

Richmond Hospital

Patient & Family Handbook



Richmond Hospital
7000 Westminister Highway
Richmond BC V6X 1A2
Tel. 604-278-9711

Table of contents

All sites: Vancouver Coastal Health

Welcome to Vancouver Coastal Health	i
Our Vision	i
Your hospital location	ii
Your health care team	ii
Partners in Care	iii-iv
Acceptable ID	v

Hospital stay

Planned surgery	1
Bring ID	1
Personal belongings	1
Rooms	2
Meals	2
Information collection	3
Consent	3
Personal information	4
Visitors	4

Security and safety

Staff ID	5
Leaving your unit	5
Medication safety	5
Hand cleaning	5
Fire drills	6
Smoking and fragrances	6
Patient-related questions	6

Patient services

Interpreters	7
Well Wishes email	7
Spiritual care	8
Aboriginal patient navigator	8
Feedback	9

Discharge

Going home	10
Returning to another health authority ...	10
Billing information	11
Health records	11

This site: Richmond Hospital

Getting around

Directions	12
Wheelchairs	12
Map	13

Admission

Check in	12
----------------	----

Transportation and parking

TransLink	14
Parking	14
Wheelchair accessible parking	15

Services

Private/semi-private rooms	16
TVs, phones, wireless Internet	16
Visitor accommodation	17
Eating places	17
Health information	17
Pharmacies	17
Gift shop	18
Banking	18
Volunteers	18
Patient accounts	18

Information

Directory	19-20
Mailing and web address	20
Support the Richmond Hospital Foundation	20
Notes	22

Welcome to Vancouver Coastal Health

We hope this handbook helps you and your family feel more comfortable while you are with us. This handbook answers some frequently asked questions about VCH services and processes. Please don't hesitate to ask any VCH staff for help or information.



More information on the subjects discussed in this handbook is available on the VCH website, www.vch.ca. Subjects also have a phone number listed in the directory section, and in some cases, a contact email address or web address is also provided.

Our Vision

We are committed to supporting healthy lives in healthy communities with our partners through care, education and research.

Your hospital location

Unit _____

Location _____

Telephone _____

Your health care team

Health care team member	Name & telephone number
Unit Manager	
Patient Care Coordinator (PCC)	
Social Worker (SW)	
Physiotherapist (PT)	
Occupational Therapist (OT)	
Doctor(s)	
Nurse(s)	
Specialist(s)	
Other(s)	
Other(s)	

Partners in Care expectations and responsibilities

We strive to provide you with quality care. Quality care is best achieved when you, the patient/resident/client along with your family/friends, become “partners in care” with us, your health care providers.

As a person receiving care, you can expect:

- To be treated with dignity and respect, without discrimination of any kind; to receive care that is courteous and considerate.
- To receive timely and competent care from qualified staff, in a clean and safe environment.
- To be introduced to us, your care providers, and to be informed of what we are going to do and why we are doing it.
- To receive the necessary information to make your own health care decisions, to ask questions and receive clear answers.
- To have the right to change your mind if you have already said “yes” or “no” to a course of treatment.
- To have the right to refuse to participate in research and to discuss not being involved in teaching beyond that which is required for your care.
- To have us maintain your privacy and the confidentiality of your medical information.
- To have someone you know support you whenever possible; to access an interpreter if available.
- To be offered services that are accessible and appropriate should you have an impairment or disability.
- To have the right to file a complaint and receive a timely response, without fear that it will affect your care.

As a partner in your care, we expect you and your representatives:

- To treat others with dignity and respect, without discrimination of any kind; and to be courteous and considerate of your providers and others.
- To inform us of anything that could affect your present condition.
- To work with us to develop and decide on a plan of care that meets your needs.
- To follow your plan of care to the best of your ability, and to accept responsibility for the decisions you make about your care.
- To act in a safe and responsible manner.
- To be considerate and respectful of the privacy, diversity, property and other rights of patients / clients / residents, visitors and staff.
- To understand our role in health care teaching and research. As such, students, interns and residents may be involved in your care.
- To respect Vancouver Coastal Health property, policies, rules and regulations.

