

Royal Columbian Hospital



Royal Columbian Hospital

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New Westminster, BC
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t. 604.520.4253

www.fraserhealth.ca



Royal Columbian Hospital Foundation

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www.rchfoundation.com



Royal Columbian Hospital

A Guide for Patients, Families and Visitors





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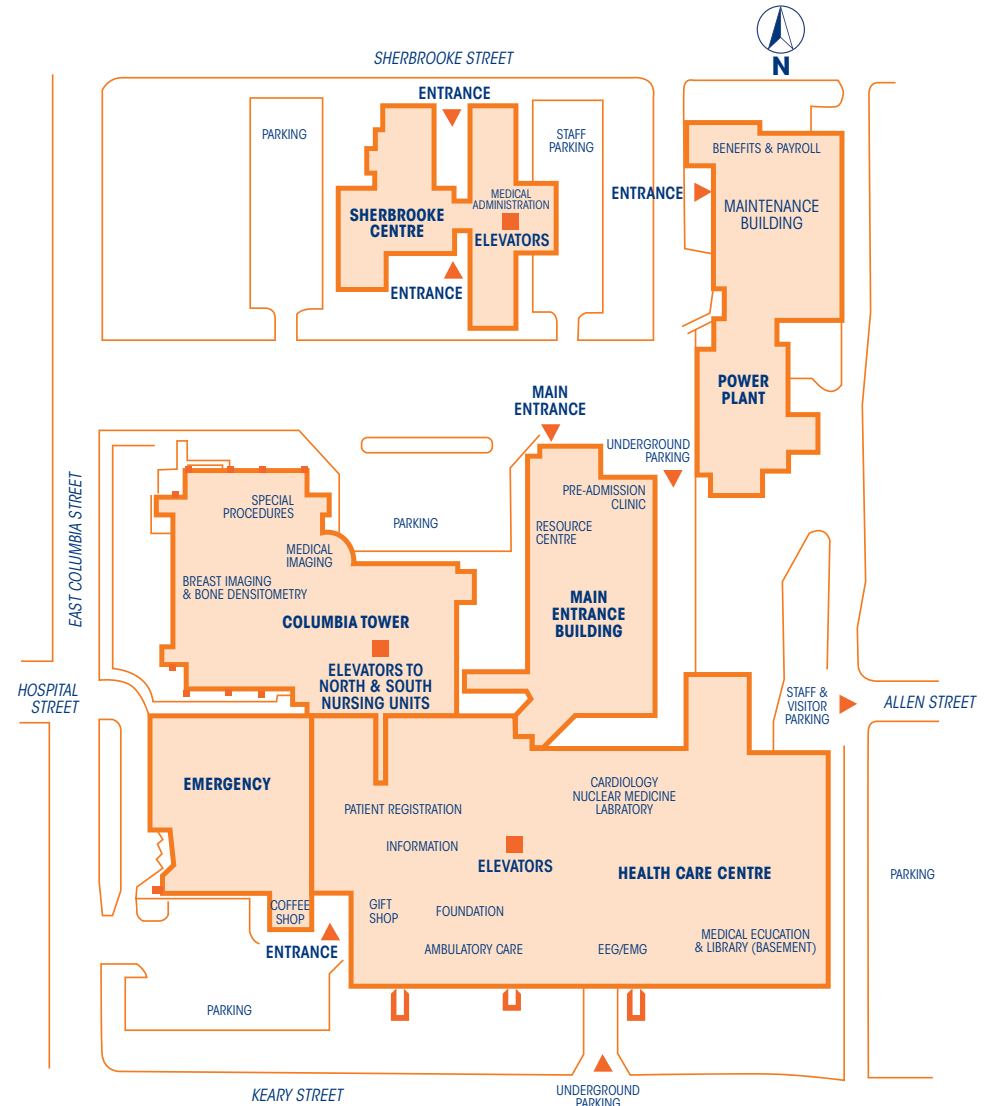
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ROYAL COLUMBIAN HOSPITAL FOUNDATION

