



Patient Education

Welcome to 5 South

**The Cardiac Surgical Unit
Hamilton General Hospital**

**The next step along your path to recovery
after heart surgery.**

**Information for patients and their families
905-527-4322, ext. 46500**

Your Health Care – Be Involved

Hamilton Health Sciences takes part in the Ontario Hospital Association's program, "Your Health Care – Be Involved". The program provides 5 tips to encourage patients to be more involved in their health care:

1. Be involved in your health care. Speak up if you have questions or concerns about your care.
2. Tell a member of your health care team about your past illnesses and your current health condition.
3. Bring all of your medicines with you when you go to the hospital or to a medical appointment.
4. Tell a member of your health care team if you have ever had an allergic or bad reaction to any medicine or food.
5. Make sure you know what to do when you go home from hospital or from your medical appointment.

For more information, ask a member of the health care team for a copy of "Your Health Care – Be Involved". You can also print a copy at the Ontario Hospital Association's website www.oha.ca. It is available in many languages.

After your heart surgery, you will go to the Cardiac Intensive Care Unit (ICU) West. The next day, or whenever you are ready, you will come to the Cardiac Surgical Unit on 5 South. You will stay on 5 South for the remainder of your hospital stay.

What is the Cardiac Surgical Unit?

The Cardiac Surgical Unit cares for patients who have had or are going for:

- Open Heart Surgery (also called Coronary Bypass Surgery)
- Valve Replacement or Repair Surgery

Our team is committed to providing the best possible care. We will answer your questions and support you through the remainder of your stay in hospital.

Mixed gender room

You may be moved into a patient room that has both male and female patients.

Please talk to a member of your health care team if you have any questions.

Who are the health care team members?

Members of the health care team have specialized skills and experience to provide care for patients with heart disease.

The health care team members include:

- Cardiac Surgeons
 - Other Doctors
 - Registered Nurses and Registered Practical Nurses
 - Resident Doctors
 - Physiotherapists
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- Occupational Therapist
- Social Worker
- Occupational Therapy/Physiotherapy Assistants
- Chaplain
- Health Care Aides
- Business Clerks
- Environmental Aides
- Pharmacist
- Registered Dietitian
- Respiratory Care Practitioner
- Clinical Manager
- Clinical Educator
- Other health professionals
- Students from all health professions

When can I talk to a member of the health care team?

- The nurses are available 24 hours of each day.
- A family meeting can be arranged if needed for special circumstances by speaking with any of the team members.

Please speak to any member of the 5 South health care team if you have a special or cultural need.

What personal items will you need on 5 South?

- Personal care items such as hairbrush, comb, shampoo, toothbrush, toothpaste, mouthwash, glasses, soap, lotion, deodorant, safety or electric razors, shaving cream, non-skid slippers/shoes, hearing aids, false teeth and mobility devices used at home such as canes or walkers.
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- We encourage families to help their loved ones with personal care and grooming when possible. Please ask the nurse how you can help.
- Other items such as photos, cards, and music devices such as MP3 players may be brought in to comfort and support the patient.

Do not leave valuables or money in the hospital.

Send all money home. If this is not possible, please speak to your nurse to have your money or valuables locked up on the unit.

Patients and their families are responsible for personal items left at the bedside.

Who can visit on 5 South?

Family and friends are important in the healing process of a loved one but we must keep the hospital safe by preventing the spread of infectious disease.

Use the alcohol based hand rub located outside of each patient's room to clean your hands before and after each visit.



Please do not visit if you are ill.

The hospital can be a frightening experience for a child. Please talk to the 5 South nurses about children visiting.

Visiting hours are between **11:00 am to 8:00 pm**. If you need to visit the hospital outside of these hours please speak with the patient's nurse.

We ask that only 2 visitors at a time visit on 5 South. There may be times the staff will ask you to leave the patient's room when we need to do assessments, tests or treatments. We will always try to keep you informed and involved.

Family spokesperson

We ask that each patient have one member of his or her family or support group act as a spokesperson. Your designated spokesperson will be the only person allowed to receive information over the phone about your condition. He or she can then pass this information on to others you wish to share it with.