Acceptable ID

A patient must provide any two of the following (B.C. CareCard and B.C. drivers license preferred).

Primary ID – shows legal name and date of birth

- B.C. drivers license
- B.C. identification card
- Canadian birth certificate
- Canadian citizenship card
- Permanent resident card
- *Canadian record of landing/
Canadian immigration
identification record
- *Study, work visitor, or
temporary resident permit
(formerly Minister's Permit)
- *Identity card (Department
of Foreign Affairs issued)
- *Passport

* Mandatory if not a Canadian citizen.

Secondary ID – shows name, signature and/or photo

- B.C. CareCard
- Passport
- School ID card (student card)
- Bank card (only if patient's
name is printed on card)
- Credit card (only if patient's
name is printed on card)
- Foreign birth certificate
(baptismal certificate not
acceptable)
- Canadian or U.S.
drivers license
- Naturalization certificate
- Canadian Forces identification
- Police identification
- Foreign Affairs Canada or
consular identification
- Vehicle registration (only if
patient's name is shown)
- Employee picture ID card
- Firearms acquisition
certificate
- Social insurance card
(new style without signature
strip not acceptable)
- Native status card
- Parole certificate ID
- Correctional service
conditional release card

All sites: Vancouver Coastal Health

Hospital stay

Planned surgery

Admission times vary. To find out what time you should come to the hospital, see "Admission" in the second part of this handbook.

Bring ID

You need to present two pieces of personal ID, one with a photograph (see next page – for example, B.C. CareCard and B.C. drivers license). In addition to two pieces of personal ID, bring along any other health insurance ID card (e.g., extended health) that you have. If your hospital admission is due to a work-related injury or illness, bring your WorkSafeBC claim number.

Personal belongings

Bring prescription medicine in original labeled containers, dentures, glasses, and hearing aids. For your personal care, pack basic toiletries (e.g. toothbrush, toothpaste, shampoo, hairbrush, razor), and pajamas/nightgown, bathrobe and slippers.

Do not bring valuables such as large sums of money, credit cards, electronics, or jewelry (rings and watches that you normally wear should be left at home). Arrange to pay for things like a private room or equipment when you are discharged. For example, have someone bring your credit card or cheque book when they pick you up. Pay-by-phone is available at VCH's larger hospitals. If you rent a TV or phone, payment is due at connection time.



VCH cannot be held responsible for any lost or stolen items. In emergency situations, VCH hospitals can store some small valuables for a short time. For information, ask the Admitting Department or your nurse.

Rooms

Regular rooms have four beds and don't cost anything for patients with B.C. Medical Services Plan coverage. You can ask about paying for a private or semi-private room to increase your privacy and comfort; in each VCH hospital there are a limited number of private or semi-private rooms.

While there is no guarantee a private or semi-private room will be available, we try our best to accommodate these requests.

In a private room, you will have your own bathroom; in a semi-private, you share the room and its bathroom with another person.

Regular rooms and semi-private rooms may be shared by men and women.

Meals

Good nutrition is an important part of your recovery. If you have food allergies or follow a special diet, let your nurse know as soon as you arrive. A dietitian will talk to you about your food needs, and help design a meal plan for you.

Your family and friends are welcome to bring in your favourite foods, but check first with your nurse to ensure you can eat these foods while you are preparing for, or recovering from, your hospital care. Let your family and friends know we do not have space to store large amounts of food.

Information collection

Your health care providers will ask many questions about your health, including: past and current conditions; if you have ever had an operation; what kind of medicine or supplements you may be taking; and if you have any food or drug allergies. Ask questions if you do not understand something or if you need more information. We want you to understand your condition and treatment.



Consent

You may be asked for consent before you have tests or procedures. Before you make a decision, it is important that you feel everything has been explained to your satisfaction. If you are unsure or do not understand something, ask for an explanation.