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- 1 Health Care Centre**
 - Operating Rooms
 - Intensive Care Unit
 - Cardiac Surgery Intensive Care
 - Catheterization Lab
 - Critical Care Unit
 - Maternity, Paediatrics
 - Neonatal Intensive Care
 - Dialysis Clinics
 - Laboratory
 - Nuclear Medicine
 - Cardiology
- 2 Main Entrance Building**
 - Pre-Admission Clinic
 - Resource Centre
- 3 Emergency Building**
 - Emergency Department
- 4 Columbia Tower**
 - Medical/Surgical Inpatient Units
 - Medical Imaging (X-Ray, CT Scan, MRI)
- 5 Sherbrooke Centre**
 - Psychiatry In and Outpatients
 - Offices





Royal Columbian Hospital (RCH)

RCH is one of 12 hospitals under the umbrella of Fraser Health. It is a regional referral hospital providing specialized surgical and medical programs to 1.5 million people from Burnaby to Boston Bar, as well as a UBC-affiliated teaching hospital. RCH is also a community hospital serving the residents of New Westminster.

Patients with complex care needs are referred to RCH from other Fraser Health hospitals in the following specialties: Trauma Care, Neurosciences, Cardiac Care, Orthopedics, Maternal/Child Care, Medical Imaging; Breast Imaging and Bone Densitometry and Laboratory Services. It is Fraser Health's only hospital for open heart surgery and neurosurgery, as well as for coronary, carotid and intercranial angioplasties.

People rarely choose to end up in hospital. But while you are in our care, we are working to provide you with the best and most cost-efficient range of services in our geographic region.

All of our employees, physicians and volunteers work hard every day to demonstrate the values that are most important to us when we interact with our patients: Respect, Caring and Trust.

We wish you a speedy recovery.

Gillian Harwood,
Executive Director

Dr. Roy Morton
Medical Director



Better health. Best in health care.



Health Services in New Westminster

Health services in New Westminster are part of the Fraser Health Authority. While much of what we do in health care focuses on helping people recover after they are ill or injured, the Fraser Health vision reflects a broader purpose – better health for the population – as well as our goal of being the best in health care.

Health services in New Westminster are available in various locations and include:

- **The Royal Columbian Hospital**, a 397-bed acute care facility
- **Residential Care Services** include Queen's Park Care Centre, William Rudd House, Buchanan Lodge, Kiwanis Care Centre, Royal City Manor.
- **Home Health Services**
- **Mental Health and Addictions Services**
- **Public Health/Health Promotion/Prevention Services**

For general inquiries about Fraser Health services in New Westminster call 1-877-935-5669.

Better health, best in health care.

www.fraserhealth.ca

This guide outlines the services offered at RCH and how to access them. If you have further questions, please ask a member of our health care team.

This guide was made possible by a grant from the Royal Columbian Hospital Foundation



Patient Registration

The day you are to be admitted you will go to Patient Registration in the Health Care Centre lobby. Please give yourself enough time (at least two hours before surgery, if that day) as there will be other patients being admitted at the same time (any patient staying for more than a few hours must go to Patient Registration).

In most cases, clients for laboratory, medical imaging (X-ray, CT Scan, MRI etc.) and other outpatient services should go directly to those departments.

Surgical patients who must stay in hospital are required to visit the Pre-Admission Clinic before the

day of the surgery. You will receive blood tests, learn about your surgery and often be seen by an anesthetist.

To help us give you the care you need, we require some basic information about you. By government regulation, Patient Registration requires:

- BC Care Card/medical insurance card and/or additional coverage (Workers' Compensation)
- Residence address(es) in the past six months, including postal code
- Current employer

Once admitted, we will be collecting personal information to provide you with appropriate care and services and to determine your eligibility for services and benefits. This may include:

- staff and physicians collecting personal information from you
- family or friends being asked to provide information, if you are unable
- obtaining a copy of your health record, test results or medication information from other health care organizations.

We will ensure your personal information is kept confidential in accordance with the BC Freedom of Information and Protection of Privacy Act (FOIPPA).

What to Bring

- Basic toiletries and cosmetics (toothbrush, toothpaste, etc.)
- Razor (manual, charged or battery-operated; no plug-ins)
- Dentures, eyeglasses, hearing aid
- Quarters for payphones (some rooms have phones)
- Tissues
- Pyjamas and robe (optional; we do provide gowns), underwear
- Rubber-soled slippers
- A list of your current medications (prescription and non-prescription). You may be asked to bring your prescription medication with you for information or if the hospital pharmacy does not stock that item.

