

KREMBIL NEUROSCIENCE CENTRE Information Booklet



UHN

Information For Patients And Families

Department: Krembil Neuroscience Centre

Site: TWH

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Introduction

Welcome to the Toronto Western Hospital Neuroscience Unit. The Toronto Western Hospital (TWH) is a member of the University Health Network. TWH is a University of Toronto teaching hospital, and is committed to providing excellence in patient care, health care delivery, research and teaching.

We have found that patients and family members have similar questions. Answers to the most common questions are provided in this booklet. If you have questions and are not sure who to ask please feel free to speak to your nurse, who will refer you to the appropriate team member.

Our Health Care Team:

The Patient

Patients need to ask questions, keep themselves informed and participate in decision making. As part of the team, the patient should actively participate in planning for a safe and timely discharge from the hospital.

Family and Friends

As part of the team, family and friends are encouraged to provide support and participate in discharge planning. We value your role on the team and we encourage you to ask how you can help.

Who will I meet in the hospital?

You will meet many people during your stay. Each has a special role. Neuroscience team members include:

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Acute Care Nurse Practitioner (ACNP)

The Acute Care Nurse Practitioner is a registered nurse who has advanced training. Your ACNP works with your medical specialists, orders diagnostic tests, assesses your medications, teaches you and your family and helps plan your discharge.

Care Leader

A Care Leader is a registered nurse who is the key resource person on the team. The Care Leader liaises with the doctors and members of the multidisciplinary team on a daily basis. They coordinate your plan of care and do the discharge planning.

Chaplain

Chaplains from many faiths are available to offer religious/spiritual care and emotional support to patients and family members. Requests for visits may be made through your nurse.

Community Care Coordinator

The Community Care Coordinator assesses eligible patients who require assistance at home. The coordinator will arrange the services required to meet your needs prior to discharge. Additional services may be purchased.

Dietitian

The Dietitian is responsible for helping with special dietary needs. You may receive instructions for special diets or assistance overcoming eating problems related to your condition.

Doctors

A Neurologist or Neurosurgeon leads the health care team that provides your care while in hospital. Residents and medical students will assist in your care. Your attending doctor is responsible for making decisions about your treatment.

Neuropsychologist

A Neuropsychologist may be asked to assess your thinking memory, problem solving abilities and mood to determine aspects that may or may not have been affected by your condition. He/she advises you and your family about such matters as your ability to return to work, to look after your children or to live alone.



Nurses

You will meet several Nurses throughout your stay. They play a key role in planning, providing, and coordinating your care. Nurses are a valuable resource for information. They will help you communicate with your doctors and other team members. Feel free to ask questions.

Nurse Manager

The Nurse Manager is responsible for making sure that you receive very good care. The Nurse Manager is responsible to help you with any questions and concerns that you or your family may have. Please ask your nurse to arrange for the Nurse Manager to meet with you and your family as needed.

Occupational Therapist (OT)

The Occupational Therapist looks at your ability to do daily activities. His/her role is to help you gain independence with these activities. An OT assistant may help carry out your treatment plan as available. The OT will help you to make plans to leave the hospital and recommend support services and equipment if needed.

Pharmacist

A Pharmacist will help your doctor manage your medications and may visit you to check your drug history, verify allergies and provide counseling. If you need information about your medications, please ask your nurse to arrange a visit from the pharmacist.

Physiotherapist (PT)

The Physiotherapist looks at your ability to move. She/he will plan treatments to help you improve your movement or balance, and help you gain independence. A physiotherapy assistant may help you carry out your treatment plan. Your physiotherapist will work with you and the team to make plans for your discharge.

Respiratory Care Practitioner/Respiratory Therapist (RRCP/RT)

A Respiratory Therapist will help with breathing problems. He or she may use oxygen or special exercises and will teach you and your family about respiratory medications and treatments.

Social Worker

A Social Worker is available to offer emotional support during your hospitalization. Social workers provide services before, during or after hospitalization and will assist you with financial or work related issues as well as discharge plans.



Speech Language Pathologist

The Speech Language Pathologist assesses communication and swallowing problems. Recommendations and education are provided to help improve communication and swallowing.

Ward Clerks

Ward Clerks are located at the nurses' station and are your initial contact on admission to the unit. They are a good resource for you and your family and will provide you with information regarding appointments during hospitalization and discharge.