If you have documented your wishes about the health care you may receive at the moment or in the future in an advance directive such as a representative agreement, a living will, or a similar document, bring this to the attention of your family and health care providers.

Personal information

Vancouver Coastal Health respects your privacy and recognizes the sensitivity of your health information. We take all reasonable measures to ensure that your information is treated confidentially. Our staff may need personal details from you for insurance or care purposes. VCH privacy policies meet provincial privacy requirements.

Usually if someone phones to ask about you, the main switchboard will report whether you are a patient and where you are in the hospital. It gives no other information.

However, let us know when you are admitted or tell your nurse if you do not want people to know you are in the hospital.

This means you will be a “no information” patient and only authorized health care staff and people you choose will have information about you. If you choose to be a “no information” patient, we will not be able to deliver mail, flowers or gifts to you.

For contact information or if you have concerns about the security of your information, see “Information Privacy Office” Directory, back of handbook.

Visitors

Family and friends are an important part of your recovery. Your visitors may come at most times of the day. Ask your nurse to tell you the visiting hours for your unit.

We want you to have every chance to get well, so visitors who are feeling unwell (for example, have a cold or flu), who have been near someone else who is ill, or who even have cold sores should not come to the hospital.

Ask family and friends to wash their hands before and after they visit your hospital room, or to use available alcohol-based liquid/foam hand sanitizers.

Security & safety

Staff ID

There will be many people involved in caring for you. Everyone who works for VCH wears a name tag and will be able to answer your questions about what they do.



Leaving your unit

If you need to leave your unit or floor for any reason, please let your nurse know where you are going, and approximately how long you will be gone.

Medication safety

Bring a complete list of your current medications, including non-prescription drugs and herbal products, when you check into the hospital. Medications you receive in hospital may look different from what you take at home. If you have any questions about your medications, ask your health care provider or ask to speak with a pharmacist.

Hand cleaning

Protect yourself and others from getting infections by using good hand washing habits: it is very important that you clean your hands often and completely. Wash your hands after using the washroom and before eating. You may also use the alcohol-based liquid/foam hand sanitizers available on each unit. You can also ask caregivers if they have cleaned their hands before providing you with care.

Fire drills

VCH sites regularly hold fire drills. If a fire alarm goes off during your stay, remain in your room. Staff are trained to provide instructions to patients in the event of a fire drill or emergency.

Smoking and fragrances

All VCH sites are smoke-free inside and outside. Patients who smoke are welcome to ask for information about smoking cessation programs and products available to them while in hospital.

Do not wear perfume, cologne or aftershave while you are a patient in a VCH facility. If you can, remind visitors before they come to see you to refrain from wearing these products or bringing flowers with strong scents. Some people are highly allergic to fragrance ingredients, and can suffer severe reactions.

Patient-related questions

Consider designating a family member or close friend as your contact while you are in the hospital. Although nurses can tell callers your general condition, they are not able to give details about your health over the phone, in order to protect your privacy. Let your designated contact know the hospital's main switchboard telephone number.

For contact information, see “Information and Main Switchboard” Directory, back of handbook.

Depending on your unit or room, you may be able to take telephone calls.



Patient services

Interpreters

Spoken Language interpreters are available to help with communication between staff and patients who have limited English. These interpreters may be requested by VCH staff only. If you or your family needs the help of an interpreter, please speak to a staff member.

Sign Language (ASL) interpreters are available for deaf, deaf-blind, and hard of hearing patients. If you or a family member needs this service you can call directly.

For contact information, see “Sign Language (ASL) Interpreters” Directory, back of handbook.

Well Wishes email

Well Wishes is a free service that allows friends and families to stay in touch with patients via email. It is available at Vancouver General Hospital, UBC, Lions Gate and Richmond hospitals, GF Strong Rehabilitation Centre George Pearson Centre.

The program is designed for well wishes only. Other messages (e.g., personal business, questionable content or solicitations) will not be delivered. VCH cannot send outgoing replies, confirm that a message was received, or confirm that someone is a VCH patient. If a patient has been discharged, the message is not forwarded. All messages are received and handled confidentially.