Having only one person receive information about your care over the phone will:

- Limit the phone calls to the unit and the number of times the nurse has to leave your bedside to answer phone calls.
- Protect the privacy of your personal health information.

For information about the Personal Health Information Protection Act, please go to www.health.gov.on.ca/ and search “Personal Health Information Protection Act”.

Please do not call between 6:30 to 7:30, morning and evening, as the nurses are receiving shift change report during those times.

Telemetry

While on 5 South, the activity of your heart may be monitored using telemetry. Telemetry involves attaching a portable box, about the size of a small radio, to your chest using wires. The box transmits your heart rhythm to a monitor at the nurses’ station by antennae in the ceiling. You must stay on the unit within range of the antennae for the telemetry to work. You will be given a carrying bag to make carrying the box easier.

Telemetry monitors your heart rhythm. It will not monitor your heart pain. **If you have angina or pain from your surgery, tell your nurse right away.**

Patient education materials

You will receive educational materials for you and your family to learn about your recovery from heart surgery. There are also other pamphlets available. Please feel free to pick up any pamphlets on the patient education board or ask your nurse if you would like information about a specific topic.

Patient education classes are held several times per week in the sunroom at the end of the hall on 5 South. Times are on the white board located in the hallway.

Other information ...

- The Gift shop is located on Level M (Main)
- Vending machines are located outside of the cafeteria on Level 1
- The Market Place Cafeteria is located on Level 1
- A Coffee Shop is located at the main entrance, Level M (Main)
- The Chapel is available to visitors on Level M (Main)
- Information is located on Level M (Main) close to the main entrance
- Visitor washrooms are located by the visitor elevators on each level of the hospital and in the main corridor of the hospital beside the Gift Shop
- Parking is by the hour or a daily rate. Monthly passes can be purchased at the Parking Office located on the ground level of the parking ramp, extension 44060
- Please ask the nurse or business clerk for a list of local hotels if you are from out of town

Meals

Meals are served at approximately 7:45 a.m., 11:30 p.m. and 4:30 p.m. Please talk with your nurse if your family wishes to bring in other food items.

Laundry

Bedding will be changed as needed. Please send clothes home for washing.

Telephones and TV

Cellular phones and wireless communication devices are not allowed on 5 South because they interfere with the Telemetry monitoring system. Please turn these items off while visiting in the unit. You may use these devices in the stairwell.

An automated rental service allows patients to activate their television and telephone at their bedside at any time. For more information, please pick up an instruction card at the nurses' station.

Payphones are located on the main level and in the sunroom at the end of the hall on 5 South.

We are smoke-free

Hamilton Health Sciences is smoke-free as of January 1, 2011. This means that smoking is no longer allowed anywhere on the grounds, including parking lots, garages and vehicles.

For support or help to stay smoke-free:

- talk to a member of your health care team at Hamilton Health Sciences
- contact Smokers' Helpline toll free at 1-877-513-5333 or www.smokershelpline.ca

When it is time for you to leave the hospital ...

Planning for your discharge begins early in your hospital stay. A plan for discharge begins on the day you are admitted to 5 South. Please plan to leave the hospital in the morning of your discharge day unless you are told otherwise.

Once you find out when you will be discharged, please make sure you have:

- ✓ keys to your home
- ✓ clothes and shoes to wear home
- ✓ someone to pick you up

What if I was transferred from another hospital?

Patients from all over Central South Ontario come to the Hamilton General Hospital for treatment and recovery.

Once you no longer need the level of specialty care at the Hamilton General Hospital and if you need further care, we will transfer you back to your hometown hospital or sending hospital.

Who may I call if I have compliments or concerns while in the hospital?

- speak with the nurse caring for you or your loved one
- ask the nurse to contact the doctor responsible for your care or your loved one's care
- call the 5 South nursing station at 905-527-4322, ext. 46500
- call the 5 South Clinical Manager at 905-527-4322, ext. 44819 or have the Site Administrator paged when the Clinical Manager is unavailable
- call Patient Relations at 905-527-4322, ext. 75240

Internet resources for patients and families

- The Heart and Stroke Foundation of Canada: www.heartandstroke.ca
- Ministry of Health and Long term Care www.health.gov.on.ca
- Hamilton Health Sciences website www.hamiltonhealthsciences.ca