



INFORMATION FOR PATIENTS

*Atikokan General Hospital
is an accredited, non-smoking facility*



Our Mission

Partnering to achieve continual improvement in
Health care outcomes for Atikokan

Our Vision

“ A Healthy Community”

Revised: October, 2018

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WELCOME TO THE ATIKOKAN GENERAL HOSPITAL

Our organization is dedicated to providing you with the highest quality care possible.

The following outlines our services and provides information you will find helpful during your stay.

The Atikokan General Hospital nursing service provides 24 hour care. Your Nurse is your main contact with the rest of the health care team; therefore, it is very important that you feel free to discuss your concerns about your care and any changes in your condition with the nursing staff. They will communicate your concerns to other members of the team to ensure all your needs are addressed.

PATIENT RESPONSIBILITIES

You have the responsibility to:

1. Give correct and complete information
2. Be actively involved in your care, treatment, and discharge plans.
3. Take part in planning for your follow-up care either at Atikokan General Hospital or in the community.
4. Be polite to staff, other patients, and families.
5. Take care of your own personal things and your valuables.
6. Tell a staff member as soon as possible about any concerns or complaints.
7. Respect hospital property and hospital policy (rules).
8. If you are unable to make an appointment, please call to cancel or reschedule.

PATIENT RIGHTS

You have the right to:

1. Be treated with respect to reflect your dignity, individuality, faith and cultural background.
2. Privacy for your personal care and needs within available resources.
3. Be given information to help you understand your medical condition.
4. Take part in decisions about your care.
5. Be provided with a clear explanation of your plan of care including treatment(s) and tests(s), their benefits, risks and other ways to treat your illness, and your discharge date.
6. Refuse any recommended treatment(s), and to be told about what could happen if you refuse the treatment(s).
7. Have any personal health information about you kept confidential.
8. Know the name and profession of people caring for you.
9. Tell us any concerns you have about your treatment and care.
10. Have us help you with any special needs.
11. Be treated in a safe environment.

ABOUT US

Our hospital provides a full range of services to the community. Our primary care physicians provide 24-hour on-call coverage to the emergency department as well as medical direction and care for the patients and residents of the Acute, ALC and Long Term Care beds.

In-patient care

The 15 Acute beds of Atikokan General Hospital are utilized for general medical/surgical patients, cardiac care (including thrombolytics), rehab, ALC, respite and palliative care.

The Long Term Care beds in our Extended Care Wing are home to 26 residents who enjoy a variety of services including meals in a common dining area, rehab support, seniors counselling service, pastoral care, recreational therapy and a variety of volunteer programs including palliative care visitation.

Out-Patient Care

Besides providing emergency care, the department is a venue for diagnostic services including X-ray, Ultrasound, Holter monitor and ECG, as well as a wide range of Lab tests.

Other services include: primary care assessment and treatment, chemotherapy, cardiac rehab, IV therapy, cast application, and minor procedures.

Uninsured patients are charged for their visit and for diagnostic services, medications and supplies. Doctors' fees are invoiced separately.

INFORMATION FOR IN-PATIENTS

Laboratory and Diagnostic Imaging

Our Lab, X-ray and Ultrasound services are available 24 hours a day as needed. Routine blood work is done before breakfast. MRI, CT and other advanced testing will be ordered by your physician and will be done in Thunder Bay or other centre.

Community Counselling

Counselling services are provided in the areas of mental health counselling, drug and alcohol, addictions, gambling addictions, and seniors' counselling. Admission to hospital can cause individuals emotional distress. If you are experiencing anxiety or concerns regarding your hospitalization, please speak to your nurse or doctor or contact Community Counselling at 597-2724 to access counselling support services.

Rehabilitation services

The hospital services include Physiotherapy and Occupational Therapy. Speech Language Therapy is provided on a as needed basis. These services will be ordered by your physician should you require them. The Rehabilitation Department is staffed Monday to Friday. Nursing staff can assist patients with their therapy on weekends as directed by the therapist. The department is supported by a Rehab Assistant and school-based speech language assistants.

Ambulance Services

The Rainy River District Social Services Administration Board provides district-wide 24-hour ambulance access. All attendants are Primary Care Paramedics and certified in defibrillation and symptom relief.

It is important to bring an accurate list of prescription, non-prescription and dietary supplements that you take on a regular basis.