Well Wishes email boxes are checked every morning and messages are printed and delivered to patients every afternoon, Monday to Friday. Please ensure the patient's name and hospital are entered in the subject line.

For email addresses, see “Well Wishes” Directory, back of handbook.

Spiritual care

Concern for the whole person - physical, emotional, and spiritual - is basic to patient care. Many people find support and comfort in their faith. Chaplains and spiritual care providers can assist you in drawing upon your religious beliefs and provide spiritual resources. On-call chaplains are available 24 hours a day for spiritual care emergencies.

Let your nurse know if you would like this service, or call them directly.

For contact information, see “Spiritual Care” Directory, back of handbook.

Aboriginal patient navigator

The Aboriginal Patient Navigator program helps Aboriginal people access health services at Vancouver Coastal Health. Patient navigators provide referral, advocacy and support to patients to ensure access to appropriate health care and community services. Their assistance ranges from helping a patient get prescription drug plan coverage to escorting patients to medical appointments to making recommendations for, and assisting with, discharge planning.

Navigators typically meet face-to-face with patients and their families. Patients can be referred to a navigator by their doctor or health care provider or patients can access them directly.

For contact information, see “Aboriginal Patient Navigator” Directory, back of handbook.

Feedback

If you have a question, compliment, or problem, speak to your health care team or to the patient services manager for your unit. If you need more assistance, ask to talk to someone from the Patient Care Quality Office.

For contact information, see “Patient Care Quality Office” Directory, back of handbook, or visit www.vch.ca.

You can also get in touch by mail at

Vancouver Coastal Health
Patient Care Quality Office
#380, 855 W. 12th Ave.
Vancouver, BC, V5Z 1M9

Discharge

Going home

Your doctor may write a prescription for medication and a nurse will give you instructions about any other medications you are to take at home. It is important to know which medications you should continue to take once you leave the hospital.

When you are getting ready to leave, ask your health care provider for a complete list of all medications you will need to take, and how to take them (e.g., how much, how often) as this may be different than when you checked into the hospital. For more information, see “Medication Safety,” page 5.

Upon leaving the hospital, you may still have a tube, line or drain inserted in your body as part of your healing process. Ask your care provider for instructions about how to care for these attachments once you return home.

Returning to another health authority

If you have been transferred to VCH from another health authority’s hospital, we will arrange to send you back to the sending hospital only if you require further hospital care before you go home. If you are medically stable and are ready to go home without further hospitalization, you will need to make your own arrangements to return home.

If in the unfortunate circumstance a family member passes away while in a VCH facility, the family is responsible for making arrangements to have the deceased returned home. The social worker on the unit can help support the family at this time.



Billing information

If you had a private room or used special supplies or procedures during your stay, please pay your account before you leave the hospital.

In addition to being covered by the B.C. Medical Services Plan, some patients have extended health insurance plans, which may cover the cost of supplies such as crutches, canes, splints and some casts. Please ask a member of your health care team if you have any questions.

For contact information, see “Billing Information, Patient Accounts (Cashier)” Directory, back of handbook.

Health records

Should you need a copy of all or part of your medical record after you leave the hospital, you may request this information under VCH’s release of information (ROI) policy. Records usually take 30 days to compile.

To request your medical record, search “Your Health Record” on the VCH website or for contact information, see “Health Records” Directory, back of handbook.

This site: Richmond Hospital

Getting around

Directions

Use the map on pages 15 or the floor maps inside the main entrance of each building. There are also signs on the walls to direct you to your department. If you are not sure where to go, ask at the information desk at the North tower or ask a Navigator volunteer to help you.



