



Patient Guide



Welcome to CMH.

We have a dedicated, caring group of staff, physicians and volunteers that want to make your stay with us an exceptional one.

In this guide, you will find a map and useful information about the hospital. This guide was developed by our Patient and Family Advisory Council (PFAC). Please know that due to the pandemic, some information may have changed.

You can find the latest information and learn more about PFAC, by visiting our website at www.cmh.org



Your Hospital Stay



What to bring to hospital

If your visit with us is planned, please bring:

- Your health card
- All prescribed medicines in their original containers and non-prescribed medicines, vitamins and supplements
- The name of your substitute decision maker
- Well fitted, non-slip footwear
- Personal toiletries (toothbrush, toothpaste, shaving supplies, hygiene products, etc.)



What to expect while in hospital

Every inpatient room has a white board that will have:

- Nurse's and doctor's names
- Expected discharge date
- Your goals for the day

We will also:

- Check your ID two times, every time
- Clean our hands before and after we see you
- Share information among members of your health care team



Participating in your care

As a patient, you have a right to:

- Be safely cared for by your healthcare team
- Have your personal health information treated confidentially and used respecting your wishes
- Receive all necessary information to give informed consent or to refuse to proposed treatment
- Be informed if unintended, unexpected and preventable events that result in harm occur
- Ask questions and express concerns about your care and services while in hospital



Your Safety



Safety is about preventing injury, errors and the spread of infection. As a patient, you are an important part of your safety plan.



About your care

Knowing your health condition allows you to take part in every decision about your care and choose treatments that are best for you. Ask questions about your health and your care. Write down and ask questions about your health care.



About the medicine you are taking

Ask your doctor, nurse or pharmacist about the medicine you are given while in hospital:

- *Has medicine been added, stopped or changed and why?*
- *What medications do I need to keep taking, and why?*
- *How long do I need to take my medications?*
- *How will I know if the medicine is working?*
- *What side effects do I need to watch for?*



About falls

Falls are the reason for many preventable injuries in hospital. Always wear no-slip footwear and use the call bell to ask for help getting out of your bed.



About infections

Many safety measures have been put into place to reduce the chances of infection, caused by COVID-19 and other diseases. This includes enhanced cleaning, limiting visitors coming to hospital, wearing masks and face shields, getting vaccinated and maintaining physical distancing whenever possible. As a patient, you have a role to play too:

- Wear your mask at all times, unless a member of your care team asks you to remove it or when you are eating
- Clean your hands often. Good hand cleaning will help prevent the spread of germs. Wash your hands after you have gone to the bathroom and before you eat.



Visiting



The hospital's visitor policy was changed because of the pandemic. This was done to ensure the safety of both patients and staff. All visits must now be booked in advance either on-line or by calling 519-621-2330 ext 4532, Monday to Friday 0800-1600h. When arriving at hospital, visitors will be screened, must show proof of being fully vaccinated against COVID-19 and wear a hospital issued mask. For more information, scan the QR code on this page or go to our website at www.cmh.org and search for "visiting."



Can my family visit me virtually?

Yes! There are many benefits to visiting virtually. Your family can do it from anywhere. There are no participant limits and screening is not required. We will even provide you with the technology and help set it up for you. You can book on-line by scanning the QR code on this page.



Can family or friends call the unit for an update?

Yes. You are to choose a four-digit number to give to a family member. When that person calls, this number will be verified and the nurse will share information about your condition. Your family member can then inform others on how you are doing. This process will be explained when you are admitted.



What are the exceptions?

- Visits may be limited for health and safety reasons, such as infection prevention.
- Friends and family who are not feeling well are asked to stay at home.
- Some clinical areas have limited visitor access because of the type of care they offer.
- Children (0-16yrs) must be with an adult other than you (the patient).



Parking



Visitor parking is available in Lots #2 and #4. See map below for reference.

Pay stations are located in Parking Lot #2 and in Wing C, Level 1 by Switchboard.

Parking passes in bundles of 5, 10 and 30 are available for 50% off the regular price. To purchase, contact the Parking Office.