After your surgery, you may ask your family to bring you:

- Laptop computer, handheld media player, cell phone. (Wireless internet access is available in the RCH Resource Centre near the Main Entrance of the hospital.) Remember that there is no secure storage on the unit for such items.

Please don't bring:

- Cash in excess of \$20, credit cards
- Jewellery
- Any plug-in electronics such as radios, TVs. (Some wards have television rooms. Information about private TV rentals is available on every ward.)

The hospital cannot be responsible for any lost or stolen items. If you must bring valuables, please deposit them with the Cashier (main lobby, open Monday - Friday 8:30 a.m.-3:30 p.m.) for safekeeping.

Accommodation

Patients are generally accommodated in four-bed rooms. A limited number of private or semi-private rooms may be available when you arrive.

Call our Preferred Accommodation clerk at 604-520-4759 for information about availability and rates or consult our website at

<http://www.fraserhealth.ca/HealthInfo/HospitalServices/PreferredAccommodation.htm>.

If you would like to request a private or semi-private room, please complete the "Preferred Accommodation Request and Assignment Form" at the Pre-Admission clinic or at Patient Registration. Your employer's insurance company or benefits package often covers a percentage of the full fee of a private or semi-private room.

From time to time, we may place male and female patients in the same room. It is an option that needs to exist if we are to maximize our system and provide timely care to all patients when the hospital is very busy.

Charges

There are charges if you:

- are not a Canadian resident or do not have current BC medical insurance. You must prepay the daily room charge for your estimated length of stay. You may pay at the Cashier (main lobby, Monday to Friday 8:30-3:30) by cash, travellers' cheque, debit card, VISA, MasterCard or Amex.
- are transferred by BC Ambulance or a private service to or from the hospital in a non-emergency situation.
- receive some services that are not covered by Medicare (cast changes for example). Depending on the service, you will either be billed or asked to pay at the Cashier.

Surgical Delays

In relatively rare circumstances, scheduled surgeries could be postponed at the last minute due to situations beyond our control.

RCH is the Trauma Centre for Fraser Health and the only hospital in this health region that performs brain surgery and heart surgery. Emergency life-saving surgeries can never be predicted and must be performed at a moment's notice.

RCH does its best to facilitate these surgeries as well as take care of our inpatients. However, sometimes our 'planned' surgery times may be disrupted by these emergency cases.

If your surgery is delayed or postponed, please contact your surgeon's office to obtain your rescheduled surgery date.

Organ Donation

This hospital supports the British Columbia Transplant Society and the Eye Bank of BC in their mission to reduce waitlists for transplantation. Transplantation today is a therapeutic treatment for patients facing disability or death and offers many recipients a chance for a normal and healthy life. As the neurosciences trauma centre for Fraser Health, RCH is in a unique position to identify potential donors.

When doctors decide the time is appropriate, family members will be approached about organ donation.

Visiting Hours

Visits from family and friends are encouraged. We are flexible about visiting hours.

It is best for visitors to come after 10 a.m. when patients are generally up and dressed; and to visit before 10 p.m. when the hospital entrance doors are locked and entry is controlled by Security. We make every effort to accommodate visits in common areas so that roommates can enjoy privacy and undisturbed rest.

Visitors are requested to postpone their visit if they have a cold or flu as our patients are very susceptible to illness.



RCH supports an environment of respect for patients, families and staff



Patient Rights

Our patients have the right:

- To know they will not be discriminated against on the basis of race, colour, ancestry, place of origin, political belief, religion, family status, disability, sex, sexual orientation, age, or criminal charge or conviction
- To be cared for in a respectful, dignified and safe manner by competent health care professionals
- To privacy and confidentiality of their health information
- To expect that they will be consulted and will participate in decisions about their health care
- To request access to the information in their own health record
- To be acknowledged as an individual

Employee Rights

Our employees have the right:

- To rely on our patients and their families to participate with the health care team in their own health care planning and intervention, and to use hospital resources responsibly.
- To not tolerate violent acts and threatening speech/behaviour, both for their own protection and safety and that of other patients.

your in-hospital experience



Your care will be supported by a team of health care professionals. The treatment care plan developed by your care team will begin as soon as you are admitted and follow you through to discharge.