Wheelchairs

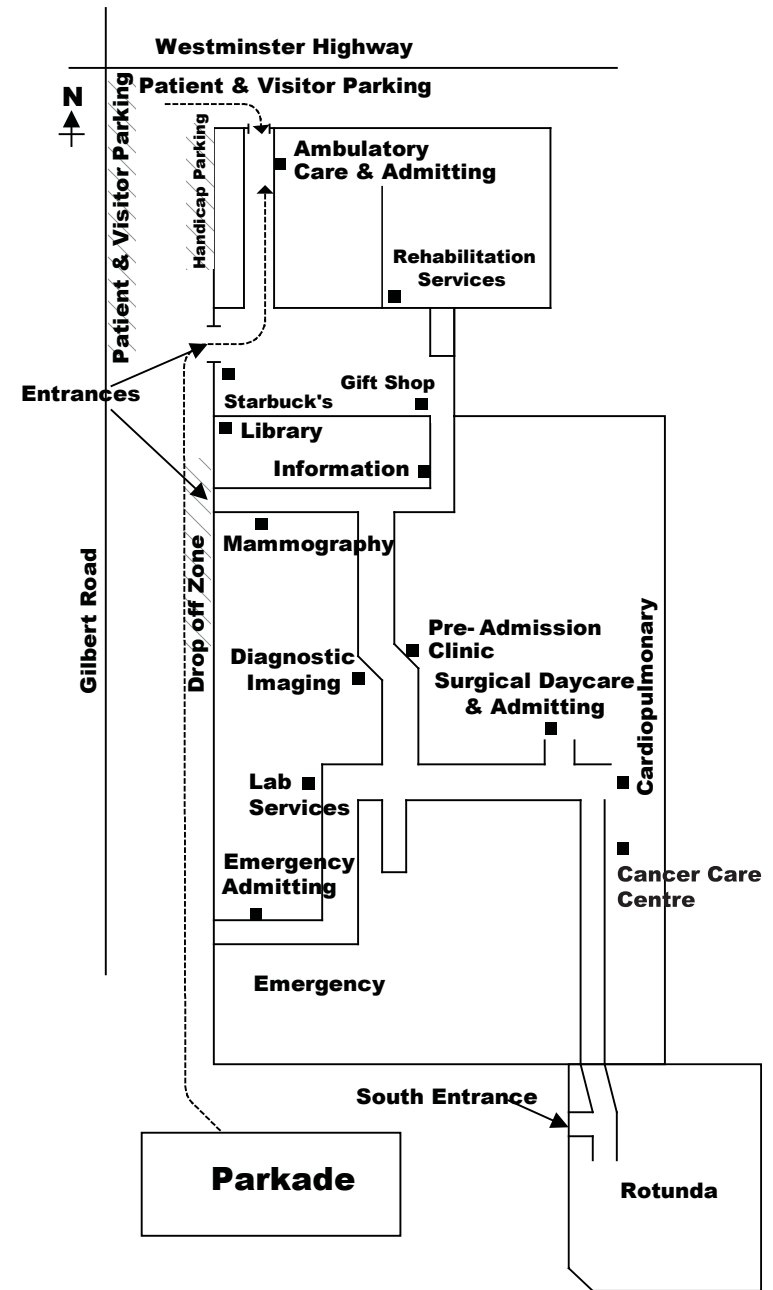
You will find wheelchairs: outside the west entrance near the Mammography Department; outside the entrance to the Emergency Department; and inside the hospital near Starbucks. Many of these chairs have coin locks.

Admission

Check in

The day before your surgery, call your surgeon's office to confirm the date and time of your surgery.

For contact information, see "Admission" Directory, back of handbook.



Transportation and parking

TransLink

Richmond Hospital is accessible by TransLink services from points across the Lower Mainland, including Vancouver International Airport, BC Ferry Terminals at Horseshoe Bay and Tsawwassen, Pacific Central Station (downtown Vancouver rail and bus station), and SkyTrain and Canada Line stations.

Buses 401, 407, and C94 all stop close to Richmond Hospital.

The Canada Line Richmond-Brighouse station is located three blocks east of Richmond Hospital, at No. 3 Road and Saba Road.

TransLink provides information on transit routes and schedules. TransLink can also tell you which buses take wheelchairs. For contact information, see “TransLink” Directory, back of handbook.