Answers to Common Questions:

What should I bring to the hospital?

You should bring the following items in a small bag:

- toiletries (toothbrush, toothpaste, comb, brush, bath soap, shampoo, razors, etc.)
- kleenex
- lip and skin moisturizer
- slippers and lightweight housecoat
- socks and comfortable shoes with rubber soles
- track suit/jogging suit or loose fitting clothing
- hearing aides, dentures and eye glasses
- any walking aids such as canes, walkers, etc.

Please remember to bring your hospital card, health card and a credit card. Keep clothing to a minimum, as storage is limited.

Other suggestions:

- telephone calling card
- small change for newspapers, coffee shop, etc.

Do not bring:

- valuables such as rings, watches, or jewelry
- a large amount of cash
- a cellular phone
- bedcovers, pillows

Please remember that the hospital assumes no responsibility for any items brought to the hospital.



Where should my family call for information about my condition?

Choose one family member as the designated person to contact the nursing unit. This person can then pass on the information to the rest of your family and friends. The unit telephone number may be requested from the ward clerk.

What services are available while I am in the hospital?

The following services are available:

- Television and telephone services may be purchased by completing a request card on admission to the unit. The sales person visits wards daily. Payment must be made by cash or credit card on installation.
- Pay phones are located throughout the hospital.
- A cellular telephone must not be used in the hospital as it interferes with medical equipment.
- Small radios/tape recorders with earphones or personal shavers may be allowed but must be approved by hospital maintenance. No other electrical equipment will be allowed in patients' rooms.
- Semi-private and private rooms may be available at an extra cost per night or with appropriate insurance coverage.
- If you have semi-private coverage you may upgrade to a private room by paying the difference.

Where can a family member stay near the hospital?

A list of hotels is available on the unit. Please ask the nurse or the ward clerk for further information.

How can my family be involved in my care?

We encourage your family to be involved in your care. Ways in which your family may be involved include sharing information, decision making, accompanying you to tests or helping with your care. We also encourage your family to take care of themselves. Your relatives may become very tired while you are in hospital and the nurse may suggest that they take a break by going home for a rest.

What should I do with my medications?

Patients are asked to bring their own medications to the hospital, so that a doctor, nurse or pharmacist can check them. Medications will then be sent home or locked away at the nursing station. In special cases a patient's own supply may be used but must be kept in the nursing station medication cart.

How do I order a special kind of diet?

The hospital is able to provide special diets. If you have been following a special diet at home it is important to inform your nurse upon admission.

What should I do if I want to leave the unit for a while?

After you have been informed that you are well enough to leave the unit for a short period of time, you may do so as long as you sign 'in and out'. Nurses must be aware of patients' whereabouts at all times.

How do I get in touch with my doctor if I have questions?

The staff neurologists and neurosurgeons do regular rounds and will be able to address your questions at that time. We recommend that you write your questions down so you have them ready when you see your doctor. Family members may contact the doctor's office directly.

What should I know about visiting hours and hospital policy?

Visiting hours may change. Call the unit or check www.uhn.ca for more information. Family members and friends are welcome to visit; only two people may visit at one time. The hospital reserves the right to ask visitors to leave if their presence interferes with patient care. Immediate family members who would like to be involved in your care beyond visiting hours should speak with your nurse.

How can I help the health care team plan for my discharge?

It is important to start planning for your discharge before you come to the hospital. You may need to make arrangements for help around the house. Discuss your plans with your nurse, doctor or social worker. We are available to help if you have concerns about going home.

Is there information available about my condition and about supports in the community?

Information and support groups are available for many conditions. Feel free to ask your nurse or the social worker.

What should I do when I am leaving the hospital and returning home?

- General discharge time is before 11:00 a.m. Please make arrangements for a ride home. Discuss questions or concerns with your nurse or doctor.
- You, or a family member, must visit the patients' accounts office to settle any outstanding accounts; it is located in the hospital lobby
- Before leaving the hospital, make sure you check with the nurse or ward clerk at the nurses' station. You must pick up your hospital card, prescriptions and follow-up appointment slips. For your convenience, a retail pharmacy is located in the hospital lobby. It is open Monday to Friday 9 a.m. to 5 p.m. If you have a drug plan please bring your benefit card with you.