During your stay, if you need assistance and cannot come to the nursing station, push the call bell at your bedside. If you need assistance while in the bathroom, use the call bell there. You will be expected to perform as much of your personal care as possible. This ensures that you are preparing yourself for going home.

Primary Care Team Members

Doctors

Your doctor will be your specialist, your family doctor or a doctor who works for the hospital. If you have questions for your doctor, have them ready before his or her visit.

Nurses

Our nursing team is composed of Registered Nurses (RNs) and Licensed Practical Nurses (LPNs). Other nurses (Registered Psychiatric Nurses, Clinical Nurse Specialists and Nurse Practitioners) may collaborate on your care. Nurse Aides are available to assist RNs and LPNs with routine aspects of patient care.

Nurses are available 24 hours/day. At shift changes (some departments 7 a.m. and 7 p.m.; others 7:30 a.m. and 7:30 p.m.), the nurses are doing their shift report and it may take time for them to respond.

You may also encounter other health care professionals during your stay: Clinical Dietitians, Laboratory Technologists, Medical Social Workers, Pharmacists, Physiotherapists, Respiratory Therapists, Speech-Language Pathologists, among others.

Patient Safety

While you are in the hospital, you will be identified by a hospital wrist band. This wristband will be checked many times during your stay to ensure patient safety during medication administration and while undergoing certain procedures.

It's okay to ask your health care worker prior to medication administration... "Did you check my wristband?"

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Royal Columbian Hospital Foundation

Your care is critical.

Royal Columbian Hospital (RCH) provides highly-specialized care for critically ill and injured patients in the largest and fastest growing health care region in British Columbia. Serving more than 1.5 million people from Burnaby to Boston Bar, RCH is one of the B.C.'s busiest hospitals.

RCH Foundation is an independent charitable organization that works with the community to raise money and help the hospital save lives, restore health and provide comfort to seriously injured and ill patients of all ages.

Each year thousands of generous individuals, businesses and organizations help the Foundation raise millions of dollars to help fund new equipment and facility enhancements for Royal Columbian Hospital.

Please give.

You can help ensure we all have access to the best in health care at Royal Columbian Hospital by donating to the RCH Foundation today.

To give, simply:

- Complete the form in the enclosed brochure and mail it using the postage-paid envelope
- Visit us in the Health Care Centre lobby at RCH
- Call us at 604-520-4438
- Go to rchfoundation.com

Thank you for your support.

To learn more visit rchfoundation.com.

When you give, you're building care where it matters most.

your in-hospital experience

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Infection Control

Cleaning your hands is the most important way to reduce the spread of germs that cause colds, flu, and sometimes even serious or life-threatening diseases.

While you are in the hospital you may find it difficult to clean your hands as often as you would like. Please ask your health care worker...

- For some alcohol hand gel
- For a soapy, wet cloth

**It's also okay to ask your health care worker...
"Did you wash your hands?"**

Visitors are requested to use the alcohol hand gel available in wall containers throughout the hospital before and after visiting.

Medications

Please tell your doctor and nurse the medications (prescription and over the counter) you are taking. The hospital will review all your medications and let you know which ones you may send home. Please note that the times we give your medications may be slightly different from what you are used to, and this will not adversely affect you.

Smoking

Smoking is not permitted anywhere inside the hospital or on its grounds. Patients in our care will receive a variety of supports to help manage their nicotine dependence.

Meals

Your meals are planned and evaluated by dietitians to meet your nutritional and therapeutic needs. We also consider the desired texture of food as well as ethnic preferences. You may request a visit from a dietitian by asking your nurse.

Meal service times:

Breakfast: 7 a.m.- 8:30 a.m.

Lunch: 11 a.m.-12:30 p.m.

Dinner: 4 p.m.-5:30 p.m.



Housekeeping Services

Housekeeping Services performs a variety of cleaning and maintenance duties, including preparing beds for new patients, servicing each patient room daily by mopping floors, wiping tables, cleaning the washrooms and removing garbage. High dusting and floor maintenance are done on a periodic basis.