WHAT TO BRING TO THE HOSPITAL

- Current medications (including over the counter drugs & supplements)
- Health card
- Personal hygiene supplies
- Nightgown, PJs, robe and slippers with a non-slip sole
- Personal pillows if desired

What not to bring to hospital

- Valuables e.g. cash, jewellery
- The hospital is not responsible for the loss of any personal items during your stay.

BED TIMES

Proper rest and sleep are important to your recovery. We ask that in the interest of providing an environment that promotes recovery, TVs be turned off at 11:00 pm if you are sharing a room.

TV – The TVs are provided free of charge. The cable services are donated by the Legion Ladies Auxiliary.

TELEPHONE – Local telephone services are provided free of charge by dialling 9 to obtain an outside line. Long distance is available by calling card or collect call.

INTERNET SERVICES – On request. See main office for details.

Special telephone unit available for hearing impaired patients

DIETARY SERVICES

Meal times are 8:00 am, noon and 5:00 pm. Special diets are ordered by your physician according to medical needs. The Dietary staff will ask you your meal choices in the afternoon for the following day's meals. Please discuss any special needs with the Dietary or nursing staff.

VISITING HOURS

While Atikokan General Hospital has no formal visiting hours, with the exception of palliative care patients, it is recommended that family and friends visit for short periods between the hours of 1:00 pm and 8:30 pm to ensure that there is adequate time for care and rest and patient/resident privacy is maintained.

Be involved in your health care.

Information taken from the Ontario Hospital Association Patient Safety Support Service

1. Speak up if you have questions or concerns about your care.

One of the keys to getting the best healthcare is to be an active member of your health care team. This means taking part and being involved in every decision about your care. This also means asking a member of your health care team questions, so that you can make informed choices. It means coming prepared for your medical treatment and knowing what to do when you go home.

What you should know

You should understand as much as you can about any:

- Medical problem you have (your diagnosis)
- Treatment or procedure that you will have
- Medicine you should take and how to take it

Here are some good ways to ask questions:

- “What should I do when I go home?”
- “What should I tell my family about my care?”
- “Can you tell me more about my medical problem?”
- “What does this test or treatment involve?”
- “What is the purpose of this test or treatment?”
- “Are there any other options?”
- “What should I do to get ready?”

2. Tell a member of your health care team about your past illnesses and your current health condition.

You are the one who knows the most about your health. Tell the members of your health care team everything you can, even if you think they already know, and even if you think it is not important.

Tell them if:

- You are not feeling well right now or have been sick lately
- You are taking any medicine
- You have had surgery or recent visits to the hospital
- You have seen another doctor or gone somewhere else for health care
- You have an ongoing illness like diabetes or heart disease
- There is an illness that runs in your family, such as high blood pressure, asthma, or cancer
- You have a history of tobacco, drug, or alcohol use

3. Bring all of your medicines with you when you go to the hospital or to a medical appointment.

Some medications combine with each other in your body and produce bad reactions. To protect you, your health care team must know about everything you take. This includes the drugs you take with a doctor's prescription. It also includes other medicines you buy, such as:

- Vitamins
- Herbs and herbal remedies
- Food supplements
- "over the counter" or non-prescription medicine you buy at the drugstore

When you are going to the hospital or to a medical appointment, put all of your medicines in a bag and take them with you. Always keep your medicine in the bottle it came in. Staff will complete a best possible medication history with any admission to the hospital.

If you cannot bring the medicines with you, another good thing to do is to keep a list of everything you take. Keep this list up to date and bring this list with you when you go to the hospital or to a medical appointment. Your doctor and pharmacist can help you make this list.

4. Tell a member of your health care team if you have ever had an allergic or bad reaction to any medicine or food.

If you get sick, your health care team may have to act fast. Before they give you any medicine, they need to know if you could have a bad reaction to it. That's why you should tell them in advance about any allergy or reaction you have ever had to any medicine or food.

Reactions can include rashes, headaches, breathing trouble, and feeling sick. Because some medicines have food in them (such as the eggs used in the flu shot), be sure to talk about your food allergies too. Tell a member of your team right away if a new medicine makes you feel unwell. If you do not know if you have allergies, you can get tested.

Don't wait until you get sick to tell people about your allergies. Some people wear an ID bracelet such as MedicAlert™. This tells the health care team about your allergies when you can't tell them yourself.

5. Make sure you know what to do when you go home from the hospital or from your medical appointment.

When you are getting ready to go home from the hospital or after a medical treatment, ask as many questions as you can to make sure you understand what you need to do when you go home. You can write this information down or it may be helpful to have a family member or friend with you to write it down.