Parking

If you are driving to Richmond Hospital, please leave enough time to find parking before your appointment. A parkade and surface parking are located on the hospital grounds, and are accessible from Gilbert Road, on the west side of the hospital. The parkade and surface parking are also accessible from Westminster Highway on the north side of the hospital.

Payment can be made at the blue and gray dispensers located outside the main entrance, as well on the ground floor of the parkade. Payments can also be made at the parking booth or by credit card at the ticket readers at the Gilbert Road and Westminster Highway exits. Patients and visitors can purchase month-long passes from the dispensers or from a parking attendant.

There is limited parking on the streets around Richmond Hospital. See the map on page 15 for parkade information. Overnight parking is not available for trailers or mobile homes.

Wheelchair accessible parking

Richmond Hospital has wheelchair accessible spaces which are located on the parkade ground floor and surface parking close to the hospital. Be sure to display your “Disabled” parking permit.

For more information, see “Parking” Directory, back of handbook.



Services

Private/semi-private rooms (Preferred Accommodation)

You can request your preferred accommodation prior to admission. If you have an appointment with the Preadmission Clinic, you can make your request at that time.

You can also contact the Admitting Department to find out the cost of private or semi-private rooms or to make requests for preferred accommodations. See “Admissions” Directory, back of handbook.

TVs, phones, wireless internet

To order your TV or phone, dial 4189 from your bedside phone. Service is connected when a Hospitality Network representative is on-site between 3:00 p.m. and 7:00 p.m. daily (excluding statutory holidays). Payment is due upon connection and may be made by cash, VISA, MasterCard, and personalized cheque (with ID).

To make a local call, dial 9 + 604 + number. To make a long-distance call, contact the switchboard (dial 0). You must be able to charge it to a phone card or call collect. You can buy a pre-paid phone card at the lottery booth next to the gift shop.

Some units have pay phones in patient lounges or near the elevators.

Cell phone use is not allowed in most areas of the hospital. Please turn them off (not on standby). Cell phones can only be used in cafeterias and lounges.

Visitor accommodation

We have arrangements with nearby hotels to provide rooms at a reasonable rate to family members and patients. For more information, see “Visitor Accommodation” Directory, back of handbook.

Eating places

Richmond Hospital has one cafeteria and a Starbucks coffee shop, along with vending machines throughout the hospital.

Parkside Cafe

On the 2nd floor of the South tower, the Parkside Café provides a large seating area, including lounge chairs and outdoor patio. Parkside Café is open every day from early morning to early evening; hours are posted at the entrance.

Starbucks

Located at the main entrance of the hospital, this coffee shop offers a range of hot and cold beverages, sandwiches, pastries, cookies and other merchandise.

Health Information

There are two ways for patients, family members and the public to get access to health information. You can visit the Richmond Hospital library, located across from the Informaton Desk, and check out the online and hard copy resources to learn more about health conditions, medical or surgical procedures and diagnostic tests. You can also call staff at the CIBC Centre for Patients and Families for assistance. See “Library” and CIBC Centre” Directory, back of handbook

Pharmacies

While we encourage you to use your usual pharmacy, a number of pharmacies are located close to Richmond Hospital. Staff can direct you to the nearest pharmacy of your choice.

Gift shop

If you need toiletries, small gifts, stationery, stamps, magazines or flowers, visit our gift shop. It is staffed by volunteers, and profits are used to benefit hospital patients. The gift shop is located in the main lobby and is open daily, including most holidays. Phone cards are sold at the lottery booth next to the gift shop. For contact information, see “Gift Shop” Directory, back of handbook.



Banking

An ATM is located in the main lobby of the Westminster Health Centre.

Volunteers

Richmond Hospital has a strong network of caring volunteers who are dedicated to helping patients and families with a variety of services which complement the health care team. Carefully chosen and trained people make up the volunteer team. They provide social, emotional, and practical support to patients and visitors. Volunteers are easily identified by their red tops and name tags.