If you have any concerns with cleaning, or a need for Housekeeping Services arises outside the regular service times, please report it to the nursing staff. They can request additional service through a 24/7 Housekeeping call centre.

Security

All Royal Columbian Hospital employees, physicians and volunteers are required to wear a photo ID badge noting their position and unit/department. The hospital has 24-hour security. Uniformed personnel conduct routine patrols of the facility. If you require their services, ask a member of the staff to connect you with a member of the team.

Spiritual Care

The hospital provides spiritual and emotional support to patients and their families/friends through the hospital Spiritual Care Coordinator, who is theologically and clinically trained to provide support in diverse and multi-faith settings. Available Monday to Friday (and on an emergency basis after hours). Ask your nurse for contact information.

The Delesalle Chapel, a multi-faith sacred space, is open at all times for prayer, meditation or quiet reflection. It is located on the 2nd floor of the Columbia Tower.

Volunteer Resources

Volunteers are available daily to provide a wide variety of services to patients: visiting; Therapeutic Touch at the bedside; spiritual care; pet visitations; message delivery; library cart. Auxiliary volunteers provide gift cart visits on Mondays and Tuesdays. Toiletries, books and magazines can be purchased in the Gift Shop in the main lobby, and lottery tickets are sold at the lottery booth at the Information desk in the main lobby.

To arrange volunteer support, speak to your bedside nurse or call local 4237.

Feedback

We welcome feedback about our care and services. Please discuss any concerns you have about your treatment directly with your attending physician or nurse. If you are an inpatient, please ask to speak to the unit manager and discuss your concerns about the care you received directly with him or her. However, if you remain dissatisfied with the response that you receive and wish to pursue a formal complaint, or if you wish to relay a compliment, please contact the Client Relations office at 604-520-4403 or feedback@fraserhealth.ca.

discharge information



You will be discharged when the medical team feels your hospital needs have been met and your care can safely be continued outside the hospital, from your home or another facility.

If you have been advised that you are being discharged, you and your family are requested to make arrangements to leave as soon as possible as we will require your bed for another patient.

Following your discharge, if you have questions or concerns that do not require emergency attention, please contact your family doctor, or call the BC Nurses Line, which is available 24 hours a day.

Toll Free	1-866-215-4700
Greater Vancouver	604-215-4700
Deaf/ Hearing Impaired	1-866-889-4700



hospital services



Food Services

- **Tim Hortons Coffee Shop** – Located at the front entrance of the Health Care Centre lobby.
Daily Hours: 6:30 a.m.-11:30 p.m.
- **Cafeteria** – Located in the basement of the Health Care Centre. Hours: Monday-Friday, 7:30 a.m.-6:30 p.m.
- **Vending Machines** – Located in the main lobby across from the elevators, in the cafeteria and throughout the facility outside the nursing units.

Financial Services

- **Cashier** – Located in the main lobby beside Patient Registration.
Hours: Monday-Friday – 8:30-3:30. 604-520-4737.
- An ATM machine is located at the hospital entrance in the main lobby.

Information

Once a patient is admitted, information on their condition may be obtained from the clerk at the desk in the main lobby, or by phone.

Hours: 10 a.m.-8 p.m.

(After-hours, information is available by phone only)

Phone: 604-520-4219

Parking

- Visitor pay parking is available in surface lots off Columbia, Sherbrooke and Keary Streets. Machines in pay parking lots take only coins (no bills) or credit cards. The machines do not give back change.
- RCH does not enforce pay parking in surface parking lots for those individuals parked in a designated handicapped stall displaying a valid Social Planning and Research Council of British Columbia (SPARC) hanger.
- Some metered parking is available on the nearby streets.
- Please leave plenty of time to find parking before any appointments.

Postal Services

- A mailbox is located at the hospital entrance in the main lobby.
- **Cards and letters** for inpatients may be addressed to the patient by name, including the unit, C/O Royal Columbian Hospital, 330 East Columbia St., New Westminster, BC, V3L 3W7. We regret that we are unable to forward any mail received after a patient's discharge.
- **Email messages** to inpatients are delivered by volunteers as part of the hospital's You've Got Mail program. To send a message you must know the patient's first and last name and room number (Patient Information 604-520-4219). Send messages to rch.volunteerservices@fraserhealth.ca

Resource Centre

Patients, families and visitors may take advantage of various media from print brochures to DVDs to internet sites to locate health-related information. The Centre is also a wireless hotspot where visitors may use their own laptops to access home or office email, or visit the internet. Payment by credit card.

