak to the Pastoral Care office. The chapel is open to all visitors from 7 a.m. to 11 p.m. It is located on the 3rd floor in the Burrard Building (Room 345). Anglican Communion Services are held regularly, as are interdenominational worship services. To find out more, talk to your nurse.

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.

VISITING HOURS

Visitors play a big role in helping the patient recover. Visiting hours at the hospital are generally noon to 8 p.m. Palliative Care allows visitors 24 hours a day. Maternity welcomes visitors at any time and new fathers or significant others are encouraged to stay overnight. Staff at the Information Desk will direct visitors to different areas of the hospital and to specific patients. If visitors want to find out how a patient is doing, they should phone the ward directly.

When patients are admitted to St. Paul's, 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.

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.

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.