Communicating with Patients/Residents

To contact a patient or resident in Atikokan General Hospital, call **807-597-4215** and ask for the patient/resident room extension; then you can call the room directly. Friends and family members are now able to contact their loved ones **by email** at clients@aghospital.on.ca. Messages will be printed and delivered to the patient or resident. If you wish to communicate with your loved one by **Skype**, please call a staff member on the unit 597-4215 (Acute Care Unit – Ext 312; Extended Care Unit – Ext 343).

We are also pleased to offer **Tele-Visitation** services. The vastness of our region increases the distance required to travel to larger centres for specialized medical care. Harsh winters and risky road conditions can make travelling to visit loved ones dangerous and sometimes even impossible.

Tele-Visitation can ease these burdens, bringing patients and loved ones together by videoconferencing in a safe, private and timely manner. Contact the Telemedicine Coordinator at the Atikokan General Hospital to arrange for a Tele-Visitation or for further information regarding this service.

PATIENT SAFETY

Infection Control

Please follow posted instructions regarding infection control procedures and if you are unsure, ask the nursing staff for assistance.

- Always wash your hands with the hand sanitizer when entering or leaving a patient room and when entering the building
- Ask your Doctor or Nurse “Did you wash your hands” before you allow them to touch you.
- If on isolation, ensure you know what steps you & your visitors must follow. Check with the nurse.

Medication Safety

- Ask your Nurse about any new medication ordered for you.
- Check your medications before you take them and let the Nurse know if they don't look right.
- Only take medications or vitamins given to you by the nursing staff.
- Ensure you always wear your ID bracelet and that the nurse looks at it before giving you medication.
- Bring a complete list of medications, vitamins or supplements with you.
- Tell the hospital staff about any allergies or bad reactions you may have had to medications.

Falls

- Wear slippers with non-slip soles.
- Notify the staff about any fluid spills.
- If you have had a recent fall at home, please tell your nurse or doctor.
- Call for assistance when getting out of bed, up from a chair, to the bathroom or walking about, unless you and your nurse have determined that you can be up on your own.
- Bring your mobility aids with you to the hospital.

Leaving the hospital

Always notify staff if you are leaving the hospital or grounds.

How to make a COMPLAINT

Members of the public who approach a staff member with a complaint regarding the patient care services will be referred to the Nurse Manager responsible for that clinical area. The Manager will hear the complaint and determine if it can be dealt with satisfactorily at that time. Failing resolution of the complaint by Manager, the complainant will be referred to the Chief Nursing Officer.

Complaints regarding support services will be referred to the Chief Financial Officer. Complaints regarding rehabilitation services will be referred directly to the Chief Nursing Officer

If the member of the public chooses, they may forward their complaint in writing, by email, telephone or electronic format to:

Chief Nursing Officer

Atikokan General Hospital

120 Dorothy Street

Atikokan, Ontario

P0T 1C0

Phone: 807-597-4215 Fax: 807-597-4305

E-mail: learningj@aghospital.on.ca

Hospital website: www.aghospital.on.ca

HOURS OF OPERATION

Emergency hours - 24 hours 7 days/wk

ER Clerk hours 8:00 am – 4:00 pm Monday to Friday

Lab hours 8:00 am – 1:00 pm Monday to Friday

X-ray hours 8:00 am – 5:00 pm Monday to Friday

Ultrasound 8:00 am – 5:00 pm Monday to Friday

Business Office 8:00 am – 4:00 pm Monday to Friday






Atikokan General Hospital Foundation

The AGH Foundation is an independent charitable corporation with its own Board of Directors. Our mission is to *“Support the Atikokan General Hospital in meeting the health care needs of the community by providing financial support for the purchase of hospital equipment or improvements to the facility.”*

How you can help:

The AGH Foundation is seeking the support of individuals, businesses, service clubs and charitable foundations.

You can help by:

-  Sending a tax-deductible donation today
-  Giving In-memoriam donations
-  Making a planned gift
-  Attending a fundraising event to support the Foundation
-  Guardian Angel Program

Yes, I'd like to help!

Name

Address

City/Town

Province

Postal Code

Telephone Number _____ My donation amount is \$ _____

Amount enclosed: \$ _____ Pledged over the next: _____ months/years

Payment by: Cheque ___ Debit ___ Visa ___ Mastercard ___

Card #

Expiry Date

Please make cheques payable to: Atikokan General Hospital Foundation, Box 2490,
120 Dorothy Street, Atikokan, ON P0T 1C0