The Resource Centre is located at the Main Entrance just off the Sherbrooke parking lot.

Hours: Monday to Friday, 10. a.m. – 3 p.m.

Retail Services

- **Auxiliary Gift Shop and Services** – Located in the main lobby.
Hours: Weekdays 10 a.m. - 8 p.m.;
Weekends 1 p.m. - 8 p.m.
- **Marketplace** – Located in the main lobby.
Hours: Monday - Friday 9 a.m. - 5 p.m.;
Weekends 11 a.m. - 5 p.m.

Items for sale vary daily from vendors who donate partial proceeds to the Royal Columbian Hospital Foundation.

Telephones

Pay phones are available on the wards and in various public locations. Cell phones are permitted throughout. Patients in semi-private and four-bed rooms are asked to respect other patients and refrain from phone use late at night.



Specialty Services at a Glance

Royal Columbian specializes in the following programs:



- **Trauma Care** Referral centre for Fraser Health with the emergency, surgical and critical care expertise to treat victims of significant trauma 24/7.



- **Cardiac Services** Referral centre for Fraser Health with sophisticated diagnostic and treatment facilities which include the Cardiac Catheterization Lab (angiograms and angioplasties) and the open-heart surgery program (bypass and valve surgery).



- **Neurosurgery** Referral centre for Fraser Health and BC. Fraser Health's only hospital offering full neurosurgical and spinal coverage – both elective and emergency – 24/7.



- **Orthopedic Surgery** Specializes in all forms of orthopedic trauma and specialized elective/urgent care including complex surgery such as hand reconstruction and pelvic surgery.



- **Maternal/Child Care** Referral centre for Fraser Health and BC for high-risk pregnancies and newborn intensive care, as well as maternity care for New Westminster residents.



- **General Surgery** Specializes in trauma cases and general surgery involving many organs of the body.

- **Vascular/Thoracic Surgery** Specializes in trauma cases and surgery involving the circulatory system and the chest.



- **Intensive Care Unit** Offers the highest level of care in Fraser Health in a state-of-the-art facility.

- **Interventional Radiology** Referral centre for Fraser Health and BC for radiological imaging and specialized treatments in blood vessels and body organs.



Emergency Department

The Emergency Department functions 24 hours a day, seven days a week. Patients either walk in, or are transported by ground or air ambulance (helicopter).

All patients will be evaluated on arrival and the sickest people will be seen first. All others will be seen as soon as possible. Emergency department staff do not provide medical information over the telephone.

However, if you require non-urgent medical attention, consider:

- **Seeing your family physician**, or asking for the doctor on call if you need attention after hours.
- **Calling the BC NurseLine**
Greater Vancouver: 604-215-4700.
Toll Free: 1-866-215-4700.
- **Going to a drop-in clinic** or treatment centre.
- **Consulting the BC Health Guide** from the Ministry of Health Services at www.bchealthguide.org.
- **Getting advice from your pharmacist** about medications for pre-existing conditions.

Diagnostic Services

■ Bronchoscopy and Pulmonary Function Lab Diagnoses



Treats and manages lung disease and promotes wellness through lung function and exercise testing, blood oxygen monitoring techniques, education, and assessing the need for home oxygen.

■ Diagnostic Cardiology Services



For inpatients and outpatients include stress testing, 24-hour Holter monitoring, Pacemaker clinics and cardiac ultrasounds. Provides ECGs for emergencies 24/7.

■ Laboratory



24/7 service to Emergency, inpatients, outpatients and clinics as well as specialized tests referred from other laboratories.

■ Medical Imaging



Full range of services including: X-rays, CT Scans, Ultrasound, MRI, Interventional Radiology, Mammography, Bone Densitometry, Breast Imaging. Services available for emergencies 24/7.

■ Nuclear Medicine



Diagnostic imaging using radiopharmaceuticals to produce a full range of scans for inpatients and outpatients.