For contact information, see “Volunteer Resources” Directory, back of handbook.

Patient accounts

Richmond Hospital takes cash, cheques, credit cards and debit cards (Interac). You may pay at Patient Accounts, at the Switchboard/Cashier located on the ground floor of the North Tower. You can also call in your credit card payment.

For contact information, see “Patient Accounts (Cashier)” Directory, back of handbook.

Information

Directory

Aboriginal patient navigator	1-877-875-1131
Admission	604-244-5105
Preferred accommodation	604-244-5105
Billing information	
Patient accounts (Cashier)	604-244-5180
CIBC Centre for Patients and Families ..	604-875-5887
Gift shop	604-278-9711, local 4173
Health records.....	604-244-5108
Infection control.....	604-244-5156
Information & main switchboard	604-278-9711
Information privacy office	604-875-5568
Email: privacy@vch.ca	
Library.....	604-244-5165
Parking	604-244-5172
Patient care quality office.....	1-877-993-9199
Email: pcqo@vch.ca	
Richmond Hospital Foundation	604-244-5252
Security	604-278-9711, local 4100
Sign language (ASL) interpreters	
Western Institute for the Deaf and Hard of Hearing: Medical Interpreting System (MIS)	
Emergency TTY	604-736-7078
Emergency voice	604-736-7039
Non-emergency TTY	604-736-7099
Non-emergency voice.....	604-736-7012

Spiritual care & multifaith services.....604-244-5506
 Television & phone rental 604-278-9711, local 4189
 or 604-871-1697
 TransLink (regional transit)604-953-3333
 Web: www.translink.bc.ca
 Visitor accomodations.....604-278-9711
 Volunteer resources604-244-5172
 Well Wishes email

Richmond Hospital WellWishesRHS@vch.ca
 Lions Gate Hospital WellWishesLGH@vch.ca
 Vancouver General Hospital,
 UBC Hospital,
 GF Strong Rehabilitation Centre,
 George Pearson Centre WellWishesVA@vch.ca

Mailing and web address

Richmond Hospital
 7000 Westminster Highway
 Richmond, British Columbia V6X 1A2
 www.vch.ca

Support the Richmond Hospital Foundation

One of the best ways to honour a life is to give a gift that helps others. Giving a financial donation in memory or in honour is a thoughtful gesture and a meaningful contribution to better healthcare in your community. You can also celebrate a baby's birth by purchasing a precious footprint or celebrate a special event with an engraved brick. Tax receipts issued.

Yes, I want to support the Richmond Hospital Foundation

Our Hospital, Our Community, Our Responsibility

Donor Information

Mr Mrs Ms Miss Dr

First name: _____ Last Name: _____

Address: _____

City: _____ Prov: _____ P Code: _____

Telephone: _____ E-mail: _____

I would like to make a gift of:

\$25 \$50 \$100 \$250 Other: \$ _____
 please specify

Payment Information

Cash Money Order Cheque

Please make cheques payable to **Richmond Hospital Foundation**

Credit Card: Visa Mastercard American Express

Card #: _____

Expiry Date: _____ Signature: _____

We are happy to issue a receipt for the value of your gift.

Contact Information

Richmond Hospital Foundation Tel: 604-244-5252 Fax: 604-244-5547
 7000 Westminister Highway Email: info@richmondhospitalfoundation.com
 Richmond, BC V6X 1A2 www.richmondhospitalfoundation.com



VCH protects your personal information and adhere to all legislative requirements in regards to your privacy. We do not rent, sell, or trade our mailing lists. The information you provide will be used to deliver services and to keep you informed and up-to-date on the activities of the Richmond Hospital Foundation, including programs, services, special events, funding needs, opportunities to volunteer or give, and more through periodic contact. If at any time you wish to be removed from any of these contacts, simply call us at 604-244-5252 or email info@richmondhospitalfoundation.com

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email pchem@vch.ca and quote Catalogue No. **JB.300.R4141**
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person to whom it was given by the health care team.
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