TIPS For quick access to and from the parking lot, use your credit card at both the entrance and exit gates.

If you leave the parking lot within 15 minutes, you will not be charged. Visit www.cmh.org for more information and tips.



Did you know?

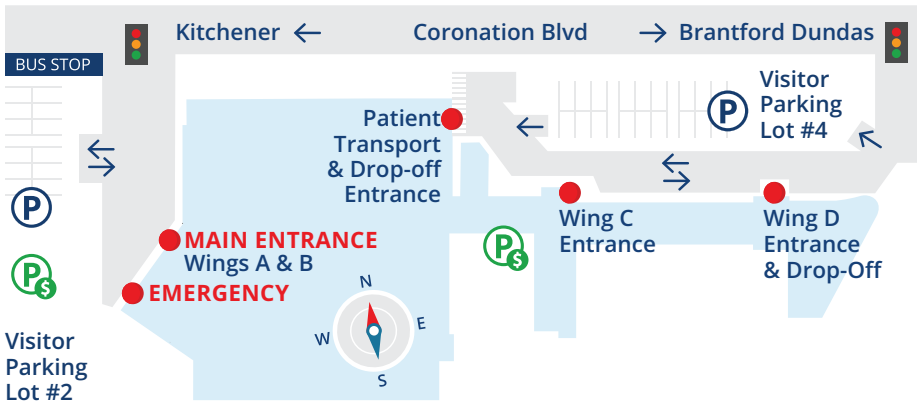
Funds raised through parking are used to purchase medical equipment and supplies.



Questions about parking?

Contact the Parking Office
Located in Wing A, Level 1, by Security
Monday to Friday 0900–2000h
519-621-2330 ext 1359

Contact Security at all other times at ext 1316



Please Remember



Our staff, physicians and volunteers strive to make your visit a positive one that respects your wishes and needs. There are times, however, that we must say 'no.'

- Smoking, vaping and using e-cigarettes are not allowed on hospital property. You may smoke on the public sidewalk along Coronation Blvd.
- To respect everyone's privacy, do not take photos, video or record audio in public spaces of the hospital. Ask a member of your care team where you can take a photo.
- Violence, harrasment and abuse (physical and verbal) are not tolerated.
- Do not bring large sums of money or valuables to the hospital.
- Do not wear scented products such as colognes and deodorants. Many people in the hospital have severe allergies to scents.

Free WiFi: CMH_Hotspot

We are pleased to offer you and visitors free WiFi service. Stay connected and catch up on the news.



Connect with us



Phone: 519.621.2330

Security: ext 1386

Health Records-Release of Information: ext 1382

Email: Information@cmh.org

www.cmh.org

Follow us:



@_CMHospital



Cambridge Memorial Hospital



cambridge_memorial_hospital



Was someone exceptional?

We want to hear about it. Let us know about your stay and who to recognize. Please connect with your care team's manager, reach out to our Patient Experience Lead at ext 2360 or email patientrelations@cmh.org

Did you know all hospital equipment is paid for through fundraising? If you wish to recognize the exceptional care you received, please consider a gift to the unit that cared for you.

Map and Directory



Wing A

- Level 0 Courtyards, Tim Hortons, Sanctuary, Cafeteria, Medical Education Centre
- Level 2 Medicine A, Intensive Care Unit, access to Wings B, C, D
- Level 3 Mental Health Program (Inpatient, Day Hospital)
- Level 4 Women & Children's Program (Post-partum, Nursery, Paediatrics)

Wing B (Level) Cardio-Respiratory Unit (0), Laboratory (1), Rehabilitation (2), Inpatient Surgery (3), Medicine B (4)

Wing C (Level) MRI (1), Human Resources (1), Switchboard (1), Finance (1), Foundation (1); Clinics: Sleep, Liver Health, CODP and Infectious Diseases (2)

Wing D (Level) Outpatient Clinics (0), Medical Day Clinic (1), Outpatient/Community Mental Health (2)